

## Important Information

- Please make check or money order payable to – South Alabama Utilities.
- Failure to receive a bill does not exempt you from a monthly payment, penalty, or disconnection.
- Payment must be received by the Due Date on the statement to avoid a late charge.
- A \$40.00 fee will be charged for returned checks.
- If service is disconnected, account will subject to reconnection fees and account balance paid in full before service is turned back on.
- Tampering with a locked service will result in additional fees and possible criminal charges.
- A fee may be charged if a customer requests the meter to be re-read and there is no error.

## Payment Options

- Payments can be mailed using the enclosed envelope and remittance coupon of the bill. Please allow time for mail delivery.
- In person payments can be made at the Citronelle or Semmes locations. Also, a secure drop box is located at both the Citronelle and Semmes Office - be sure to include your Customer number.
- Online payments can be made by visiting [www.southalabamautilities.net](http://www.southalabamautilities.net) and using a debit/credit card or e-check – a fee will apply.
- To Pay by Phone call toll free 1-855-782-2066 – a fee will apply.
- Enroll in FREE Auto debit (ACH) from a checking or savings account. Contact our office to enroll.

## DECENTRALIZED WASTEWATER REMINDERS (DO's & DON'Ts)

- Do collect grease in a container and dispose of it with your trash.
- Do use your trash can to dispose of substances that can cause maintenance problems and/or increase the need for septage pumping.
- Do familiarize yourself with the location of your wastewater system and electrical panel. You may silence the alarm and then report the alarm to SAU.
- Don't ever put grease or flushable wipes into your wastewater system!
- Don't get stuck with a bill for additional tank maintenance or repair because your family or guest ignored these guidelines.

For the full manual and a more detailed list of the do's & don'ts of your wastewater system please contact our Semmes Office.



Natural gas is flammable – and if released and contacted by a source of ignition – natural gas can ignite. That's why using your sense of sight, sound, and smell are imperative for recognizing a suspected leak.



## Utility Billing

Call Monday – Thursday 7:00 A.M. – 5:30 P.M. to discuss billing issues, start or stop utilities, report an outage, sign up or cancel an ACH.

Email [info@southalabamautilities.net](mailto:info@southalabamautilities.net) or visit us in person at one of our locations.

Citronelle Office 8100 Joy Street Citronelle, AL 36522  
251-866-2365

Semmes Office 4800 McCrary Road Semmes, AL 36575  
251-649-4316

