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Office of the Mayor
205-248-5001

Water Business Office Implements New Service Options

The City of Tuscaloosa Water and Sewer Department each year experiences a significant surge in customer requirements as a result of students returning to the universities and colleges for the start of fall term. The Water and Sewer Department Business Office has implemented new service options to provide more efficient service for many routine matters.

Online Forms

The Business Office has recently posted forms on the City's website that will allow customers to apply for a new account or transfer an existing account. Copies of the necessary forms and their instructions can also be found at <http://www.tuscaloosa.com/index.aspx?nid=1050>. The City's website, www.tuscaloosa.com, also has a front page button in the lower right hand corner (Apply for a New water Account or Transfer Existing Service box) which directs users to the useful forms page. These items and many other typical transaction forms are located there for user convenience.

Online Access for Existing Account Holders

Customers who already have an account with us can pay bills with no service charge and view their review account history online. That address is <https://tuscaloosa.munisselfservice.com/citizens/UtilityBilling/Default.aspx>. Customers will need to have their account number and customer ID to utilize this service. If they do not have this information readily available, they can e-mail ubcontact@tuscaloosa.com with the account holder's name and service address to request it. Customer Service Representatives will respond as soon as possible with the information.

Extended Hours For Customer Service Phone Banks

In addition, the customer service phone banks are extending work hours until 6:00 PM Monday through Friday and from 8:00 AM until Noon on Saturday for the duration of the customer surge. This will allow more time to reach us by phone for customer service needs.

Due to the high volume of calls we receive during this time of year, hold time for calls may be longer than usual. We appreciate the patience extended by our customers and hope the steps we have taken will insure better service for our customers.

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