



CUSTOMER INFORMATION

- Bills will be processed and mailed every month for previous month's services.
- Late charges (10%) will post for any unpaid balance on the day following due date.
- Cut-offs will take place on the 10th day after due date.
- Failure to pay the current due amount before 10th day after due date 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 are reestablished.
- A \$30 returned check fee will be assessed on 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

ACH/Autopay: Fill out ACH Authorization form. Bill will draft each month.

Pay online at belforestwater.com



For current Belforest Water System Water Rates, please visit
belforestwater.com/publications



View your water usage, set alerts, and more!

Using your browser, go to **getmymeter.info**

Sign up using your customer number and name as it appears on the bill.

If you are a new customer and have not yet received a bill, email **ebills@belforestwater.com** or call the office at 251-626-5554 for this information.

Once you're logged in to the customer portal, you can view your water usage in hourly, daily, or monthly graphs. You can also view a trend of what is expected for the month based on your current usage.

For more information and tips, please visit **belforestwater.com/mymeter**