

# Need Sewer Service?



This brochure is designed to help you in attaining **SEWER SERVICE**, provided by the Utilities Board City of Sylacauga (SUB). We hope that the step by step plan as outlined below will assist you in making your valuable time count, as well as insuring your service is provided in a timely manner. Please take the time to read this entire brochure carefully.

# 1. Where should I go to apply for sewer service, and what personal documents do I need to bring with me?

To establish an account with the Sylacauga Utilities Board for Sewer Service, come by our Billing Office located at 301 North Elm Street, Sylacauga, between the hours of 7:30 A.M. and 4:30 P.M. Monday thru Friday.

- **THE PERSON RESPONSIBLE FOR THE ACCOUNT MUST BE PRESENT.**
- **SPOUSE'S NAME** (where applicable).
- You should know your **CURRENT ADDRESS**, and your **NEW ADDRESS**.
- Please bring 2 forms of ID. One must be a **PICTURE ID** such as a current **DRIVERS LICENSE**. We will also need your **DATE OF BIRTH**, and **SOCIAL SECURITY NUMBER**.
- Provide all **TELEPHONE NUMBERS** where you may be contacted.
- **EMPLOYER NAME & ADDRESS.**

The SUB Billing Office will accept Cash, Debit Cards, Visa & Master Card, and Personal Checks.

The SUB Operations Center does not accept payments of any type.

## **BILLING OPTIONS:**

- ✦ You may wish to have your monthly utility bill drafted from your bank account (savings or checking or charged to a credit or debit card).

- ✦ **Average Billing** is also available through the Sylacauga Utilities Board. For more information or to set up one of these services please ask one of our representatives.

## **2. What if I need a new sewer service tap?**

For a new sewer service the availability of sewer service to your property will need to be established. You may call the SUB Operations Center at 256-249-0372 or come by the office at 1414 Edwards Street, Sylacauga, to speak to someone about the availability of sewer service for your property.

We will be glad to meet you and your plumber at your property, and verify sewer availability, and help establish a location for the new sewer service tap that will best suit your needs. You will not be charged for this verification.

## **3. My property has had sewer service in the past.**

If there has been sewer service provided to this property in the past -- **existing sewer service** it will show up on the computer at the SUB Billing Office by supplying the address. If there is still doubt as to past service, please call the SUB Operations Center at 256-249-0372 and ask to speak with someone regarding the availability of sewer service to your property. We will be happy to meet you at the property site to determine this, at no charge to you.

#### **4. How much will I have to pay to get new sewer service?**

For a new residential sewer service it may be necessary to make a tap on the sewer main. For new homes, or buildings, where new lines have to be installed the tapping fees are as follows:

<u>Size Tap in inches</u>	<u>Tap Fee</u>
4”	\$350.00
6” and larger	Please Call 256-249-0372

The SUB Operations Center does not accept payments of any type. Please Pay all fees at the SUB Billing Office at 301 North Elm Street Sylacauga location.

If large taps are needed for industrial or commercial application, please call the SUB Operations Center for tapping fees, sewer use instructions, and requirements 256-249-0372.

See the Utilities Board Publication: “Need Industrial or Commercial Sewer Service?”

#### **5. Will I have to pay a deposit and service charge?**

Yes, a deposit and service charge are required for establishing new service and when applying for an existing service to be activated in your name. The deposit amount is \$50.00 for residential sewer and the

service charge is \$25.00. The deposit and service charge amount is the same for establishing new service or activating an existing service.

If you have previously had an account with the SUB, the account must be paid in full before a new account can be activated.

✦ **NOTE: If you need Gas, Electric, Water, and Sewer, the total deposit and service charge is \$225.00.**

## **6. Will I need a qualified plumber, licensed by the State of Alabama, to install my sewer drain system?**

If you live within the City Limits of Sylacauga, you will need to secure the services of a plumber, licensed by the State of Alabama, and the City Of Sylacauga to install your sewer drain system piping.

The plumber will need to obtain a permit from the Inspections Department at City Hall, to perform work on your property, and make the connection from your building to the sewer tap. A copy of this permit will be remitted to the Utilities Board by City Hall.

The plumber should follow all requirements as outlined by the City of Sylacauga Building Inspections Department. For additional information, regarding all building codes, please call the Building Inspections Department at Sylacauga City Hall 256-401-2425.

A listing of local plumbers, with a current license, may be obtained from the Inspections Department at City Hall or at the SUB Operations Center.

Once you secure a licensed plumber, the plumber will arrange for all inspections necessary at your residence before, during and after the work has been completed.

## **7. My property is NOT located within the Sylacauga City Limits.**

If your property is not within the boundaries of the City of Sylacauga City Limits, and sanitary sewer service is available, you will not be required to secure the services of a licensed plumber to install your sewer drain system. The county does not currently have building code requirements or inspections services. However, for your protection it is recommended that you use a licensed, qualified plumber to install your drain system correctly and ultimately provide a warranty for the work done. A listing of local plumbers, with a current license, may be obtained at the SUB Operations Center 256-249-0372.

✦ **IMPORTANT NOTE:** Before back-filling the sewer service line from the building, the Utilities Board Water and Wastewater department must be notified, and a time scheduled to inspect the new sewer service connection to the Utilities Board sewer main. Please call the Operations Center at 256-249-0372 to arrange a time and date for this inspection.

Municipal sanitary sewer service is available to most of the original Sylacauga city limits. Please call the SUB

Operations Center at 256-249-0372 to verify sanitary sewer availability for your property.

## **8. What must I do to get water service if the Utilities Board does NOT have sanitary sewer available for my property?**

Before water service can be established the Talladega County Health Department and the Sylacauga Utilities Board require that an approved wastewater disposal system be in place. This would include access to either municipal sanitary sewer service, or an approved septic system.

If it is determined that you do not have access to SUB municipal sanitary sewer system, you will need to contact the Talladega County Health Department and get information on what is required to properly install an approved septic system.

You will need to supply the SUB with a copy of the permit to install septic tank document, approved and signed by the Talladega County Health Department. This is verification that you will have a method of disposal for wastewater.

To speed up the process in getting water service to your property, please bring the signed and approved copy of the permit to install septic tank document (supplied by the Talladega County Health Department) with you to the SUB Billing Office at 301 North Elm Street, Sylacauga when you plan to set up your water service account.

Sanitary sewer service must be used where it is available. Municipal sanitary sewer service is available to most of the original Sylacauga city limits. Please call the SUB Operations Center to verify sanitary sewer availability for your property 256-249-0372.

## **9. I live in Oak Grove city limits.**

If you are a resident inside the city limits of Oak Grove, you must contact Oak Grove City Hall to verify the availability of sanitary sewer for your property. The number is 256-249-9971, If sanitary sewer is not available and you need water service in Oak Grove, please follow the instructions in (Item 7) referring to an approved septic system.

### **SUMMARY:**

#### **PLEASE READ THIS.**

#### **New Sewer Service**

- After receiving a copy of the permit obtained by the plumber in your behalf from City of Sylacauga Inspections Department within Sylacauga city limits (Item 5)
- And copies of the work orders from the SUB Billing Office with appropriate account information, are received at the SUB Operations Center (Items 1-4)

- And the appropriate documents verifying the sewer disposal method: city sewer or septic tank (See Items 6-8).
- Then the new sewer service tap installation will be scheduled and installed as soon as possible

You may call the SUB Operations Center at any time to inquire of the schedule for installing your new sewer service tap. The phone number is 256-249-0372.

## **10. Who Should I Contact If I Have A Problem Or Question Regarding My Sewer Service?**

- If you have a problem with your monthly utility statement, please call the SUB Billing Office at 256-249-8501.
- If you have a problem with your sewer service, and you are connected to the SUB sanitary sewer system, call the SUB Operations Center **FIRST** at 256-249-0372. We will be glad to come out and check our main sewer line.
- After hours on weekends and holidays, please call 256-245-6402.
- **IMPORTANT NOTE:** The Utilities Board personnel will be glad to check the main sewer line, at no charge even after hours or on holidays.

If it is then determined, that the problem is not in the main sewer line, you may wish to call your plumber to check your service line (the pipe from

your building or home to the main) for the blockage.

**If you call a plumber before calling the SUB to check our main sewer line, you will be responsible for all charges incurred by the plumber.**

Call the SUB first 256-249-0372 after hours 256-245-6402.

Please do not place anything in your drain system that can cause blockage. Paper towels, grease, and roots of trees, are the most common causes of sewer line problems.

**After Hours Calls**, please call **256-245-6402**. The Utilities Board operates between the hours of 7:30 AM until 4:30 PM Monday thru Friday. The 24-hour Stand-by crew will assist after hours, on weekends, and holidays, in the event of a problem with your service.

If you have additional questions, please do not hesitate to call the Utilities Board City of Sylacauga. Billing Office 256-249-8501 or Operations Center 256-249-0372.

**Sewer Problem?**

**Call Us First!**

**256-249-0372**

**After hours, weekends and holidays: 256-245-6402**