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

<table>
<thead>
<tr>
<th>Fire, Police, or Medical Emergencies Only</th>
<th>911</th>
</tr>
</thead>
<tbody>
<tr>
<td>After hours, weekends, and holidays for Water, Sewer &amp; Street Emergencies Only</td>
<td>205-333-3017</td>
</tr>
<tr>
<td>Animal Control</td>
<td>205-339-6600</td>
</tr>
<tr>
<td>City Hall/Civic Center (Building Inspections, Environmental Control, Engineering, Human Resources, Planning)</td>
<td>205-339-7000</td>
</tr>
<tr>
<td>Fire Department</td>
<td>205-333-3020</td>
</tr>
<tr>
<td>Municipal Court</td>
<td>205-339-8132</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Police Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief’s Office</td>
</tr>
<tr>
<td>Records</td>
</tr>
<tr>
<td>Dispatch/Headquarters</td>
</tr>
<tr>
<td>Investigations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public Works</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative/Main</td>
</tr>
<tr>
<td>Public Works Shop</td>
</tr>
<tr>
<td>Tag Renewal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative/Main</td>
</tr>
<tr>
<td>Water, Sanitary Sewer, &amp; Billing</td>
</tr>
<tr>
<td>Wastewater Treatment Plant</td>
</tr>
<tr>
<td>Water Treatment Plant</td>
</tr>
</tbody>
</table>

Visit your All-American City on the web at [www.cityofnorthport.org](http://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.
The rates, fees and charges below are effective October 1, 2019

**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 $4.92 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**

<table>
<thead>
<tr>
<th>Rate Code</th>
<th>Water Meter Size</th>
<th>Administrative Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>WA1</td>
<td>WT1</td>
<td>5/8”</td>
</tr>
<tr>
<td>WA2</td>
<td></td>
<td>3/4”</td>
</tr>
<tr>
<td>WA3</td>
<td>WT2</td>
<td>1”</td>
</tr>
<tr>
<td>WA4</td>
<td>WT3</td>
<td>1 ½”</td>
</tr>
<tr>
<td>WA5</td>
<td>WT4</td>
<td>2”</td>
</tr>
<tr>
<td>WA6</td>
<td>WT5</td>
<td>3”</td>
</tr>
<tr>
<td>WA7</td>
<td>WT6</td>
<td>4”</td>
</tr>
<tr>
<td>WS7</td>
<td></td>
<td>4”</td>
</tr>
<tr>
<td>WA8</td>
<td></td>
<td>6”</td>
</tr>
<tr>
<td>WA9</td>
<td></td>
<td>8”</td>
</tr>
</tbody>
</table>

**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 $4.92 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:

<table>
<thead>
<tr>
<th>Rate Code</th>
<th>Meter Size</th>
<th>Administrative Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>R SA1</td>
<td>5/8”</td>
<td>$8.48</td>
</tr>
<tr>
<td>C SA2</td>
<td>3/4”</td>
<td>$9.32</td>
</tr>
<tr>
<td>C SA3</td>
<td>1”</td>
<td>$11.34</td>
</tr>
<tr>
<td>C SA4</td>
<td>1 ½”</td>
<td>$15.52</td>
</tr>
<tr>
<td>C SA5</td>
<td>2”</td>
<td>$30.53</td>
</tr>
<tr>
<td>C SA6</td>
<td>3”</td>
<td>$57.23</td>
</tr>
<tr>
<td>C SA7</td>
<td>4”</td>
<td>$73.94</td>
</tr>
<tr>
<td>C SA8</td>
<td>6”</td>
<td>$115.72</td>
</tr>
<tr>
<td>C SA9</td>
<td>8”</td>
<td>$165.84</td>
</tr>
<tr>
<td>C SC1</td>
<td>5/8”</td>
<td>$10.83</td>
</tr>
<tr>
<td>R SR2</td>
<td>3/4”</td>
<td>$9.32</td>
</tr>
<tr>
<td>R SR3</td>
<td>1”</td>
<td>$11.34</td>
</tr>
</tbody>
</table>

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 (TAPAGE) 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:

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8” Meter</td>
<td>$550.00</td>
</tr>
<tr>
<td>1” Meter</td>
<td>$675.00</td>
</tr>
<tr>
<td>2” Meter</td>
<td>$2,000.00</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8” Meter</td>
<td>$100.00</td>
</tr>
<tr>
<td>1” Meter</td>
<td>$150.00</td>
</tr>
<tr>
<td>2” Meter</td>
<td>$1,000.00</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Water Meter Size</th>
<th>Water Development Fee</th>
<th>Sewer Development Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8” or 3/4”</td>
<td>$1,254.00</td>
<td>$1,453.00</td>
</tr>
<tr>
<td>1”</td>
<td>$2,132.00</td>
<td>$2,470.00</td>
</tr>
<tr>
<td>2”</td>
<td>$6,161.00</td>
<td>$7,139.00</td>
</tr>
<tr>
<td>3”</td>
<td>$10,474.00</td>
<td>$12,136.00</td>
</tr>
<tr>
<td>4”</td>
<td>$17,806.00</td>
<td>$20,631.00</td>
</tr>
<tr>
<td>6”</td>
<td>$30,269.00</td>
<td>$35,072.00</td>
</tr>
<tr>
<td>8”</td>
<td>$51,457.00</td>
<td>$65,340.00</td>
</tr>
</tbody>
</table>
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 sweet 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 sweet 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.
GARBAGE POLICY

1. The City of Northport Public Works Department provides household garbage collection once weekly.

2. Collection days will be Monday, Tuesday, Wednesday and Friday, see attached map to determine specific area collection days.

3. Garbage carts must be placed at the curb by 7:00 a.m. on your pickup day.
   (By 6:00 a.m. from Memorial Day to Labor Day)

4. Any Garbage collections that were missed due to a city observed holiday will be collected on the Thursday of that week. For the Thanksgiving holiday, Friday’s collection will stay as scheduled. For the Christmas and New Year’s schedule, please see the city’s website or the local newspaper.

5. Garbage means and includes refuse, vegetable or animal matter, and all refuse matter arising from or produced by, or that attends the preparation, use, cooking, dealing in or storing of bread, meat, fish, fowl, fruit, vegetables and in general from food for human consumption, and all other putrescible matter.

6. Everything in your garbage cart must be bagged.

7. All garbage must be contained inside a city owned cart for collection. Garbage that is placed on the ground, on top of the cart, or placed in a non-regulated container will not be collected. The only exception to this rule will be for the Thanksgiving and Christmas Holidays, when we will collect bags of garbage placed next to your city cart.

8. Do not mix garbage with trash. Different trucks are scheduled to pick up garbage vs. trash. Please do not place any trash in your carts.

9. For safety, do not put loose, broken glass, needles or any sharp objects in bags. Enclose these items in a box or other rigid container before placing them in with the garbage.

10. Please make sure your carts are not blocked by any vehicles.

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

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

13. Garbage carts should be returned to place of storage after collection.

14. Charges for sanitation collection services will be included in the monthly water bill.

15. For customers who are physically unable to carry garbage to the curb, the city can provide back door service. A form is available on the city website and must be signed by a Physician.

16. If you have failed to follow any of these conditions your garbage may not be collected.

For questions or complaints please call the Public Works Department at 333-3003.
TRASH POLICY

1. Trash and Garbage are collected on the same day.

2. The City of Northport Public Works Department provides residential trash pickup once weekly.

3. Collection days are Monday, Tuesday, Wednesday and Friday, see attached map to determine specific area collection days.

4. Trash must be placed at the curb by 7:00 a.m. on your pickup day. 
   (By 6:00 a.m. from Memorial Day to Labor Day.)

5. Any Trash collections that were missed due to a city observed holiday will be collected on the Thursday of that week. For the Thanksgiving holiday, Friday’s collection will stay as scheduled. For the Christmas and New Year’s schedule, please see the city’s website or the local newspaper.

6. Trash means and includes any paper, cartons, cardboard, boxes or other materials which are thrown away or rejected for further use, but does not include dirt, ashes, brick, lumber, concrete or any waste material from any building or repair operations or construction of any kind.

7. The city does not provide trash collection for businesses or commercial customers.

8. It is unlawful to throw, sweep or otherwise deposit trash or rubbish in any sewer, gutter, drainage way, street, sidewalk, or vacant lot.

9. Leaves, pine straw, and grass clippings must be bagged.

10. Limbs and hedge clippings must be no larger than 8 inches in diameter and no longer than 6 feet long. Stack neatly near the curb, but not in the street, gutter, sidewalk or vacant lot. Avoid placing by a mailbox, utility poles, fire hydrants or under low power lines or anything that will obstruct the use of equipment. No stumps or large tree trunks will be picked up.

11. No paints, batteries, oil, tires, tube tv’s, appliances, etc. or hazardous materials will be collected.

12. Do not mix garbage with trash. Different trucks are scheduled to pick up garbage vs. trash.

13. Any building debris such as scrap lumber, plaster, roofing, concrete, etc., that has been left as a result of construction, repair, remodeling, demolition, tree services or landscaping that was performed by a private contractor shall be the responsibility of the contractor or resident to dispose of properly.

14. If you have failed to follow any of these conditions your trash may not be collected.

For questions or complaints, please call the Public Works Department at 333-3003.
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.
RECYCLING POLICY

1. The City of Northport Public Works Department provides recycling service and recycling bins free of charge to residents within the city limits and who are paying garbage customers.

2. Curbside recycling is collected on the same day as garbage and trash.

3. Recycling bins must be placed at the curb by 7:00 a.m. on your pickup day. (By 6:00 a.m. from Memorial Day to Labor Day)

4. Any recycling collections that were missed due to a city observed holiday will be collected on the Thursday of that week. For the Thanksgiving holiday, Friday’s collection will stay as scheduled. For the Christmas and New Year’s schedule, please see the city’s website or the local newspaper.

5. All recyclables must be placed in provided bins and the crews will separate for collection, with the exception of paper (must be bagged).

6. Acceptable recycling items include:
   - Plastics stamped with #1 - includes water and soda bottles
   - Plastics stamped with #2 - includes milk jugs, detergent bottles, shampoo bottles, etc.
   - Cardboard - empty and flattened
   - Aluminum cans - empty and rinsed
   - Steel cans - empty and rinsed
   - Magazines and Newspapers - combined including all inserts
   - Mixed paper – includes office paper, junk mail, paperback books, photo paper, shredded paper, etc. These must be bundled or placed in a plastic or paper bag and separated from Magazines and Newspaper
   - Film – grocery bags, bread bags, dry cleaning bags, etc. These items must be bundled.

7. Items not accepted for recycling – glass, wax-lined containers, Styrofoam, aluminum foil items, Electronics, construction materials, metallic-lined bags, diapers, hard plastics #3 - #7. Please include these items with your weekly garbage and trash.

8. For customers who are physically unable to carry the recycling bin to the curb, the city can provide back door service. A form is available on the city website and must be signed by a Physician.

9. If you have failed to follow any of these conditions your recycling may not be collected.

For questions or complaints please call the Public Works Department at 333-3003.