



The Water Works Board of the City of Auburn  
 1501 W. Samford Avenue  
 Auburn, Alabama 36832  
 Phone : 334-501-3050  
 serviceorders@auburnalabama.org

**New Account Activation Form - Residential**

Please fill out all the information below. Charges to initiate services are \$35.00 for water deposit, \$30.00 for sewer deposit, \$30.00 for garbage deposit (which are refundable), and a \$15.00 non-refundable service charge. The deposits and service charge are due at the time of application or can be billed at the discretion of The Water Works Board Utility Billing Office. Deposits may be waived if a "Letter of Credit" is provided from your most recent utility provider. Credit letters should reflect the most recent 24-month payment history with no late charges, notices of disconnection, or returned items. Any past payment history with The Utility Billing Office will supersede a "Letter of Credit" from any other utility provider. **A copy of a valid US State or Government issued ID, passport, or VISA is required to initiate services.** The ID may be emailed to [serviceorders@auburnalabama.org](mailto:serviceorders@auburnalabama.org). Please contact the Utility Billing Office at (334)501-3050 or [serviceorders@auburnalabama.org](mailto:serviceorders@auburnalabama.org) for more information.

**\*NOTE\***- Except during peak work periods; we endeavor to make service connections on the business day requested. Requests for same day services taken after 3:00pm will be subject to the after-hours service charge.

Name: \_\_\_\_\_

Name of Authorized User (optional): \_\_\_\_\_

Address of Service: \_\_\_\_\_ Apt # \_\_\_\_\_

Billing address: \_\_\_\_\_

Date to begin service: \_\_\_\_\_ Provided letter of credit: Yes No

Social Security #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DOB (MM/DD/YYYY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Driver's License # or Passport #: \_\_\_\_\_ DL State: \_\_\_\_\_

Primary Phone #: \_\_\_\_\_ Cell Phone? Yes or No May we contact you via text message?  Yes  No  
 Alternate Phone #: \_\_\_\_\_ Cell Phone? Yes or No (Message and data rates may apply).

Email Address: \_\_\_\_\_

Billing Preference (**circle one**): E-Bill Paper Bill Both Paper/E-Bill

*By subscribing to water, sewer, and garbage service, I agree to follow the rules, regulations, and policies as amended, of those service providers.*

**COPY OF VALID PHOTO ID REQUIRED**

Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

## City of Auburn - Water, Sewer and Garbage Services - *Just the facts . . .*

The Utility Billing Office (UBO) provides customer service to Auburn residents and businesses concerning water, sewer and garbage services. The office is located in the Bailey-Alexander Water and Sewer Complex at 1501 West Samford Ave (the corner of Shug Jordan Pkwy and Samford Ave), telephone 334-501-3050, email [serviceorders@auburnalabama.org](mailto:serviceorders@auburnalabama.org).

- ✓ **Hours:** Office hours are 7:30 a.m. – 4:30 p.m., Monday through Friday (except for City holidays). There are night-drop boxes for after-hours use at the drive through at the Bailey-Alexander Complex and across from City Hall at 144 Tichenor Avenue; payments placed in the night-drop boxes after start of business day will be posted to accounts on the following business day. *The Utility Billing Office is not responsible for any cash placed in the night-drop boxes.*
- ✓ **Starting Services:** Proper identification, deposit, and a service charge are required to start City utility services. The deposit can be waived when applying for service if the applicant provides a reference letter from a former utility confirming the applicant's good payment history for a period of at least 24 consecutive months for an account in the applicant's name. *The applicant's past payment history with the UBO will supersede a reference letter from another utility.*
- ✓ **Garbage Services:** The City collects household garbage, yard waste and recycling from residences once each week. *Please call Environmental Services at 334-501-3080 to find out your neighborhood's scheduled pick-up day of the week.*
- ✓ **Billing Dates and Late Fees:** Payments are due 15 days following the billing date printed on the bills. A minimum late fee of \$5 (\$1.50 for water, \$1.50 for sewer, \$2 for garbage) or 5% of each service will be added to accounts that have not been paid by the close of business on the due date.
- ✓ **Payment Options:** The UBO offers customers the convenience of several payment options: at the billing office using cash, check, money order, or credit card; by mail using check or money order; by setting up automatic bank draft; by credit card payment via the City's website <https://selfservice.auburnalabama.org/> or using our interactive voice response system (IVR); and by check or money order in night-drop box. The UBO accepts Visa, MasterCard, Discover, and American Express. The 13-digit utility account number is required to pay on-line or through the IVR system.
- ✓ **Returned Checks:** The service charge for returned checks or bank drafts is the highest amount set by Alabama law.
- ✓ **Delinquent Accounts:** To avoid interruption of service, prompt payment of the bill is required. If an account is not paid in full by the due date, a late fee will be charged. If an account is not paid in full by the 25th day after the billing date, a \$50.00 delinquent account fee will be charged and the service will be scheduled for disconnection; if the deposit for such account has previously been waived, the account will be charged to bring the deposits to the current amount required. *To re-establish service for an account that has been disconnected for non-payment, payment must be made by cash, credit card, money order or cashier's check.*
- ✓ **After-Hours Fee:** If an account has been disconnected for non-payment and the customer requests that service be restored after water crew business hours, on a weekend, or City holiday, an after-hours fee of \$75.00 will be charged.
- ✓ **If You Are Moving:** Please notify the UBO in writing of your expected move date and provide a forwarding address for any deposits that may be refunded to you. Forms are located at <https://www.auburnal.gov/utility-billing>.

*The Auburn Water Works Board and the City of Auburn are here to serve you;  
please tell us how we can improve our service.*