

CITY OF COWARTS WATER DEPARTMENT

CUSTOMER POLICIES AND PROCEDURES -EFFECTIVE 01/01/26

Billing Schedule

- Water bills are mailed during the last week of each month.
- If you do not receive your bill by the 1st, it is YOUR RESPONSIBILITY to contact City Hall.
- **THE CITY DOES NOT ISSUE SECOND NOTICES.**

Payment Requirements

- Payments are due in the office by the **10TH OF EACH MONTH** to avoid penalties.
- Payments received after the 10th will be charged **A \$10 LATE FEE.**
- If the 10th falls on a weekend, payments made the following Monday will still be considered late.

Delinquent Accounts & Service Disconnection

- Accounts **NOT PAID IN FULL BY THE 20TH WILL BE DISCONNECTED FOR NONPAYMENT.**
- If you experience an emergency preventing timely payment, contact City Hall. Extensions may be discussed with the water clerk if the issue is not recurring.
- A **\$50 SERVICE CHARGE WILL BE APPLIED** the next business day after the 20th, whether service is disconnected or not.
- Water service will not be restored until all balances plus the service charge are paid in full.
- Payments may only be made through City Hall, the water clerk or other staff may not accept payments elsewhere.

Unauthorized Restoration of Service

- If water service is disconnected and a customer restores service without authorization: - The City may refuse future service, - The City may prosecute for theft of water service, and -The customer will be responsible for any and all damages to the meter, meter box, and lock.

Water/Sewer Service Deposits

- All customers must pay a **\$200 DEPOSIT FOR WATER & PROVIDE A VALID ID** upon establishing service.
- Customer locations requiring sewer must pay an additional **\$75 DEPOSIT FOR SEWER** upon establishing service.
- Deposits are refundable once the account is closed and all balances are paid.
- Deposits may be applied toward any outstanding charges at the time of termination.
- Customers must contact the office to schedule termination of service and provide a forwarding address.

Office Hours & Payment Options

- City Hall Hours: Monday-Friday, 8:00am- 2:30pm.
- A drop box is available for after-hour payments.
- Payments may be made by credit/debit card, cash, check, by phone, or online at **COWARTSAL.COM**
- Automatic credit/debit card payments can be set up- Automatic payments are processed on the 5th of each month.

One-Time Bill Forgiveness

- City Hall may grant a **ONE-TIME** forgiveness on a water/sewer bill- {only applies to single service per unit- per resident, per business, per shop, etc.}
- Approval can be made after City Hall reviews your account history. A decision will be made based off of the highest bill out of the last 12 month period, if that is not applicable, City Hall may relinquish up to half of the bill that is in question.
- If a water leak goes into sewage the account holder is still responsible to cover their sewer bill.
- Once forgiveness is applied, the account is no longer eligible for future forgiveness and the customer is responsible for all subsequent charges.

Garbage Service

- For garbage pickup within town limits, contact The Houston County Sanitation Department at (334)793-5442

Additional Information

- The City Of Cowarts enforces zoning regulations. A zoning book may be ordered through City Hall.
- cowartsal.com is The City official website.
- Like & Follow "The City Of Cowarts" Facebook Page to stay up to date on new and upcoming events.

WE WELCOME YOU TO OUR COMMUNITY!
FOR ASSISTANCE, PLEASE CONTACT CITY HALL AT (334)792-8920