

HEFLIN Water Works **WWSB** & Sewer Bd.

P. O. BOX 488

HEFLIN, AL 36264

Phone: (256) 463-2011 Fax: (256) 463-2014

Since the lobby is closed to the public, we are anticipating possible long waits at our drive thru this month (especially the 1st – 10th). We are asking customers to do the following to avoid long wait times:

- Please do not use the drive thru to ask questions about your bill or service. Please call us instead at 256-463-2011. Most issues can be handled over the phone.
- Sign up for bank draft and we will draft your payment from your checking/savings on the 5th of every month. You can find our bank draft form on our website at www.heflinwaterandsewer.com. Bank draft forms can also be emailed or are available for pick up at our drive thru window. Complete the form and attach a voided check. Drop it by the drive thru window or into our night drop.
- If you do not have your bill, please call us before arriving at the drive thru. We can tell you the amount and your account number to write on your check so that you can have your payment ready. This will allow you to use the drive thru window or our night drop.
- If you are applying for a New Service or Transferring, please Call Us before coming to the drive thru. We will take your information over the phone and have your application ready to sign when you arrive. The application can also be found on our website at www.heflinwaterandsewer.com.
- You can always mail your payment. Mail payments are processed daily.
- Pay in our night drop. We process the night drop every morning. Payments go into a locked safe. You can pay with cash, check or money order. If you do not have your bill with you, make sure you write your name and address on the outside of the envelope. We will do our best to keep envelopes available for your use. PLEASE – ONLY 1 ENVELOPE PER CUSTOMER.