

NEW RESIDENTIAL SERVICE INFORMATION

Office hours/business days are Monday-Friday, 8:00 AM – 4:30 PM (excluding weekends and holidays).

New residential service involves turning on water at a residential location. In order to process an on order for new residential service, you must contact the office. A minimum security deposit of \$100, a service charge of \$40 (for next business day or later), a valid picture identification and a social security number is required. We may also require a valid lease or deed and two proofs of service from other utilities (as deemed necessary by MAWSS).

To prevent the possibility of flooding, MAWSS' insurance requires someone to be on the premises to sign a service ticket indicating it is safe to turn on water on private property. If no one is present, the meter will be installed and left in the "off" position, and then, customers may turn the water on themselves at the meter. A \$40 service charge will apply if an additional trip is required by MAWSS to connect or turn on the service.

Questions?

Contact us at 251-694-3100, Mon. – Fri., 8:00 a.m. – 5:00 p.m. Select the Customer Service Option. If you have an emergency, please call our 24 hour customer care team at 694-3165.

Please note: Questions submitted by email after hours, weekends or holidays, will be answered within 24-48 hours of the next business day.