



REQUEST FOR ADDITIONAL SERVICE

This request can take up to 24 hours to process.

Incomplete information will void 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 water on at an additional location. In order to establish an additional residential account, a lease or deed may be required, and you must have an active account. Additional information may be required such as proof of service from Alabama Power or Mobile Gas. The new account must be in the same name as the existing account, and all bills must be mailed to the same address. If the active residential account is current and has good credit, there will not be a deposit. However, if the account has been or is currently delinquent, if a different mailing address is requested or if you currently have more than three active accounts, there will be at least a \$100 deposit.

The service charge is \$60 for next business day or later and \$100 for after hours, weekends and holidays.

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 \$60 service charge will apply if an additional trip is required by MAWSS to connect or turn on the service.

BUSINESS AND COMMERCIAL CUSTOMERS MUST CONTACT THE OFFICE FOR THIS SERVICE.

Name on the account _____

Social Security # _____ Telephone # _____

Address of **new** account _____

Address of active account _____

Mailing Address _____

City _____, State _____ ZIP Code _____

Request date for on _____ 8AM-12PM _____ OR 1PM-5PM _____
(UP TO 30 DAYS)

Requested by (Applicant Only) _____ Date _____

Daytime Telephone Number (8:00 AM – 5:00 PM) _____

Evening Telephone Number _____

Email Address _____

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.