

TRANSFER OF RESIDENTIAL SERVICE

This request can take up to 24 hours to process.

Incomplete information will void the processing of your request.

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

This request involves turning off water at a current service location and requesting water service at a new location. All requests to turn water service off are processed on the next business day or later.

In order to request a transfer of your residential service, a lease or deed may be required. Additional information may be required such as proof of service from Alabama Power or Mobile Gas. Your present account must not be delinquent. The service charge is \$40 for next business day or later and \$100 for after hours, weekends and holidays.

To prevent the possibility of flooding, MAWSS 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.

Name (As It Appears On Your Account) _____
Current Customer Number _____
Social Security Number _____
Address To Be Disconnected _____
Date of Disconnection (Not To Exceed 30 Days) _____
New Service Address _____
Date of New Service (Not To Exceed 30 Days) _____
Mailing Address _____
City _____ State _____ Zip Code _____
Daytime Telephone Number (8am-5pm) _____
Home Telephone Number _____
Email Address _____
Requested By (Applicant Only) _____

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