

NORTH DALLAS COUNTY WATER AUTHORITY

7590 AL HIGHWAY 22, VALLEY GRANDE, AL 36701

(334)872-4966

North Dallas reserves the right to require proof of ownership, such as a copy of the deed or land taxes, for the property where service is physically located.

NEW SERVICE

A blue stake should be placed on the right-of-way onto your property in desired location for meter box. Failure to do so will delay your installation.

ALL CUSTOMERS

Your bill will begin when the set-up fee is paid and meter is set, whether or not water is used. It is further understood the set-up fee is **NON-REFUNDABLE**.

Every service requires a set-up fee.

CUSTOMER REQUESTED

Service calls are subject to a \$50.00 charge to be added to your bill.

RETURNED CHECKS OR BANK DRAFTS

Service will be discontinued immediately and you will have to pay for the returned item, a \$35.00 returned item fee, and a \$50.00 non-payment fee before water is restored. If the returned check is not picked up in a timely manner, North Dallas reserves the right to send the check to the District Attorney's worthless check unit.

METER BOX

The location of the meter box shall be unobstructed and accessible at all times to North Dallas. **This includes fences.** If a meter box must be relocated in order to be accessible, it will be done by North Dallas at the expense of the customer. The fee for this will be a minimum of \$825.00.

PAYMENTS

Payments must be made monthly. Payment is due upon receipt, but no later than the 10th of every month, even if the 10th falls on a non-business day or the bill is not received. After the 10th, a 10 percent penalty will be added to any outstanding balance.

NON-PAYMENT FEES

The balance of your bill must be paid by **4:30 pm on the Monday before the last Tuesday** of the month to avoid a \$50.00 non-payment fee added to your account and your water cut off. Putting the payment in the night drop on that Monday will not prevent the non-payment fee.

It is the policy of North Dallas to have a grace period of 3 days to activate or deactivate service upon receipt of set-up fee or disconnect order.

Servicemen CANNOT accept payments of any type.

TAMPERING FEE

A tampering fee will be added to any account where the meter has been altered in any way. This includes any attempt to cut off the lock, or water service being activated when previously cut off by servicemen. The 1st Tampering Offense will be \$200.00, the 2nd Tampering Offense will be \$500.00, and the 3rd Tampering Offense will be discontinuance of service.

All aggressive animals must be at least 50 feet from the meter.

MULTIPLE CONNECTIONS

Alabama State Law and North Dallas regulation prohibits more than one household connection on one residential tap. There must be a complete physical disconnection between private wells or other unapproved sources and the service from a public water supply.

PRESSURE REGULATOR

In order to protect your plumbing, it is recommended that you use a good quality pressure regulator installed on the house side of the meter. Regulators come pre-set and can be purchased at most hardware stores. North Dallas suggests that if the length of the line is over 250 feet, no less than a 1 inch line should be installed from the meter to your dwelling.

FORMS OF PAYMENTS CURRENTLY ACCEPTED

Pay in person at the office.

Pay in the Night Deposit Box at the office.

Mail your payment to the office.

Bank Drafting (no charge)

Online Payments www.northdallaswater.azurewebsites.net

For bank drafting, complete the ACH Authorization form and attach a voided check. **Bank Drafts are done on the 5th of every month.**

CHARGES FOR SERVICES

¾" Residential Water Tap	\$ 825.00
2" Commercial Water Tap	3,000.00
Industrial Meter	To Be Quoted
Fire Hydrant	To Be Quoted
Set-Up fee for ALL accounts	105.00
Service Charge	50.00
Non-payment Fee	50.00
Returned Item Fee	35.00
Data-Log Fee	10.00
Meter Tampering Fee	
1 st Offense	200.00
2 nd Offense	500.00
3 rd Offense	Discontinuance of Service

Customer requested service call is subject to \$50.00

RESIDENTIAL RATES (before taxes)

First 2,000 Gallons.....	\$19.77 (minimum)
Next 3,000 Gallons.....	5.68 per 1,000 gallons
Over 5,000 Gallons.....	4.60 per 1,000 gallons

COMMERCIAL RATES (before taxes)

First 20,000 Gallons.....	\$111.20 (minimum)
Over 20,000 Gallons.....	4.60 per 1,000 gallons

INDUSTRIAL RATES (before taxes)

First 500,000 Gallons.....	\$2,167.03 (minimum)
Over 500,000 Gallons.....	2.98 per 1,000 gallons