



## NEW SERVICE REQUEST

Customers must apply for new service at our office located at 307 Shelton Beach Road

Saraland, AL 36571. Our office hours Monday – Thursday from 7 a.m. – 6 .pm. Please check for holiday hours.

Please be sure to have your paperwork and check requirements before you arrive at our office. The following paperwork is required to open an account.

- Ownership paperwork or lease/rental agreement and driver’s license.
- Only the person listed on paperwork can open the account.
- A deposit is required to open all accounts, this cannot be billed.
- A new service also requires payment of a tap fee in addition to deposit.

## STOP SERVICE REQUEST

### **How do I cut the water off for repairs?**

The cut off valve on the meter belongs to Saraland Water, a customer is allowed to use this valve. If the valve is broken the customer will be billed for replacement. Plumbing code states all properties should have a cut off valve located on the customer’s side of meter.

Saraland Water will cut water off at the meter during regular business hours. All requests after hours will be billed a service charge. For service charge fees, please call our office at 251-675-5126 during business hours.

### **How do I request water turn off?**

Only the account holder can request turn off. This can be done in the office or by phone with proper identification for residential accounts. Business accounts require signed paperwork by account holder on letterhead to close an account.

Once account is closed a final bill will be processed and the deposit and/or balance due will be mailed to the address provided by account holder. This process can take approximately 6 -8 weeks to complete.

