

**GRAYSVILLE GAS AND WATER 205-674-5643 OPTION 2
LOBBY HOURS MONDAY THROUGH FRIDAY 8:00AM TO 4:30PM**

TO BEGIN NEW SERVICE

- New service contract required and pay applicable deposits which are as follows:
 - **RESIDENTIAL OWNER - \$100.00 for gas / \$100.00 for water** – with legal documentation showing OWNER name and address of location for services to be provided.
 - **RESIDENTIAL RENTER/LEASEE - \$250.00 for gas / \$125.00 for water** – with rental/lease agreement.
 - **BUSINESS OWNER – Gas is calculated** using previous business usages for one-month period/**\$100.00 for water.**
 - **BUSINESS RENTER/LEASEE – Gas is calculated** using previous business usages for one-month period/**\$125 for water.**
- **Current** driver license, photo ID or Passport is required.

AFTER LEAVING THE OFFICE KEEP IN MIND

- Turn off anything within your home that uses the services before the serviceman arrives to turn on your gas and/or water (i.e. make sure water faucets are off, make sure gas appliances are off).
 - **If the meter shows gas or water going through when turned on it cannot be left on due to the risk of damage to your property.** If the meter cannot be left on, the serviceman will inform you by leaving a hanger on the door explaining the situation.
- **You do not need to be present** at the time your meter is turned on; **however**, keep the above information in mind.
 - **If your water heater or furnace has a pilot light you will be responsible for lighting these after your service is turned on or restored.**
- If your service cannot be turned on due to a leak, **we will notify you** and come back once. If the meter is still turning you will be required to have a professional repairman check your system and make any repairs. Once the water repair has been completed, contact our office to turn back on. When gas is repaired the company performing the services will need to fax/email a statement on their letterhead confirming the lines have been pressure tested and holds pressure for 10 minutes. A service order will be generated to turn back on.
- **We cannot guarantee turn on or reconnect on the same day** but we make every effort to get your services turned on/reconnected as quickly as possible.
 - Factors that can **prevent same day turn on** is the time your request is made and possibility of few servicemen available due to leaks in service areas.
- **All water customers are required to have a back-flow prevention valve on their service lines.** Please be sure that your water service line is equipped with the back-flow prevention assembly.

BILLING INFORMATION

- You will receive your bill the first week of each month. **If you do not receive your bill, it is your responsibility to call our office to obtain your balance or call the automated number.** We cannot be responsible for mail delivery issues.
- Payments are due on the first and have a 15-day grace period to avoid late charges. **Current balances not paid on/by the 15th will incur a penalty charge of 10% of the untaxed amount.**
- **Balances not paid by the 25th of each month will be subject to disconnection.**
 - If your services are **turned off for non-payment** you will be required to **pay your full balance plus reconnection fees in cash/money order to have services restored.**
- **Balances more than 3 months old WILL BE SUBJECT to legal action.**

WAYS TO PAY

- **In our office** by cash, check, money order, or credit/debit card.
- **By mail** – a return envelope is supplied with each monthly statement.
 - Mail to: Graysville Gas and Water, PO Box 130, Graysville, AL 35073
- **Online** at www.graysvillecity.com using your debit/credit card or ACH debit (checking).
- **Toll free at 844-863-8105** to make a payment or to check your balance. **YOU WILL NEED A CUSTOMER NUMBER.**
- **If your bank offers online bill pay** you may set up payments through them. **Please allow** enough time for your bank to cut the check and mail to us which is typically 7 – 10 business days.
- **Brooklere Pharmacy 1st through the 15th with your payment stub.**
- **Drop Box** located behind our building for after-hour payments – **Check or Money Order ONLY (NO CASH)**
- **Credit/debit card payments are processed by Nexbillpay, a 3rd party company and does charge a fee depending on how you pay and your balance.**

NOTE: If your bill reflects 0 consumption but you have used the services, please call the office for correction. Mistakes can be made and will create a bill of 2 months usages.

SEE BACK >> IMPORTANT >>> REGARDING GAS PIPELINE SAFETY AND WHAT TO DO IN CASE OF A GAS EMERGENCY >>>>