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9080 County Road 64
Daphne, AL 36526

CUSTOMER INFORMATION SHEET

- Bills will be processed and mailed by the 10th of every month for previous month's services.
- Current charges will be due by the last day of the month.
- Late charges (10%) will post for any unpaid balance on the 1st of the following month.
- Cut-off day will take place on the 10th of the following month.
- Failure to pay the current due amount before the 10th of the following month will result in disconnection of service.
- A \$50 Processing Fee will be assessed on all accounts appearing on the disconnect list at 8:00am on cut-off day.
- All past due balances, late fees, processing fees, and return check fees must be paid in full at the BWS office or online before any services will be re-established.
- A \$30 returned check fee will be assessed to all accounts for which we receive a returned payment. Water service may be interrupted for the receipt of a returned payment and may be subject to a \$50 reconnect fee if balance is not promptly paid. It is not our responsibility to notify the customer of the receipt of a returned payment. The returned payment balance along with all fees must be paid promptly in person or online.
- The ability to make online payments or check payments may be revoked after two returned payments.
- Never leave cash in drop box.
- We are not responsible for the performance of the Postal Service.
- We accept the following payment methods:
 - Cash , Check, Money Order
 - Visa, Mastercard, Discover, Diners Club, JCB, American Express (Bills only, not deposits)
 - ACH Debit: Fill out ACH form. Bill will be drafted last business day of each month
 - Online at <http://www.bwsinc.us>

Belforest Water System Water Rates *effective July 1, 2022*

Residential	
Gallons	Rate
Base customer charge	\$13.75
0-2999 Gallons	Included in base charge
3000-4999 Gallons	\$5.50 per 1000 gallons + base
5000-10999 Gallons	\$5.75 per 1000 gallons + base
11000-14999 Gallons	\$6.00 per 1000 gallons + base
15000+ Gallons	\$6.10 per 1000 gallons + base

Commercial	
Gallons	Rate
Base customer charge	\$28.00
0-5999 Gallons	Included in base charge
6000-10999 Gallons	\$5.75 per 1000 gallons + base
11000-14999 Gallons	\$6.00 per 1000 gallons + base
15000+ Gallons	\$6.10 per 1000 gallons + base

Belforest Water System is excited to announce our partnership with Master Meter, Inc. to bring an advanced technology which is designed to enhance your customer service experience, empower you to better manage your water consumption throughout the month, and proactively identify troublesome leaks.

My Water Advisor™ provides hourly information on how much water you're using, through your cell phone app and/or computer portal. It is very easy to set up and provides the following benefits;

- 💧 Create monthly water budgets
- 💧 Proactively conserve water
- 💧 Address high consumption during the month – not after it's too late when the bill arrives
- 💧 Be notified of leaks throughout the month to address them promptly

HOW TO SET UP YOUR ACCOUNT:

1. Go to www.mywateradvisor.com
2. Click on the **Account Number** field, located in the **Sign Up Window** on the right portion of your screen.
3. Once selected, a new **Sign Up** window will appear. Enter your **Account Number**, as well as your **First name** and **Last name** currently listed on your water bill.
4. Enter a valid **Email Address** and create a **Password**.
5. You are now able to access your account online or through the **My Water Advisor** app, which can be downloaded from the Apple App Store or Google Play.

