



Portal

Scottsboro Water, Sewer and Gas Board Customer Rules, Procedures, & Guidelines



App

Payment for Utility Service is Due Each Month and your due date is: _____

Failure to receive bill does not relieve customer of penalties for non-payment

NEW SERVICE REQUIREMENTS

1. Customer must provide at least one form of valid government issued picture identification
2. Social Security Card
3. Current rent receipt from landlord (for rental property)
4. Proof of ownership (landlords must also provide proof of ownership)
5. If services at the address are already active, written authorization from the current WSG account holder is required prior to processing a service transfer

WATER SERVICE GUIDELINES

1. The customer shall pay all deposits and fees at the time of application for service.
2. When WSG installs a service line and water meter, minimum monthly charges begin on that date. This minimum charge will be made during every billing period, even when there is no water usage.
3. A property owner must jointly apply for a new water meter along with the tenant. The tenant is responsible for the application, deposit, and monthly charges. The property owner is responsible for the application, deposit, and monthly charges if the structure is vacant when the service is installed.
4. Each household or structure must have an unshared water meter connection. Multiple households or structures connected to one meter will not be allowed.
5. For master meter connections, each unit served will be charged the monthly minimum plus usage above the minimum.
6. For connections inside the city limit, the Inspection Department at Scottsboro City Hall will be responsible for piping inspection downstream of the water meter. Failure to pass inspection will result in discontinuance of services.
7. For connections outside the city limit, the Scottsboro Water, Sewer, and Gas Board will be responsible for piping inspection downstream of the water meter. Failure to pass inspection will result in discontinuance of services.
8. The customer is responsible for installing and maintaining a cutoff valve on their line. The meter and related components are property of Scottsboro Water, Sewer, and Gas Board and shall not be used by the customer.
9. If the customer elects to discontinue service for an extended period of time, a charge for a service call to disconnect, and subsequently a charge for a reconnect, will be made. In lieu of the charges for the service calls, the customer may elect to pay the monthly minimum to cover the disconnect/reconnect cost.

SEWER SERVICE GUIDELINES

1. The customer shall pay all fees at the time of application for service.
2. A monthly sewer charge will begin at the time the customer activates utility service (water, gas, sanitation). This minimum charge will be made during every billing period, even when there is no usage.
3. All piping and connections to wastewater collection system must be made by a certified plumber licensed by the State of Alabama and the City of Scottsboro, and inspected by a WSG representative. Once the inspection has passed, sewer charges based on water usage will begin.
4. Each household or structure must have an unshared connection to WSG's wastewater collection system. Multiple households or structures connected to one sewer service lateral will not be allowed.
5. No person shall discharge, or cause to be discharged, any storm water, ground water, roof runoff, or subsurface drainage into the wastewater collection system.
6. In accordance with applicable city ordinances, monthly sewer charges will be made for all buildings that have access to sanitary sewer service, whether the building is physically connected or not. Variance for exemption from the connection ordinance must be made to the Scottsboro Water, Sewer and Gas Board before sewer charges will be waived.

GAS SERVICE GUIDELINES

1. The customer shall pay all deposits and fees at the time of application for service.
2. When WSG installs a service line and gas meter, minimum monthly charges begin on that date. This minimum charge will be made during every billing period, even when there is no gas usage.
3. All gas piping at the customer's structure must be performed by a certified Gas Fitter licensed by the State of Alabama and the City of Scottsboro, and installed in accordance with the regulations outlined in the Standard Gas Code published by the International Building Code.
4. Once the Licensed Gas Fitter has completed the piping and installed the appliance, WSG must be contacted to perform an inspection and verify the results of the pipeline pressure test.
5. A property owner must jointly apply for a new gas service along with the tenant. The tenant is responsible for the application, deposit and monthly charges. The property owner is responsible for the application, deposit, and monthly charges if the structure is vacant when the service is installed.
6. If the customer elects to discontinue natural gas service during the summer months, a charge for a service call to disconnect, and subsequently a charge for a reconnect, will be made. In lieu of the seasonal cut-on/cut-off service call charges, the customer may elect to pay the monthly minimum to cover the disconnect/reconnect cost.
7. WSG will use standard construction methods for the installation of the gas service line. These methods utilize heavy trenching and excavation machinery to make connections at the city right-of-way, as well as, opening a ditch through the grounds near the structure to install the gas service pipeline. WSG will refill the ditch with the excavated materials, but landscaping of disturbed property will be the responsibility of the property owner.

Lighting Pilot Lights

1. There will be no service charge for routine lighting of pilot lights during normal working hours, 8:00 am to 4:30 pm.
2. There will be a service charge for the lighting of pilot lights after hours. This applies to nights, weekends, and holidays.
3. WSG does not perform repair or maintenance work on any appliances.

SANITATION SERVICE GUIDELINES

1. Charges for sanitation (garbage) collections will begin at the time any other utility service is activated in the corporate limits of the City of Scottsboro, in accordance with applicable ordinances.
2. Sanitation (garbage) billing is a service to the City of Scottsboro by WSG. All inquiries should be directed to the Scottsboro Solid Waste (Sanitation) Department at (256) 259-5548.
3. A Recycling Program is offered by the Sanitation Department. For information, or replacement recycling bags, call (256) 259-5548

BILLING GUIDELINES

1. A Non-Refundable Service Charge is billed on the first month's billing for establishing/processing your account.
2. The customer shall pay a minimum monthly water or gas bill once the water or gas meter is installed. This minimum monthly charge will be made even when there is no usage.
3. Billing due dates that fall on a non-working business day (weekends, holidays) shall be due on the following business day.
4. 10% late fees are charged after the bill due date.
5. The U.S. Postal Service postmark determines the official date of mailed bills.
6. **No adjustment will be made for filling swimming pools, watering lawns, or watering flowers.**
7. **Customer bills will not be adjusted due to a water leak past the water meter.**
8. If a leak is on the WSG side of the water meter, it will not affect the customer's bill.
9. Arrangements can be made for monthly payments and tap fees.

DELINQUENCY PROCESSING GUIDELINES

1. Delinquency processing charges will apply to all accounts that have been processed for non-payment.
2. Delinquency processing charges apply once a WSG representative has been dispatched to disconnect service.
3. After being processed for non-payment, full payment, including all late and delinquency processing fees, must be received by WSG before service will be restored.
4. Payment will only be accepted during normal hours of 8:00 am to 4:30 pm. at the office, online, on the app, or over the phone.
5. **There will be NO service connections made after hours.**

DEPOSIT GUIDELINES

1. Separate cash deposits are required for water and gas utility services.
2. Deposits vary based on the nature of the service, i.e. residential, commercial or industrial.
3. Homeowners who choose to rent their property must pay deposits equivalent to amounts charged to renters.
4. A landlord may put up a Blanket Deposit to avoid paying deposits each time a tenant moves out of their property. This deposit will stay inactive until notification is given from landlord to apply or refund the deposit. Landlords must request a deposit to be classified as a Blanket Deposit.
5. Large commercial and industrial deposits will be determined by the WSG Business Manager.
6. Surety bonds, as security deposits, will not be accepted.
7. Irrevocable standby letters of credit from local banks are acceptable with specific WSG requirements.
8. Refunds of less than \$8.00 will not be issued via check and will instead remain as a credit balance on the account until the customer resumes services.

DELINQUENCY GUIDELINES

1. A bill is delinquent the day after the printed due date on the monthly bill.
2. If a bill becomes delinquent, the late fee of 10% applies immediately.
3. If an account is delinquent for 10 days, it is subject to discontinuance of services.
4. WSG will discontinue water-sewer-gas service if a utility bill becomes delinquent
5. If an account remains disconnected for a period of one week, the account is subject to being removed from WSG's billing system.
6. If an account is closed and removed, a new application for service must be made, requiring the items listed under "New Service Requirements", along with full payment of delinquent bills for the previous account, as well as new deposits.
7. The Customer, as named on the account, represents that neither he/she, nor any other individual who resides, or stays, in the household, owes WSG a delinquent bill. The Customer, as named on the account, will be responsible for any monies owed WSG by other individuals staying in the household. Unpaid amounts owed by any individual staying in the household, or any misrepresentation herein, shall be grounds for discontinuance of service.

RETURNED FINANCIAL INSTRUMENTS GUIDELINES

1. A returned check fee will apply for every financial instrument returned unpaid. This applies to personal checks, bank drafts, and electronic funds transfers.
2. Returned checks used to pay deposits and delinquency processing fees will result in immediate discontinuance of service.

EQUIPMENT DAMAGE AND THEFT OF SERVICE GUIDELINES

1. Charges will be made for damage to any part of a utility meter connection, i.e. lock, pin, cut off valve, piping, etc.
2. Illegally acquiring water, sewer, or natural gas service by removing any lock, pin, or valve can result in criminal prosecution.

AFTER HOURS GUIDELINES

1. For all after-hour emergencies concerning water, sewer, or natural gas, call (256) 574-1515 or (256) 574-1744.

*These rules, procedures, and guidelines are subject to change without notice.