



Riverside Water

WATER DEPARTMENT

379 Depot Street · Riverside, Alabama 35135 · 205-338-7692

NEW ACCOUNT REQUEST FORM

TODAY'S DATE _____ SERVICE REQUESTED DATE _____

NAME _____ SSN# _____

OWN RENT IF RENT, LANDLORD NAME _____

SERVICE (PHYSICAL) ADDRESS _____

CITY _____ STATE _____ ZIP _____

MAILING (BILLING) ADDRESS (if different from above) _____

CITY _____ STATE _____ ZIP _____

EMAIL _____

PHONE (In case of emergency) (Home/Cell) _____

(Work) _____

WATER DEPOSIT/CONNECTION FEE/TRANSFER FEE: (Fees payable by Cash or Check Only)

Rental: \$155.00 _____ (\$70.00 Connection & \$85.00 Deposit)

Residential: \$120.00 _____ (\$70.00 Connection & \$50.00 Deposit)

Transfer: \$30.00 _____ (Transfer my current account to new address within Riverside Water service area)

Commercial: \$195.00 _____ (\$70.00 Connection & 125.00 Deposit)

NEW SERVICE:

Inside City Limits: \$1000.00 _____

Outside City Limits: \$1200.00 _____

Commercial: \$1800.00 _____

Boring Required: \$500.00 _____

Connection Size Fee: \$1000.00 _____

Commercial/Subdivision: \$1000.00 & \$600.00 _____

I will be responsible for all materials and services furnished by Riverside Water Department until I have properly terminated my account. If I fail to pay any overdue amounts, I understand that services may be disconnected at any time. **I acknowledge that I understand that all water service guidelines may be found in Ordinance No. 2023-0320, which is available upon request.**

SIGNATURE _____

THE WATER DEPARTMENT NEEDS A COPY OF YOUR DRIVER S LICENSE.

FOR OFFICE USE ONLY:

W/O # _____

Account # _____

Cash/Check _____

Deposited _____

*All rates and policies subject to change.

RIVERSIDE WATER DEPARTMENT

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- RESIDENTIAL CUSTOMER INFORMATION -

Water Department Hours

Monday	8:00 - 5:00
Tuesday	8:00 - 5:00
Wednesday	8:00 - 5:00
Thursday	8:00 - 5:00
Friday	8:00 - 12:00
Saturday	Closed
Sunday	Closed

BILLING

Meters are electronically read around the 20th of each month and bills are typically mailed out by the 25th of each month. Bills are due the 1st of the following month. **A late charge of 10% will be added to all bills not paid by closing on the last open business day before the 15th of the month, regardless of a holiday or closure reserved by Riverside City Hall.**

DEPOSIT

A deposit and non-refundable connection fee is required for all new accounts as shown on the current 'Riverside Water Rate and Fee Schedule.' The deposit is refundable after proper termination of your account and deduction of remaining account balance. A connection fee for transferring service from one residence to another is as shown on the current 'Riverside Water Rate and Fee Schedule'.

CONNECTION

After paying deposit, water personnel will unlock the meter. The customer will be responsible for turning the water on at the meter.

WATER RATE

The rate for the first 3,000 gallons of water is as shown on the current 'Riverside Water Rate and Fee Schedule.' The rate for water used over 3,000 is charged per thousand gallons of water used and is as shown on the current 'Riverside Water Rate and Fee Schedule.'

GARBAGE SERVICE (Inside City Limits, Residential, Non-Apartment)

Garbage service is billed as shown on the current 'Riverside Water Rate and Fee Schedule' and is included on your water bill. Garbage pick-up day for the City of Riverside is Monday. If garbage is not picked-up, please call 205.338.7692. For residential garbage service outside the City Limits of Riverside, call Waste Management at 1-800-333-7736.

FIRE DUES

A contribution per meter/unit is added to your water bill. The fee is as shown on the current 'Riverside Water Rate and Fee Schedule'.

PAYMENTS

Payments in the form of cash, check, credit/debit card, cashier check and money order are accepted at the Water Department inside City Hall. Check, cashier check and money order may be mailed to the address listed on your water bill. Credit/debit card payments as well as set-up for automatic payments may be made online at www.riverside-al.com. After-hours payments by check, cashier check and money order may be made in the drop box located outside City Hall. All payments deposited in the drop box should be in a sealed envelope.

RETURNED CHECKS

Fees for returned checks shall be the maximum rate as permitted under Alabama Law, \$30.00. In the event the customer's check is dishonored or returned the customer may not submit a check to Riverside Water Department for payment of service for twelve (12) months.

LATE CHARGES

A late charge of 10% will be added to all bills not paid by closing on the last open business day before the 15th of the month, regardless of a holiday or closure reserved by Riverside City Hall, the Water Department will discontinue serve to the service address. If you pay your bill after the last open business day before the 15th of the month, regardless of a holiday or closure reserved by Riverside City Hall, you must pay the amount indicated and the late fee.

DISCONNECTION OF SERVICE FOR NONPAYMENT

Water service shall be paid for the month following usage or billing. **In the event payment is not made by closing on the last open business day before the 25th of the month, regardless of a holiday or closure reserved by Riverside City Hall, the Water Department will discontinue service to the service address.** Accounts that are identified as delinquent and are placed on the delinquent list are subject to delinquent charges over and above the amounts due for water services. A charge of \$50.00 the first time, \$75.00 the second time and \$100 each time afterwards, will be added to all delinquent accounts after said account is placed on the delinquent list. Reconnection shall be made during regular work hours and payments shall be in the form of cash, money order or cashier’s check only.

LEAKS

The customer, or their property owner, will be responsible for leaks from their connection to the water systems backflow. The water system will be responsible for leaks from the water systems backflow to the water main. The customer will be charged for damages done to the meter or meter boxes including all parts and labor.

HIGH BILLS

If you experience a substantially higher than normal bill, please contact the Water Department.

WATER CONSERVATION

Water service may be disconnected for not following guidelines set forth during times of mandatory water conservation. (Ord. No. 2017-0516)

METER TAMPERING

Tampering with meter may result in criminal charges and any related fees.

TERMINATION OF SERVICE

A “Disconnect” form must be completed by the account holder to discontinue service. This form must be submitted at least 24 hours in advance of the move-out date to alleviate customer of charges for unused water.

WATER ORDINANCE

Riverside Water Ordinance 2023-0320 is available online at www.riverside-al.com or at City Hall upon request.

CITY COUNCIL MEETING

City Council Meetings are held on the first and third Mondays of each month at 5:00pm in the Council Chambers at Riverside City Hall. To request to speak to the Council with a concern, please contact City Hall at 205-338-7692.

I have read and understand the above summary of the guidelines, rules and regulations of the Riverside Water Department. I understand that a late charge of 10%, as well as a possible delinquent fee, will be added to all bills not paid by 5:00pm on the last open business day before the 15th of the month, regardless of a holiday or closure reserved by Riverside City Hall. **I acknowledge that I understand that all water service guidelines may be found in Ordinance No. 2023-0320, which is available on our website at www.riverside-al.com, or at City Hall, upon request.**

CUSTOMER NAME _____

SIGNATURE _____ Date _____

SERVICE ADDRESS _____

FOR OFFICE USE ONLY:
Account # _____
Employee _____