



South Alabama Utilities

Please make any changes below:

Address: _____

City/State/Zip: _____

Telephone Number: _____

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- Please make check or money order payable to – South Alabama Utilities.
 - Payment must be received in office by the “Due Date” on statement to avoid a 10% late charge that will be added to your account. Payments received after 12:00 P.M. will be credited to your account on the following business day.
 - Failure to receive a statement does not exempt the customer from timely payment or late charges.
 - For your convenience a night deposit service is available at both Citronelle and Semmes office locations.
 - A \$40.00 fee will be charged for returned checks from the bank.
 - If you feel that there is an error or another legitimate complaint, you must notify the utilities office of your position in person or in writing prior to the due date of the statement. This does not exempt you from paying your statement by the due date.
 - If your service is turned off for non-payment the reconnect charge is \$50.00 for normal working hours of 8:00 A.M. to 5:00 P.M., Monday through Friday. Re-connect charge for after hours, weekends and holidays is \$100.00. There is a \$10.00 collection fee if an employee arrives at a service location to effect a disconnection of service and a payment is then made. If your service is turned off for nonpayment the total amount owned on account will become due and payable before service can be reinstated.
 - At any time discontinuance of service(s) is desired, the customer must notify South Alabama Utilities. The customer will be responsible for any usage up to the time that South Alabama Utilities is notified.
 - We now offer to our customers the option of bank draft. Please continue to pay your statement until “THIS ACCOUNT WILL BE PAID BY BANK DRAFT” appears on your statement.
 - The option to pay your statement over the phone or internet is provided by Western Union® Speedpay® for a fee of \$3.95. Simply call (866) 848-8545 to access Speedpay and follow the touch-tone prompts or access the Speedpay web site at <https://internet.speedpay.com/southalabama>, enter account number and follow the prompts.
You can also go to our web site at www.southalabamautilities.net, select Payment Options, go down and select Speedpay and follows the prompts.
 - A \$10.00 fee will be charged if a customer requests the meter to be re-read and there is not an error. If there is an error on your meter reading the fee will be waived.
 - If you do not pay your statement in full there is a payment priority that the payment will be distributed by on your account. The payment distribution is garbage, gas, water, sewer, and then other set charges like volunteer fire and community center, etc. If account is never at a zero balance you may owe several months of set charges on your account.

Citronelle:
P. O. Box 428
8100 Joy Street
Citronelle, AL 36522
251-866-2365

Semmes:
P. O. Box 809
4800 McCrary Road
Semmes, AL 36575
251-649-4316