

# Water Works & Sewer Department of the Town of Eclectic

## *Policies and Rates for all Water & Sewer Customers*

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Office Hours  
Monday – Friday  
8:00 am – 4:00 pm

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**Holidays will be posted on the front door in advance.**

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## Application Process

All customers are required to fill out an application providing their name, mailing address, social security number, driver's license number, street address, employer, home and employer's phone numbers. A copy of the customer's driver's license is required. All required fees must be paid in full at time of application. If the customer is requesting a service at a location that currently has water, we will be able to activate the meter on the same day in most cases. If the customer request service at a location that does not currently have water, we ask that you allow at least two weeks for the service to be installed. Some cases may require a longer period, depending on the situation. The customer will be given a flag to be placed at the location desired for the meter to be set. If the meter cannot be installed in this location, we will contact you.

If the customer has previously been on our water system and has an outstanding balance with us, the customer will be required to pay the outstanding balance in full before a new account is created.

Each address is assigned a customer number, route number and account number. The route and account numbers are used for meter location and meter reading. The customer numbers are used for posting payments and are assigned by the computer system. No two customers will have the same customer number. **Each residence or business must have its own meter. No double connections are allowed, unless they have been grandfathered in. Documents will be required showing a service was granted permission for the double connection. A meter shall serve only one single-family dwelling or a single business.**

## Required Water Fees

### Meter Deposit (no longer accepted as of 01/01/2020)

Residential	\$ 50.00
Rental	\$ 75.00
Commercial	\$100.00

### Effective Activation Fees as of 09/01/2022 (Non-Refundable)

Residential Homeowner	\$100.00
Residential Rental	\$125.00
Commercial	\$125.00

### (Effective 12/08/2025

### Temporary (6 Months) Landlord Services (Non-Refundable)

Residential Activation Fee	\$30.00
Water Bill (At least Minimum or Determined by Water Usage)	
Commercial Activation Fee	\$35.00
Water Bill (At least Minimum or Determined by Water Usage)	

**Name Add/Change on Account (Non-Refundable)**

Name Additions (Need a Copy of Driver's License or ID)	\$15.00
Name Change (Need a Copy of Driver's License or ID)	\$15.00
With Marriage/Death Certificate	No Charge

**New Service Tap With Cut-Off Valve (Effective 12/08/2025)**

3/4" Tap Fee	\$2,000.00
1" Tap Fee	\$2,600.00
2" Tap Fee	To Be Determined by Contractor Quote
6" Tap Fee	To Be Determined by Contractor Quote

**Impact Fee**

For New Tap	\$1,000.00 (Residential)
	\$1,500.00 (Commercial)

**Road Bores  
& Openings**

To Be Determined by Contractor Quote + \$500.00

The activation fee, tap fee, impact fee and bore fee are non-refundable. All meter deposits made prior to 01/01/2020 have been applied to active accounts in the year of 2025.

**Water Rates**

The following water rates were implemented September 1, 2022. The rate schedule is a flat rate, requiring all customers to pay the same amount for water regardless of volume. Billings are based on actual usage/consumption figures from monthly meter readings. Each customer is required to pay a minimum bill, or flat rate, whether water is used or not. The current water rates are as follows:

**Residential (Including Churches)**

First 2500 Gallons (minimum)	\$17.50 (plus taxes)
All Gallons over 2500	\$ .70 per 100 Gallons

**Commercial/Business**

First 2500 Gallons (minimum)	\$35.00 (plus taxes)
All Gallons over 2500	\$ .70 per 100 Gallons

**Required Sewer Fees**

**Activation Fees as of 12/08/2025 (Sewer Only - Non-Refundable)**

Residential Homeowner	\$50.00
Residential Rental	\$60.00
Commercial	\$60.00

**Effective Fees as of 12/08/2025**

**Residential**

Tap Fee	\$2,500.00
Impact Fee	\$1,000.00
Bore Fee	To Be Determined by Contractor Quote +\$500.00

**Commercial**

Tap Fee	\$3,000.00
Impact Fee	\$1,000.00
Bore Fee	To Be Determined by Contractor Quote +\$500.00

**Sewer Rates**

The following sewer rates were implemented September 1, 2022. The rate schedule is a flat rate, requiring all customers to pay the same amount for sewer regardless of volume. Billings are based on actual usage/consumption figures from monthly meter readings. Each customer is required to pay a minimum bill, or flat rate, whether sewer is used or not. The current sewer rates are as follows:

**Residential (Including Churches)**

First 2500 Gallons (minimum)	\$ 25.00
2501 – 20,000	\$ .30 per 100 Gallons
Over 20,000	\$ .25 per 100 Gallons

**Commercial**

First 2500 Gallons (minimum)	\$ 35.00
2501 – 20,000	\$ .40 per 100 Gallons
Over 20,000	\$ .30per 100 Gallons

All customers within 200 feet of the sewer will receive a minimum sewer charge on their water bill. If a customer is hooked to the sewer, the usage is based on water consumption.

By law, not everyone is required to pay the tap fee for sewer connection. People considered to be of low-and-moderate income are exempt from this fee. Low-and-moderate income is determined by the customer’s combined annual household income from all sources for the previous year. To be exempt the customer must provide evidence of their household income to the Water Works and Sewer Department. Such information will be held in the strictest confidence. Suggested evidence would be your most recent tax return.

Each customer will be responsible for hiring a duly licensed plumber of his own choosing to connect the sewer line from the lateral to the house or commercial structure. That plumber is responsible for the connection as required by the Town. The Eclectic Water Works and Sewer Department must inspect all lines

before they are covered up. The plumber must supply a sketch of the sewer connection to the Town.

## **Sewer Connection Policy** **Single Family Homes**

The Town of Eclectic is required to locate sewer availability for all new residential sewer taps. This requires excavating at site location to locate existing sewer laterals. Tap fees and impact fees will be collected prior to sewer connection being made available for customer connection.

Any existing septic tanks that are to be bypassed for a new sewer connection will be required to be filled and compacted to ground level at the customer's expense.

A sewer clean out is required to be installed at connection point to the town's sewer lateral.

Customer sewer connections are to be installed by a licensed plumber and are to be inspected by the Town of Eclectic's ADEM Licensed Operator.

A complete copy of the Town of Eclectic Sewer Ordinance will be provided at the request of the customer.

## **Sewer Connection Policy** **Commercial Properties**

The Town of Eclectic is required to locate sewer availability for all new commercial sewer taps. This requires excavating at site location to locate existing sewer laterals. Tap fees and impact fees will be collected prior to sewer connection being made available for customer connection.

All restaurants will be required to install a minimum of a 500-gallon grease trap.

A sewer clean out is required to be installed at connection point to the town's sewer lateral.

Customer sewer connections are to be installed by a licensed plumber and are to be inspected by the Town of Eclectic's ADEM Licensed Operator.

A complete copy of the Town of Eclectic Sewer Ordinance will be provided at the request of the customer.

## **Meter Reading**

Meter reading begins on the **15<sup>th</sup>** of each month, unless the 15<sup>th</sup> falls on Saturday, Sunday or a Holiday. Meter reading will then begin on the following business day. **All** meters are read each month. **Errors do occur** – if you feel your bill is higher than normal, please don't hesitate to call our office at 334-541-2840 and ask to have your meter reread. The earlier we are notified of any problems, the sooner the problem can be corrected.

## **Billing**

Bills are processed and mailed in the last two working days of each month. We mail **all** bills on the same day. We are not responsible for the postal service losing or misdelivering bills. If a customer does not receive their water bill by the third of the month, please call our office at 334-541-2840 for the payment amount. Bills received are for the previous month's water usage. Example – The bill received June 1<sup>st</sup>, due June 10<sup>th</sup>, would be for water used between April 15<sup>th</sup> and May 15<sup>th</sup>.

## **E-Billing**

Customers which have requested to receive their bill through email should receive an email on the same day that the bills are processed. This process usually falls within the last couple of days of each month. If the customer has not received their email by the third of each month, please contact our office at 334-541-2840 for the payment amount.

## **Temporary Landlord Service Agreement** **(Effective 12/08/2025)**

In applying for and/or accepting temporary Landlord water service from the Eclectic Water Works and Sewer Department, the customer agrees and guarantees that he/she shall abide by all rules and regulations as currently existing and as lawfully amended in the future. The customer also understands that execution of this application and agreement binds them to abide by specific rules and regulations of the Eclectic Water Works and Sewer Department but not limited to requirements regarding the installation and the maintenance of the water system located on their property. By signing the application, the customer accepts and promises to pay said fee including the cost of collection, Attorney fees and Court cost if such be necessary. The temporary landlord agreement will be for six (6) months from the activation date. If the service needs to be extended, the customer will have to reactivate for another six (6) months paying the activation fee.

## **Name Addition/Change**

In requesting to add/change a name and/or accept water service from the Eclectic Water Works and Sewer Department, the customer agrees and guarantees that he/she shall abide by all rules and regulations as currently exist and as lawfully amended in the future. The customer also understands that execution of this application and agreement binds them to abide by specific rules and regulations of the Eclectic Water Works and Sewer Department and not limited to requirements regarding the installation and the maintenance of the water system located on the property. By signing the application, the customer accepts and promises to pay said fees including the cost of collection, Attorney fees and Court cost if such be necessary.

## **Due Date, Late Fees and Payments**

**Bills are due by 4:00 pm on the 10<sup>th</sup> of each month.** If the 10<sup>th</sup> falls on a Saturday, Sunday or Holiday, bills are due by 4:00 pm on the first business day following the 10<sup>th</sup> of the month. **If we do not receive payment by 4:00 pm on the due date, there will be a 10% late charge added to the account.** To avoid late charges, we must receive the payment in the office by 4:00 pm on the due date. Mailed payments must be received in the office by the due date. There is a drop box located to the left of the entrance drive for your convenience. The drop box is checked once during normal business hours, except for the bills' due date; it is then checked in the morning and at 4:00 pm. Payments placed in the drop box after 4:00 pm on the due date will be considered late and will have a late fee applied. The Water Works and Sewer Department will not be responsible for cash put in the drop box or sent in the mail. We ask that the customer only pay cash when paying in person and will be given receipt for the payment.

## **Final Reading/Billing**

It is the sole responsibility of the CUSTOMER to inform the Office that a final reading needs to be obtained. **If water service is no longer needed, please come by the office at 507 Main Street to sign a final form. We need a date on which the account needs a final reading and a forwarding mailing address for the final bill.** The account will continue to be billed until such notification is received. All Meter Deposits collected prior to 01/01/20 have been applied to all active accounts. **Any unpaid balance not paid within 30 days will be reported to the Credit Bureau. The Eclectic Water Works and Sewer Department shall have the right to demand payment in full and the customer will be responsible for any and all collection and/or legal expenses incurred in the collection of this account.**

## **Disconnection (Cut-off) For Non-Payment** **(Effective 12/08/2025)**

The water service is disconnected after two months of non-payment. Disconnection of the water service is done two days following the due date. **If a bill is received that is two months owed, the past due balance must be paid by 4:00 pm on the 10<sup>th</sup> (due date) to avoid disruption in the water service.** The disconnect list is printed on the bill due date of each month after all payments received for that day have been posted to accounts. We will attempt to call anyone who appears on the disconnect list for the first time. **Once the field personnel leave the office with the list, a \$50.00 account reinstatement fee will be charged,** regardless of water disruption before payment is made. If payment is received before the field personnel leave with the list, the account balance must be paid in full to avoid disruption in water service. If the water service is disconnected due to two months' non-payment, the customer will be required to come to the Water Works Office during normal business hours to pay the total due plus a \$50.00 account reinstatement fee. Water reinstatement is only available during working business hours

## **Extensions (Effective 12/08/2025)**

Extensions are allowed in emergency situations. If an extension for the water service becomes necessary, the customer **must come by or call the office and speak with office personnel** to make arrangements. **Only one extension is allowed within a six-month period.** When an extension is granted, the customer is required to pay the total balance on the account.

## **Penalties**

The water meter, curb stop, meter box and service line from the main to the meter belong to the Eclectic Water Works and Sewer Department. There will be a **\$300.00 penalty charged for the first offense, a \$500.00 penalty for the second offense, and \$500.00 for additional offences for any of the following:** Cutting a lock or breaking a curb stop on a locked meter, plus the cost of the lock and/or curb stop. Tampering with the meter, service line from the meter to the main or the main plus the cost of repairing any damage. Turning on a meter that has been turned off for non-payment, whether the meter is locked or not.

Should any unlawful use, misuse or damage occur the Eclectic Water Works and Sewer Department reserves the right to take legal action.

## **Check Policy**

All checks must be payable to: EWWS, Water Works, Water Works & Sewer Department or Eclectic Water Works. Checks must be preprinted with the correct name, address and telephone number. Third-party checks will not be accepted.

## **Returned Check Policy**

Returned checks are considered **NON-PAYMENT** for services and water services may be discontinued. There will be a \$30.00 charge on all returned checks. If failure to pay the check in the time allowed occurs, water service will be discontinued and a \$50.00 account reinstatement fee will be charged. The returned check charges and account reinstatement fee must be paid in full by cash before the water service is restored.

**If we receive a returned check that was paid to have the water service restored after being disconnected for non-payment, no notice will be given. Water service will automatically be turned off and a \$50.00 account reinstatement fee will be charged. The returned check charges and account reinstatement fee must be paid in full by cash before the water service is restored.**

If two returned checks are received from a customer, we will no longer accept checks as a form of payment for this account. We will only accept money orders, cashier checks or cash on the account.

The Eclectic Water Works and Sewer Department accepts checks, money orders, cashier checks, cash and debit/credit cards with customers paying minimum vendor fee.

## **Emergency Policy**

All emergencies are to be directed at the Eclectic Water Works and Sewer Department Office at 334-541-2840. When calling in an emergency, please provide the following information to the person to whom you are reporting: Your name, service address, specific nature of the problem, time the problem began or was discovered, a telephone number you can be reached in case additional information is needed from you.

Emergencies may consist of, but not limited to, the following: Identified or suspected leak, dirty water or air in water lines, low water pressure or volume or \*no water.

\*Having no water due to a disconnection of service for non-payment will not be considered a bona-fide emergency. Service will not be restored after hours without the amount owed, a \$50.00 reinstatement fee and a \$100.00 after hour

charge or the customer may schedule the reinstatement for the next business day.

## **Complaints**

All customer complaints are to be directed to the Office during regular office hours. The telephone number is 334-541-2840. If the staff is unable to resolve the problem, the Superintendent will be contacted. When calling in a complaint or reporting a problem, please state the name the account is in, be concise and specific as to the nature of the problem or complaint. The staff is committed to providing you with the best water service possible with as few interruptions as is necessary. However, sometimes temporary interruptions or problems cannot be avoided. During these times, we ask for your patience and understanding until such a time that the problem is resolved. **It is not always possible to contact customers and advise them in advance of work to be done that may affect their service**, therefore if you experience dirty water, air in your lines, low pressure, low volume or other similar problems, please call our office immediately. Should you have a problem other than during office hours, please contact the Eclectic Police Department at 334-541-2148 and Water Works staff will be notified.

## **Easement Agreement**

Easements are REQUIRED for all Customers who do not own the land/property on which the water meter and meter box is to be placed. Easements may also be required for extensions to the water main, if at any point, the lines cross any property not owned specifically by the Customer. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO acquire the necessary easements, and to furnish a property description to the Water Works Department at the time of application for service. Easement Agreements and Property Descriptions are to be provided to the Water Works Department at the expense of the Customer.

## **Usage Agreement**

The following is REQUIRED for all Customers obtaining a new service installation: Once a meter is set and activated, customers are required to pay a minimum water bill whether water is used or not. This clause is part of and is clearly defined in the Customer Service Agreement and there shall be no exceptions to this policy. All policies, late fees, billing requirements and delinquency policies apply to customers falling under these provisions.

## **Main Extensions**

Customers requesting water service in an area for which the main must be extended to provide service has two options: (1) A water meter can be set at the end of our main, and the customer can run a line from the meter to his/her property at the customers' expense. This line will be the sole responsibility of the customer. (2) The main may be extended to the customer's property with the customer paying the expense. The Department must approve the extension of ALL lines before work begins. After work has begun, the Water Works must inspect the line periodically before lines are covered. The Department reserves the right to accept or decline responsibility for the line after one year from the date in which the line becomes operational.

At such a time as the extension is requested, the customer will be provided with an ESTIMATE as to the cost of the extension. The customer is required to agree to the ACTUAL cost of the extension, including (materials, extra labor & equipment cost, tap, impact & road bore fees and activation fees, etc.) The payment of the ESTIMATE cost must be paid in full before work can begin. Any additional ACTUAL costs above the ESTIMATE are required to be paid within 30 days of the billing.

## **Master Meter**

A Master Meter is a meter that serves more than one household. Master Meters are normally not employed by the system; however, existing Master Meters that have been grandfathered into the system over the years are subject to the following provision:

- No new connections may be made to an existing master meter.
- Owner shall be solely responsible for payments of service.
- Any change in ownership must be immediately reported and applicable fees paid.

## **Service Connection**

Service connections consist of a  $\frac{3}{4}$ " connection from the water main, to and including the water meter, safety valve and meter box. All  $\frac{3}{4}$ " service connections shall be installed by the system personnel and shall be type K soft copper. The customer is not allowed to work on, operate or perform any maintenance or tamper within any way any part of the main, service line, meter or meter box or any part thereof. For services larger than the standard  $\frac{3}{4}$ " service connection, please refer to the section on Large Service Lines.

## **Large Service Line**

The standard service line is a ¾" copper line. The Tap Fee of \$1,500.00 only covers the cost of a standard ¾" service. Any connection larger than ¾" line must have Department approval and should be requested when the initial application for service is submitted. The customer is required to pay the difference between the cost of a ¾" line and the actual size desired. The customer may contact the Department if they have questions regarding the size of the service needed. An ESTIMATED cost will be provided to the customer, but payment shall consist of ACTUAL cost due to variations in the market price for materials.

## **Safety Valves (Cut-off Valve)** **(Effective 12/08/2025)**

**THE FOLLOWING IS REQUIRED FOR ALL CUSTOMERS ON ALL NEW SERVICE CONNECTIONS:** Eclectic Water Works will install a safety valve (cut-off valve) at a minimum of two (2) feet but not more than four (4) feet from the meter toward the customer's building. Eclectic Water Works will only warranty the valve for thirty (30) days after the installation. The safety valves must be inspected and approved by the Department prior to turning water on at the meter. There shall be no exceptions to this requirement. Other cut-off valves may be placed along the line at the customer's discretion. If you have any questions regarding this requirement, please call the Water Works Office at 334-541-2840.

## **Cross-Connection/Dual Check Valve**

State Law requires cross-connection devices to be installed on all new services. This is included in the Tap Fee paid by the customer and is maintained by the Water System and may not be removed, repaired or operated by the customer. Older services may also require the installation of a dual check valve at any such time that the service may require replacement or relocation at a cost of \$35.00 to be paid for by the customer. The dual check valve shall remain the property of the system as is the service line, meter and meter box.

## **Connection Between Unapproved and Approved Sources of Public Water Supply**

There must be a complete physical disconnect between private wells and other unapproved sources and the service from a public water supply.

There are good sound reasons and years of experience behind this requirement. Some private wells are not properly protected and may become contaminated in many ways. Thus, where a connection exists, water from these wells can be

pumped into the public system at any time low pressures happen to occur. It is also possible that the pump in a private well may be able to furnish more pressure than the public system at a particular location and thus pump into the system. The State Health Department Laboratory regularly checks our public water supply system, which is supplied with chlorinated water obtained from a safe and approved source. It is emphasized that valves (gate or check) between the two supplies are not sufficient. There must be a complete distinct separation.

The Health Department has no objection if a premise, which is served by a public water supply, also has a private well, provided this disconnection is made. Very few, if there are any, people will be inconvenienced if the public water supply system includes this requirement of the State Health Department in its rules of operation.

### **Leak Adjustment Policy**

When an Eclectic Water Works and Sewer Department customer has an excessive water bill due to a water leak, they may receive a leak adjustment if the account has been active for six months or longer. The customer must have had the leak fixed prior to receiving the adjustment. A set formula calculates how much the leak adjustment will credit the account.

If Eclectic Water Works and Sewer Department employees discover a water leak on the customer's side, office personnel will try and contact the customer via a phone number the customer provided when filling out the application for water service. If Eclectic Water Works and Sewer Department personnel are unsuccessful at reaching the customer, the water must be left on to avoid damage to the customer's property. Due to customer privacy protection, we may only discuss account information with the account holder.