



March 16, 2020

We are currently facing a national health threat due to the COVID-19 virus. As a provider of essential water service, we are taking precautionary steps to reduce the risk of exposure for our employees and for our customers.

As a result, our physical facilities are currently closed to all non-employees.

The Board encourages customers to conduct as much business as possible through the Board's website.

- Services available on the website are online payments, start free bank draft, start new service, stop service and update customer information such as phone numbers, email and sign up for free e-billing. You will need your customer number printed on your billing statement or you may call the office.
- Alternate payment methods are also available by phone, U.S. mail and drop boxes located at 213 1st St. N.
- A walk up drop box is located on the front of the Board's office for additional customer forms, if online options are not available.

If you need assistance with the website or any other issues, please do not hesitate to call our office at 205-663-6155.

We apologize for this inconvenience and appreciate your understanding as we work together during this critical time for our community.

Office Hours Monday – Friday 8:00 a.m. to 4:30 p.m. 205-663-6155

After Hours Answering Service 205-326-9090

www.alabasterwater.com