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Birmingham Water Works to Resume Collections on Delinquent Accounts

Customers are asked to bring accounts current to avoid service interruption

BIRMINGHAM, ALABAMA (August 31, 2020) — Beginning October 12, 2020, Birmingham Water Works Board (BWWB) will reinforce its collection process on past due accounts. Water shutoffs on delinquent accounts were suspended back in March to ensure all customers' access to clean water during the pandemic of the Coronavirus disease (COVID-19). Customers are encouraged to make payment arrangements with Customer Service staff if they are unable to bring their account current before this specified date.

"We made the decision to halt water shut-offs early on in the pandemic during a time where everyone was trying to come to grips with the impacts of the virus," says BWWB Spokesman Rick Jackson. "Today, more than 12,000 accounts are delinquent which make up more than seven million dollars."

The move to restart normal business practices comes as BWWB prepares to present a budget for FY 2021 later this year.

"Continuing to not collect on these delinquent accounts could eventually put the utility in a position to make hard fiscal decisions that could trickle down to the pockets of our customers; we have a fiduciary responsibility to ratepayers," Jackson adds.

Customer Service can be reached at (205) 244-4000 Monday through Friday from 7am-6pm.

Founded in 1951, the Birmingham Water Works Board (BWWB) serves 600,000 people in Jefferson, Shelby, Blount, St. Clair, and Walker counties. The BWWB operates four filtration plants, a certified testing laboratory, and has more than 4,000 miles of pipe in its distribution network; it ranked among the top five water systems in the United States. For more information about the Birmingham Water Works Board, media inquiries, or tours of our museum, please call 205-244-4000 or visit www.bwwb.org

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