



## **Covid-19 Information March 27, 2020**

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

**Alabaster Water will be maintaining water service to all customers during this time. Late fees and disconnection fees have been suspended until at least May 16<sup>th</sup>.**

**Alabaster Water encourages all customers to update account contact information (phone numbers and email address) to assist with communication of information.**

Customer's may update contact information by logging into their water account via the website, by calling the office or by completing an account update form (available outside the Alabaster Water office or on the website) and returning it to Alabaster Water.

Customers may make payments for water, sewer or garbage by the following methods:

- 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 1<sup>st</sup> 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](http://www.alabasterwater.com)); and
- Phone (205.663.6155, Option 3).

**Customers who are not facing a Covid-10 financial hardship are strongly encouraged to continue making monthly utility bill payments.**

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 1<sup>st</sup> Street North.

**Please check the website often for updates.**

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