



COVID-19 MESSAGE TO CUSTOMERS

As part of the ongoing battle against the spread of COVID-19, we are encouraging customers to practice effective social distancing by using one of the following payment methods: Online payments through our website at www.awwsb.org. Click on the Pay Bill link and make a one-time online payment or sign up for online billing. (Be sure to scroll down to complete the CAPTCHA field.)

- Sign up for bank draft by using the form located on the website. Click the “Bank Draft Bill Pay” link under the “Customer Service” menu option. If you need help with the form, please call us at 256-241-2000.
- Utilize our drive-thru payment tube located in the alley behind our building between 9th Street and 10th Street. If you do not have your account number or if you need balance information please call ahead at 256-241-2000 to lessen transaction time.
- Utilize our drop-off depository located on Noble Street side of the building. You may pay with cash, check or money order. If you do not have your bill or account number, please write your name and address on the outside of the envelope.
- As always, you may mail your payment to the PO Box listed on your billing statement.

If you have a question about your bill or an issue with your water or sewer service, please call us at 256-241-2000. Most issues may be resolved over the phone.

We are making every effort to sanitize our office frequently, however, sound personal hygiene (hand washing, etc.), social distancing and limiting exposure are the most effective ways to protect against the spread of infectious disease.

If you must visit our office in order to make a payment or transact business, please help protect fellow customers and our staff by practicing effective social distancing. Follow all CDC and Alabama Department of Public Health guidelines. If you're sick, stay home.