



WELCOME

TO

NORTHPORT

A L A B A M A

Enclosed in this welcome packet, you will find important City of Northport phone numbers, utility bill payment options, garbage & trash schedules and policies, recycling information and water rates and fee schedules

If you have any questions that are not addressed in this packet, please call the Utility Department at 205-339-7024.

City of Northport Telephone Directory

Fire, Police, or Medical Emergencies Only	911
After hours, weekends, and holidays for Water, Sewer & Street Emergencies Only	205-333-3017
Animal Control	205-339-6600
City Hall/Civic Center (Building Inspections, Environmental Control, Engineering, Human Resources, Planning)	205-339-7000
Fire Department	205-333-3020
Municipal Court	205-339-8132
Tag Renewal	205-349-3870
Police Department	
Chief's Office	205-333-3013
Records	205-333-3033
Dispatch/Headquarters	205-339-6600
Investigations	205-333-3008
Public Works	
Administrative/Main	205-333-3003
Public Works Shop	205-333-3019
Utilities	
Administrative/Main	205-342-3636
Water, Sanitary Sewer, & Billing	205-339-7024
Wastewater Treatment Plant	205-752-5907
Water Treatment Plant	205-333-3017

Visit your All-American City on the web at www.cityofnorthport.org

THERE ARE FIVE CONVENIENT WAYS FOR YOU TO PAY YOUR WATER BILL!

1. **BY MAIL**

An envelope is provided when you receive your bill, so that you can mail your payment in. Payments, including payment stub should be mailed to:

**City of Northport
MSC 851
P.O. Box 830019
Birmingham, AL 35283-0019**

2. **DRIVE-THRU WINDOW**

The drive-thru window, located at the West End of City Hall is open Monday – Friday, 8:00a.m. until 4:30p.m. Please have your statement or customer number available along with your payment when you arrive at the window for faster service.

3. **NIGHT DEPOSITORY**

The night depository is the silver hinged cover located on the wall before reaching the drive-thru. There is a black mailbox with envelopes inside for your convenience. **Please do not pay with cash in the night deposit box.**

4. **BANK DRAFT**

Payments are automatically deducted from your checking account. You will still receive a statement in the mail and your payment will not be drafted until the business day prior to your due date. It's as simple as filling out a bank draft request form and providing a voided check!

5. **ONLINE ACCOUNT ACCESS/PAYMENT**

You may view your account or make your payment online at www.cityofnorthport.org with a Visa, Mastercard, or Discover. You can also use a debit card that has the Visa, Mastercard, or Discover logo. You will need the customer number and pin number located on your statement. The customer number will be your login ID.



Think Globally, Act Locally
 #NorthportRecycles
 www.cityofnorthport.org

If you are interested in recycling, please contact the
 Public Works Department at 205-333-3003.

WHAT CAN I RECYCLE?

OFFICE PAPER

- White/color paper •lined paper •photo paper
- junk mail (plastic windows & staples are acceptable)
- paperback books & hardback books (must remove hard covers) •shredded paper

**Must be bundled or placed in plastic or paper bags *Remove all personal information*



PLASTICS

Plastics #1 - •water bottles •soda bottles *plastics marked with #1 PETE
Plastic bottles #2 - Bottles only •milk jugs •detergent bottles •shampoo bottles



NEWSPAPERS & MAGAZINES •all types of inserts. *Must be separated from office paper.

CARDBOARD •corrugated cardboard •cereal type boxes •brown paper bags
 *Boxes must be free of all packaging & flattened

METALS aluminum cans (such as soda cans) steel cans (such as soup cans)
 *Must be clean

Items NOT accepted in recycling bin

- GLASS •ALUMINUM FOIL ITEMS •METALLIC-LINED BAGS (chip bags)
- WAX-LINED CONTAINERS •ELECTRONICS •DIAPERS •STYROFOAM
- CONSTRUCTION MATERIALS •HARD PLASTICS #3 - #7 •FILM (grocery bags, bread bags, dry cleaning bags, etc.)

**Please include these items with your weekly garbage and trash.*





**CITY OF NORTHPORT
WATER OFFICE**

3500 McFarland Blvd
P.O. Box 627
Northport, AL 35476

Phone:(205)339-7024 Fax:(205)333-3005
E-Mail: waterservice@cityofnorthport.org

Office Hours Monday - Friday 8:00 a.m. - 4:30 p.m.

The rates, fees and charges below are effective October 1, 2021

WATER RATES

COMMODITY RATES: Water supplied to any residential or commercial user by the City shall be paid for monthly and shall be charged for in accordance with the following schedules or rates based on the quantity of water consumed per month, except as otherwise provided in this schedule:

GENERAL RATE: The general rate shall be **\$5.25 per 1,000 gallons** for all water consumed per water meter.

RURAL WATER RATE (Sand Springs): The general rate shall be **\$5.25 per 1,000 gallons** for all water consumed per water meter.

ADDITIONAL MONTHLY CHARGES: In addition to the above described commodity rates, each water customer shall also be charged the following monthly administrative fee as defined according to the following schedule:

Water Administrative Fee

<u>Rate Code</u>		<u>Water Meter Size</u>	<u>Administrative Fee</u>
WA1	WT1	5/8"	\$7.71
WA2		3/4"	\$8.55
WA3	WT2	1"	\$10.34
WA4	WT3	1 1/2"	\$16.52
WA5	WT4	2"	\$25.53
WA6	WT5	3"	\$42.23
WA7	WT6	4"	\$73.94
WS7		4"	\$73.94
WA8		6"	\$115.72
WA9		8"	\$235.85

TOTAL MONTHLY CHARGE FOR WATER: The total monthly charge to each customer shall equal the sum of the administrative fee plus the commodity rate for consumption.

SEWER (WASTEWATER) RATES

COMMODITY RATES: A monthly charge for sanitary sewer (wastewater) service for each establishment where sewer (wastewater) service has been made available shall be charged the rate of **\$5.25 per 1,000 gallons** of metered water. No residential sewer (wastewater) customer shall be charged more than **\$39.00** per month for sewer (wastewater) service. This rate cap shall not apply to non-residential customers and shall not affect any other administrative or sewer (wastewater) charges.

ADDITIONAL MONTHLY CHARGES: In addition to the above described commodity rates, each sewer (wastewater) customer shall be charged the following monthly administrative fee as defined according to the following schedule:

Sewer (Wastewater) Administrative Fee

<u>Rate Code</u>	<u>Meter Size</u>	<u>Administrative Fee</u>
R SA1	5/8"	\$8.48
C SA2	3/4"	\$9.32
C SA3	1"	\$11.34
C SA4	1 1/2"	\$15.52
C SA5	2"	\$30.53
C SA6	3"	\$57.23
C SA7	4"	\$73.94
C SA8	6"	\$115.72
C SA9	8"	\$165.84
C SC1	5/8"	\$10.83
R SR2	3/4"	\$9.32
R SR3	1"	\$11.34

TOTAL MONTHLY CHARGE FOR SEWER (WASTEWATER): The total monthly charge to each sewer (wastewater) customer shall be equal to the sum of the administrative fee plus the commodity rate for consumption.

GARBAGE RATES

RESIDENTIAL: \$12.10

COMMERCIAL: \$17.12

You must place your garbage or trash on the curb by 7:00 a.m. on your scheduled pick-up days.
(6:00 a.m. from Memorial Day to Labor Day)

A maximum of three (3) garbage carts will be permitted on a residential premise with a monthly garbage rate of \$12.10 per cart.

A maximum of two (2) garbage carts will be permitted on a commercial premise with a monthly garbage rate of 17.12 per cart.

DEPOSITS

RESIDENTIAL/COMMERCIAL DEPOSIT: Amount is **\$75.00**.

2ND ACCOUNT DEPOSIT: Is \$0.00 for existing customers who have continuously held an account with the City for two years or more where there has been no delinquency.

DELINQUENCY DEPOSIT: For accounts that have been terminated due to delinquency, the deposit shall be **\$150.00**.

OTHER FEES

CONNECTION FEE: Customers who initiate service where a water meter has previously been installed or who have a service reconnected for any reason shall pay a connection fee of **\$25.00**.

CONNECTION (TAPPAGE) CHARGE: Where a new water service is required, the customer shall pay a connection (tappage) charge based upon the water meter size and type. This charge shall cover the material and labor cost of installing said meter. The charge shall be:

<u>Meter Size</u>	<u>Charge</u>
5/8" Meter	\$550.00
1" Meter	\$675.00
2" Meter	\$2,000.00

The connection (tappage) charge for meters larger than 2" shall be determined by the City Public Works Department at the time of service initiation based upon current labor and material costs.

MATERIAL CHARGE: Where a new water service is required and the connection is made by the developer and not the city, the customer shall pay a material charge based upon the water meter size and type. The charge shall be:

<u>Meter Size</u>	<u>Charge</u>
5/8" Meter	\$100.00
1" Meter	\$150.00
2" Meter	\$1,000.00

DEVELOPMENT FEE: The development fee is based upon the water meter size, it shall be charged for each new water and/or sewer connection. The fee will be collected during the building permit process or upon application for services. The development fee is in addition to Assessments. There will be no charge for sprinkler meters. Changes in meter size will result in an increase/decrease of fees as applicable. The development fee charge is based upon the following schedule:

<u>Water Meter Size</u>	<u>Water Development Fee</u>	<u>Sewer Development Fee</u>
5/8" or 3/4"	\$1,254.00	\$1,453.00
1"	\$2,132.00	\$2,470.00
2"	\$6,161.00	\$7,139.00
3"	\$10,474.00	\$12,136.00
4"	\$17,806.00	\$20,631.00
6"	\$30,269.00	\$35,072.00
8"	\$51,457.00	\$65,340.00

LATE PAYMENT PENALTY: Each bill for water, sanitary sewer, and garbage service shall be due when rendered. Each bill shall be subject to a late charge of ten percent if payment has not been received in our office by the due date, or on any remaining balance. Accounts with past due amounts are subject to be disconnected at any time. Payments must be received in our office before 4:30 p.m. on the due date to avoid late charges. If the due date falls on a weekend or holiday, you will be given until 4:30 p.m. the next business day to pay.

DELINQUENT ACCOUNT FEE: When a service order is issued to disconnect water service for a delinquent account a **\$50.00** Delinquent Account Fee will be applied to the past due balance. Payment on a disconnected water account must be in the form of cash, credit or debit card (Visa, MasterCard or Discover) or a money order. When payment is received the water service will be reconnected the following business day.

UNAUTHORIZED CONNECTION FEE: The fee for an unauthorized connection shall be **\$100.00**.

PENALTIES FOR ILLEGAL CONNECTIONS: Any person found to have connected to a City meter service or to have connected to the City's water or sewer system in any fashion without the City's prior consent shall be guilty of a misdemeanor and shall as a minimum punishment be assessed a fine of **\$500.00**. In addition to all other penalties provided herein, the City shall discontinue such illegally connected services; provided, however, that such services shall be restored upon the payment of all amounts due the City if the person so requests and is otherwise eligible to receive such City services.

SPECIAL METER READINGS AND TESTING: The City will make special meter readings at the request of the customer for a service charge of **\$5.00**; provided, however, that such special reading discloses that the meter was over-read, no charge will be made; provided, further, that no charge will be made if such special reading discloses that the meter was estimated for the billing period in question and was accessible by the City meter reader when estimated.

METER TESTING: Meters will be tested at the request of the customer. If the meter is found to be registering within three percent (3%) of the correct water volume or registering less than the correct water volume, the customer will be charged a fee of **\$25.00** for checking the meter. If the meter is found to over register water volume beyond three percent (3%) of the correct volume, the meter will be corrected or replaced and no charge will be made to the customer for checking the meter.

RETURNED CHECK FEE: A **\$30.00** service charge will be added to each return check. Any returned check must be redeemed by the maker thereof in cash, money order, or certified funds. If three checks are returned on a water account during a 12-month period we will no longer accept checks as payment on the account.

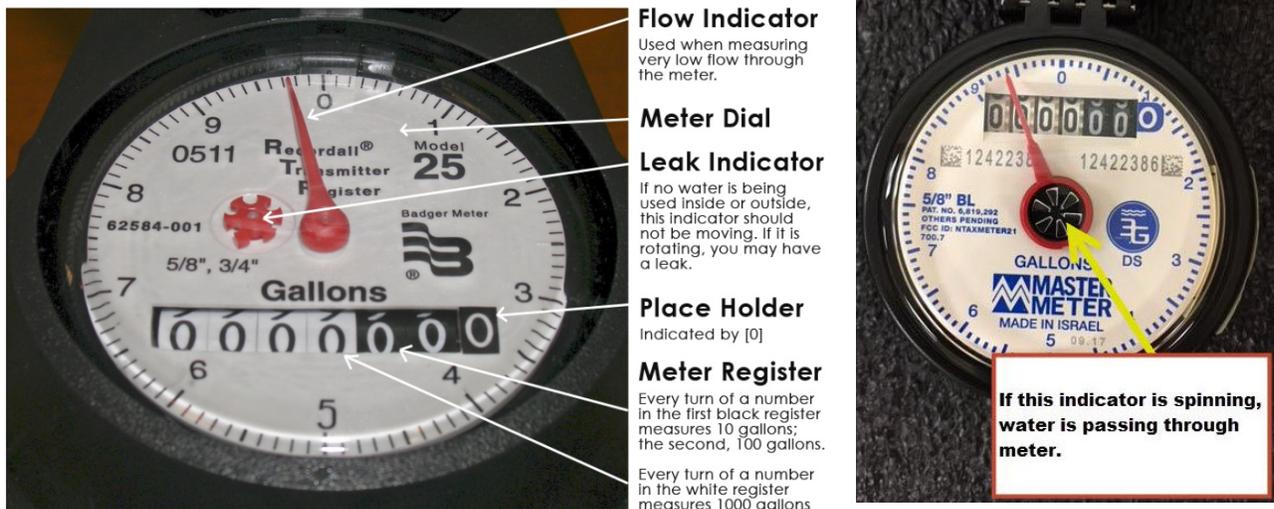
CLAIMS: If a customer believes his bill to be in error, he shall present his claim to the City. A claim made after the bill becomes delinquent shall not be effective in preventing discontinuance of service. The customer may pay such bill under protest and said payment shall not prejudice his claim. The Claims Committee and/or the City Council shall review the customer's complaint and direct action will be taken.

ONLINE ACCOUNT ACCESS/PAYMENT: You may view your account, or make your payment online at www.cityofnorthport.org with a Visa, MasterCard or Discover. You can also use a debit card that has the Visa, MasterCard or Discover logo. You will need the customer number and pin number located on your statement. The customer number will be your login ID.

PAYMENT LOCATIONS: You may pay your bill by mail (City of Northport MSC 851, PO Box 830019, Birmingham, AL 35283-0019), inside the water office, through our drive-through window, by automatic bank draft, in our after hours depository located at the West End of the building, or make your payment online. We accept cash, money order, check, Visa, MasterCard and Discover. If you have any questions, please call our office at 205-339-7024, or visit our website at www.cityofnorthport.org.

HOW DO I CHECK MY METER TO SEE IF I HAVE A LEAK?

1. Stop all water usage in your home.
2. Locate your water meter and note the reading on the meter. Look for a small white or black diamond shape dial on the meter face (some of our meters do not have leak indicators). When noting the reading, watch to see if the diamond leak indicator is moving. Be patient in watching the leak detector because a small leak will be slow turning the diamond. Also, make note as to where the red sweep indicator is located.
3. Do not use any water for 3 to 4 hours.
4. Note the reading on your meter after the time has lapsed.
5. If the reading is the same, from the numeric indication and the red sweep indicator, no leak is indicated. If the red sweep indicator is different, a leak is indicated. If the number indication is more than the beginning amount, a leak is indicated.
6. If a leak is indicated find it and fix it. It is costing you money!



HOW TO READ YOUR RESIDENTIAL WATER METER

Notice that your residential water meter only has one dial. The dial has a sweep hand in which it measures water usage in gallons. One complete revolution equals ten gallons of water used. The odometer type register in the middle of the dial registers the number of gallons used.

To read the meter, you will need to record the number from the odometer type register.

Subtract the previous reading from the new reading and you will know how many gallons of water you have used.