



BIRMINGHAM
WATER WORKS

FOR IMMEDIATE RELEASE

Birmingham Water Works Board Reopens Payment Center on May 4

Social Distancing Measures Include Customer Spacing and Face Covering Requirements

BIRMINGHAM, ALABAMA — APRIL 30, 2020 — The Birmingham Water Works Board (BWVB) will open its Payment Center on a limited basis starting May 4 to accept bill payments in person.

In accordance with state and local social distancing measures related to the coronavirus (COVID-19), BWVB will limit lobby occupancy to nine customers, with customers required to stand six feet apart. BWVB will also require customers and employees to wear face coverings per city ordinance passed on April 28. The drive-thru will continue regular operations.

Due to occupancy and social distancing limitations, BWVB encourages customers to submit payments via phone or web: <https://www.bwwb.org/paymybill>. Customer service inquiries, including leak reports, will be handled via phone at 205-244-4000 or online at <http://bwwb.org/reportaproblem>.

The Main Office will remain closed to the public, customers can continue to conduct business with BWVB via phone. Additional measures to reopen public-facing functions are under development and will be announced at a later date.

BWVB will continue to suspend disconnections on delinquent bills to ensure that customers can practice good hygiene.

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About BWVB: *Founded in 1951, the Birmingham Water Works Board (BWVB) serves 600,000 people in Jefferson, Shelby, Blount, St. Clair, and Walker counties. The BWVB operates four filtration plants, a certified testing laboratory, and has more than 4,000 miles of pipe in its distribution network; it ranked among the top five water systems in the United States. For more information about the Birmingham Water Works Board, media inquiries, or tours of our museum, please call 205-244-4000 or visit www.bwwb.org*

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