

Your Time is Valuable!

Anniston Water Works E-Bill and Bank Draft Plan are for you!

Unless you're one of those people who enjoys opening mail and writing checks, our E-Bill and Bank Draft Plans take the hassle out of receiving and paying your monthly bill.

Sign up for E-Bill and Bank Draft Today!

Bank Draft

Eliminate check writing and postage! Your monthly water and sewer charges will be automatically deducted from a bank account designated by you. It's safe, secure and convenient.

E-Bill

Visit the Anniston Water Works website at www.awwsb.org. Click on the E-Bill link and then click on "Enroll Now" and follow the steps to set up your account for E-Bill.

If you have any questions contact Customer Service at (256) 241-2000.

Whether you are considering bank draft as a form of payment or not, one thing that you should make it a point to do is add someone to your account to speak for you in the event you cannot speak for yourself. This will make it much easier for those that are charged with taking care of your affairs when you can't. Privacy laws restrict who we can talk to about your account unless they are listed by you.

Another thing you can do as you sign up for bank draft is to update your telephone number. This will allow us to contact you in the event of an emergency.

Consider a Service Line Warranty account for water and sewer line protection as an enhancement for your home property and your home pocketbook. See information below.



NLC Service Line Warranty Program

The Water Works and Sewer Board of the City of Anniston continues to partner with the National League of Cities (NLC) to provide a Service Line Warranty Program that you can use to protect your water and sewer service lines. The program is administered by Service Line Warranties of America (SLWA) and provides coverage to utility customers for necessary repairs to those lines that the property owner is responsible for.

For more information on this program or to enroll, please visit SLWA's web site at www.SLWofA.com or call 866-722-9006



Don't forget to call 811 before you dig. You never know what may be in the ground.



Bank Draft and E-Bill

Plans to Save You:

- *time*
- *postage*
- *fees*

ANNISTON WATER WORKS
931 Noble Street - P.O. Box 2267
Anniston, AL 36202-36207
(256) 241-2000
www.awwsb.org

Questions and Answers about Anniston Water Works and Sewer Board Bank Draft Plan

Q. Why should I enroll in AWWSB Bank Draft Plan?

A. The Bank Draft Plan will save you time, postage, and potential late fees. It's convenient and free!

Q. How will I know how much I am being charged for water and/or sewer?

A. You will continue to receive a bill detailing your charges for water and/or sewer use. Bills are now available electronically.

Q. How will I know when the bank draft will be presented to my bank?

A. Your account will be drafted on the PAY BY DATE or the last business day before that date.

Q. How will I know my bill has been paid?

A. Your payment will be listed on your checking or savings account statement.

Q. What if I disagree with the amount of my bill or bank account deduction?

A. Simply call our office at (256) 241-2000 to discuss any discrepancies.

Q. How do I enroll?

A. Just complete the attached form and return it along with a voided check to:
**AWWSB, P. O. Box 2267,
Anniston, AL 36202**

Please do not send deposit slips.

Q. When will my first bill be automatically deducted?

A. Within 30 days after you are placed on the plan.

Q. What if I change or close my bank account?

A. Contact the Water Works Main Office immediately. The Customer Service Representative will instruct you on what you need to do.

Q. Can I stop my Bank Draft service at any time?

A. Yes. Just contact the main office. The plan will be stopped within 30 days.

Q. Where can I get more information?

A. Call our Customer Service Department at (256) 241-2000 for more information on this or any questions concerning your water and sewer system.

Yes, I authorize Anniston Water Works to draft my bank account automatically to pay the account listed below. I understand that I may discontinue this authorization at any time by calling AWWSB at (256) 241-2000.

Please deduct payment from
(check one account type):

Checking **Savings**

Name of Bank or Credit Union:

Anniston Water Works Account No.

Phone Nos.

Authorized Signature *(as shown on account)*

Printed Name *(as shown above)*

Return this form with your voided check *(so we can confirm account information) to:*

**Anniston Water Works
P. O. Box 2267
Anniston, AL 36202**

