



Alabaster Water Covid-19 Water Service Continuation March 18, 2020

Alabaster Water took precautionary steps to limit customer and employee exposure to the Covid-19 virus on Monday, March 16th by closing its facilities to the public.

While the lobby is currently closed, Alabaster Water remains open for business, staff remain on the job ready to assist customers and will continue providing a safe and reliable water supply for the Alabaster community.

Please call Alabaster Water with any questions at 205.663.6155, Option 4.

With the closing of the main office lobby, customers may make payments for water, sewer or garbage service through alternate methods.

Customers may make payments via:

- U.S. Mail;
- Bill pay through your bank;
- Auto draft through your bank (requires enrollment);
- Drop box - Alabaster Water maintains two drop boxes at 213 1st Street North with a walk up drop box at the front of the building and a drive-up drop box at the rear of the building;
- The Alabaster Water website (www.alabasterwater.com); and
- Phone (205.663.6155, Option 3).

Alabaster Water encourages all customers to update account contact information (phone numbers and email address) to assist with communication of information. Account information may be updated on the website or by calling the office.

Customers seeking to start or stop service or to enroll in auto draft may do so via the website or the completion of necessary forms located outside the front door at 213 1st Street North.

Customers experiencing financial hardship due to the Covid-19 virus should contact Alabaster Water for assistance. Alabaster Water will be maintaining water service to all customers during this time.