



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

Account Deactivation Request

Below is the information necessary to deactivate water, sewer, and/or garbage services utilities provided by the Water Works Board of the City of Auburn. Please fill out the information below clearly and precisely.

Please contact the Utility Billing Office if you have questions and/or concerns regarding deactivation of an account. Our office can be reached by phone at: 334-501-3050, option 4, or by email at: serviceorders@auburnalabama.org.

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

Name on the Account _____

Social Security number _____ (last four digits)

Account Number and/or Customer ID Number _____

Current address of service _____

Forwarding Address (for refund and/or final bill) *Please include city/state/zip code

Email Address : _____

Service De-Activation Date: _____ Phone Number: _____

By submitting this form, I certify that I am the person described above and that I am submitting this form to approve the disconnection of service in my name with the Water Works Board of the City of Auburn.

Signature _____ Date Signed _____ 11/2025