

Ohatchee Water Department stands ready to assist you with your water service needs. If you have a problem to report after hours, please call 256-283-3074.

## New Service Information

You may obtain water service by paying a deposit and completing The New Service Application at the Water Clerk's office located in the Ohatchee Municipal Building. For your convenience, a copy of The New Service Application can also be found under the forms menu of our web page.

## Cancel Water Service Information

If you would like to cancel your water services, please contact the Water Clerk and she will be happy to assist you.

## Monthly Bill & Reconnect Policy

Our Meters are billed on a monthly basis. Billing begins when the meter is set or unlocked. Once service is established, a minimum bill will be charged each month even if there is no water usage. Bills are due upon receipt and delinquent after the 15th of each month. Bills not paid by the delinquent date will be charged a 10% penalty. **If payment is not received by the 25th of the month, the meter will be locked.** After the meter is locked, the past due amount must be paid plus a \$50 reconnect fee. This must be paid in cash, certified check or money order. A returned check is regarded as an unpaid bill. The customer will be charged a \$35 service fee each time a check is returned. For your convenience, Ohatchee Water Department offers the following payment options. You may pay your bill in our office, through the mail or by utilizing a bank draft service. Payments can be mailed to Ohatchee Water Department PO BOX 645, Ohatchee, AL 36271. There is also a dropbox for after hour payments. ALL PAYMENTS DEPOSITED IN THE DROPBOX MUST BE IN A SEALED ENVELOPE WITH YOUR NAME AND ADDRESS LISTED.

## Staff Contacts

[Blake McGlaughn](#)

Water and Maintenance

[Chris Lehr](#)

Water and Maintenance Supervisor

[Donna Deese](#)

Water Clerk

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