

Welcome to Graysville Gas and Water

- Turn off anything within your home that uses the services before the serviceman arrives to turn on your gas and/or water (i.e., make sure water faucets are off, make sure gas appliances are off).
 - **If the meter shows gas or water going through when turned on it cannot be left on due to the risk of damage to your property.** If the meter cannot be left on, the serviceman will inform you by leaving a hanger on the door explaining the situation and **a fee will be assessed for return.**
 - **If your water heater or furnace has a pilot light you will be responsible for lighting these after your service is turned on or restored.** Most new units have an auto start.
- **We cannot guarantee turn on or reconnect on the same day** but we make every effort to get your services turned on/reconnected as quickly as possible.
 - Factors that can **prevent same day turn on** is the time your request is made and possibility of few servicemen available, due to leaks in service areas.
- **All water customers are required to have a back-flow prevention valve on their service lines.** Please be certain your water service line is equipped with the back-flow prevention assembly.

BILLING INFORMATION

- You will receive your bill the first week of each month. **If you do not receive your bill, it is your responsibility to call our office to obtain the balance (you will be required to identify yourself) or call the automated number.** Important messages are always located in the bottom right corner of statement. **We are not responsible for mail delivery issues, such as delays, destroyed or missing.**
- Signup for eBill and avoid the wait for mail delivery. First month will go into your spam folder but once you open you will receive each month around the 25th and no later than the 27th.
- **If your bill reflects 0 consumption or extremely low usage but you have used the services, PLEASE call the office for correction.** Mistakes can be made and will create much higher usages due at one time.
- Payments are due on the first and have a 15-day grace period to avoid late charges. **Current balances not paid on/by the 15th will incur a penalty charge of 10% of the untaxed amount.**
- **Balances not paid by the 25th of each month will be subject to interruption.**
 - If your services are **turned off for non-payment** you will be **required to pay your full balance plus reconnection fees in cash/money order to have services restored before 2pm. NO ONLINE PAYMENTS.** Increase in deposit and updated paperwork may be required.
- **Text ROBO to avoid interruption of service 205.433.0720 phone ROBO 866.647.1888.**
- **If gas or water service account is closed less than one month of active status a service fee will apply. UPDATE YOUR PHONE NUMBER! THIS IS OUR ONLY WAY TO REACH YOU WITH IMPORTANT INFORMATION – DO NOT UPDATE ONLINE AS THIS IS A 3RD PARTY AND WE DO NOT HAVE ACCESS.**
- **Balances 3 months old WILL BE SUBJECT to legal action.**

WAYS TO PAY

- **In our office** - cash, check, or money order. Credit/debit card (3rd party vendor fees apply)
- **By mail** - a return envelope is supplied with each monthly statement. **Mail to: Graysville Gas and Water, PO Box 130, Graysville, AL 35073.**
- **Online** - www.graysvillecity.com using your debit/credit card or ACH debit (checking). **YOU WILL NEED CUSTOMER#/PIN#. This is a 3rd party vendor and they charge a fee for payments.**
- **Auto/Draft Pay on the 8th each month – through NexBillPay by visiting our website www.graysvillecity.com** NexBillPay charges a fee.
- **Toll free – 844.863.8105** to make a payment or to check your balance. **YOU WILL NEED A CUSTOMER NUMBER.** This is a 3rd party vendor and they charge a fee for payments made.
- **If your bank offers online bill pay** you may set up payments through them. **Please allow enough time for your bank to cut a check and mail, which is typically 10-15 days with current mail issues.**
- **Brooklere Pharmacy 1st through the 15th with a current statement. CURRENT MONTH BILL ONLY – NO PAST DUE BALANCE payment will be accepted – you must pay at the office for any past due balance.**
- **Drop Box** - located behind our building for after-hour payments – **Check or Money Order ONLY (NO CASH PLEASE).**
- **OFFICE HOURS: MONDAY THROUGH FRIDAY: LOBBY HOURS 8AM TO 4:30PM / PHONE LINES 8AM TO 5PM / FIELD TECHNICIANS: 8 AM TO VARIES - CLOSED DURING ALL MAJOR HOLIDAYS AND WE CLOSE ONE HOUR EARLY ON BUSINESS DAY PRIOR TO HOLIDAY – **VISIT OUR WEBSITE/FACEBOOK PAGE FOR MORE INFORMATION****