



If you **purchased** a property and you want to change the account to your name, you will need to provide the following:

- “Proof of Ownership” (Copy of Settlement Statement or copy of the Deed)
- Completed Town of Hayden Water User and Property Owner Agreement
- Copy of your driver’s license
- \$100.00 Non-refundable account set-up fee (payable via cash, check, money order or debit/credit card)

If you **rented** a property and you want to change the account to your name, you will need to provide the following:

- Copy of Rental/Lease Agreement signed by property owner and tenant
- Completed Town of Hayden Water User and Property Owner Agreement (must be signed by tenant AND property owner)
- Copy of driver’s license for tenant AND owner
- \$100.00 Non-refundable account set-up fee (payable via cash, check, money order or debit/credit card)

If you want a **water meter to be installed** on a property you have purchased, you will need to provide the following:

- “Proof of Ownership” (Copy of Settlement Statement or copy of the Deed)
- Copy of the Blount County 9-1-1 Address Assignment
- Completed Town of Hayden Water User and Property Owner Agreement
- Copy of your driver’s license
- \$1,000.00 tap fee and \$100.00 Non-refundable account set-up fee (payable via cash, check, money order or debit/credit card)

# Water User and Property Owner Agreement

State of Alabama

County of Blount

This agreement between the Town of Hayden, Alabama also referred to as the “Town” and the water customer and/or property owner also referred to as the “water user and/or property owner”.

Witnesseth: That the water user and/or property owner desires to purchase water for domestic use, from the Town and to enter into a Water Users and/or Property Owners Agreement as required by the Town.

Now, therefore, in consideration of the mutual covenants, promises and agreements herein contained, it is hereby understood and agreed:

1. The Town shall furnish, subject to the limitations as provided for by the ordinance, including Ordinance 94001-W, as amended, and service rules and regulations herein after provided for, such quantity of water as the water user and/or property owner may desire for domestic use in connection with occupancy of the property.
2. The water user and/or property owner shall install and maintain at his/her own expense a service line which shall begin at a point designated by the Town and extend to the dwelling and other portions of water users’ and/or property owners’ premise, as designated and permitted by the Town. The Town shall make the final determination in any question of location of any service line connection to its distribution system and shall determine the allocation of water, to water users and/or property owners in the event of a water shortage.
3. No waivers, variances or special agreements are implied or understood. This agreement, and any other written agreement signed by water user and/or property owner constitutes the entire agreement between parties and no oral statements or agreements are binding between the parties. However, the water user and/or property owner is bound by any lawful ordinance and/or service rule enacted from time to time by the Town.
4. In the event it becomes necessary for the Town to turn off the water from or to a water user’s and/or property owner’s property for violation of the rules and regulations, a fee will be charged for re-connection of the service. The foregoing notwithstanding, the Town reserves, a fee will be charged for reconnection of the service. This foregoing notwithstanding, the Town reserves the right to make or amend the ordinance of the rules and regulations of the Town from time to time, and the water user and/or property owner agrees to abide by such changes upon notice thereof.
5. Water user and/or property owner hereby binds his/her heirs and assigns to this agreement.
6. Water customer and/or property owner agrees to be personally liable to and responsible to pay the Town for all water consumed and/or metered to water customer and/or property owner while water customer and/or property owner is listed with the Town as the water customer and/or property owner for water customers’ and/or property owners’ meter, which includes water customer and/or property owners personal use and occupancy of said water tap, but also extends water customer and/or property owner personal liability and responsibility of payment for water consumed and/or metered after customer and/or property owner leaves said premises until the Town received WRITTEN notice of water customers and/or property owners termination of said use.
7. Water customer and/or property owner acknowledges that water customer and/or property owner is otherwise bound by the terms of this agreement as is the water user and/or property owner except that water customer and/or property owner is not responsible for any other water customers and/or property owners of the water user and/or property owner herein, except for succeeding users of water customers and/or property owner’s meter as set out above.

8. In the case of all renters, the *owner of the property* will be responsible for all water consumed and/or metered to the water customer, in the event that the customer and/or renter owes a balance.
9. The Town shall disconnect the water of a water user and/or property owner who allows a connection or extension to be made to their service line for the purpose of supplying water to another user. Only one water customer and/or property owner per meter is allowed.
10. Water user and/or property owner agrees to claim no damage on account of the stoppage of the flow of water resulting from accident, or where necessary to make alterations, repairs or improvements.
11. Failure by water user and/or property owner to receive bills or notices shall not prevent such bills or notices from becoming delinquent nor relieve the water user and/or property owner from payment.
12. Upon failure to timely pay, the water user and/or property owner will be liable for all costs of collections, including but not limited to, a reasonable attorneys' fees, court costs, etc.,
13. Tampering with a locked water meter will result in a \$75.00 fine being imposed to the water user and/or property owner. This fine is in addition to the cost of repair of any damage caused to the water meter and/or any other part of the Town's water system.

The foregoing notwithstanding, the Town reserves the right to make or amend the Water Users and Property Owners Agreement from time to time, and the water user and/or property owner agrees to abide by such changes upon notice thereof.

The water user and/or property owner understands that a **\$100.00 non-refundable account set-up fee** will be collected upon connection of services.

Notice:

Tap fee – In the event a water meter is not currently installed on the property, the water user and/or property owner must pay a non-refundable tap fee charge of \$1,000.00 (effective 8/1/2025).

Account Set-up Fee– All water users and/or property owners are required to pay a \$100.00 Non-refundable account set-up fee (effective 5/1/16).

By signing this agreement, I agree to the terms listed and understand my rights and responsibilities as a water customer and/or property owner.

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WATER APPLICANT SIGNATURE

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PROPERTY OWNER SIGNATURE (If Rental)

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Date

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OWNER'S MAILING ADDRESS

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OWNER'S PHONE #

Account #
Property address:
Account Set-up Fee:
Tap Fee:
Date Paid:
Payment method:

**Customer should retain this copy for their records.**

## Town of Hayden Water Department

P O Box 493  
5030 State Highway 160  
Hayden, Alabama 35079  
205-543-6882  
WaterDepartment@HaydenAL.gov

### Payment Policy

- FULL PAYMENT is due by close of business on the 21<sup>st</sup> day of the month
- Payment options: In Person: Cash, check, money order, credit/debit card  
Drop Box (near Town Hall flag pole): Check or money order  
Online: [www.townofhayden.com](http://www.townofhayden.com) – Credit/debit card  
Phone: 24/7 at 1-888-613-6394 – Credit/debit card
- If payment is not received by close of business on 21<sup>st</sup>, a penalty of 10% will be added
- If you have a PAST DUE amount on your bill, you are subject to disconnection
- If your service is disconnected, a \$75.00 fee will be added and bill must be PAID IN FULL before service is restored

No reminder phone calls will be made and no second notices will be sent  
RECONNECTION TIME BETWEEN 8:00 AM – 3:00 PM, MON - FRI *ONLY*  
NO WEEKENDS OR HOLIDAYS

### Online Customer Portal

Town of Hayden Water Department has partnered with NexBillPay to implement a customer portal that allows customers to easily manage their water account, monitor usage, view bills, and **enroll in AutoPay or Text to Pay**. Please visit our website at [www.townofhayden.com](http://www.townofhayden.com) and click the “Pay Your Bill” link to create an online account. If you are enrolled in AutoPay, your payment will be drafted on the 16<sup>th</sup> day of each month. You may also pay your bill by phone 24/7 by calling: 1-888-613-6394

### Returned Check Policy

If a personal check is returned as unpaid, the Town will notify the issuer of the check via U.S. Mail. The issuer will have ten days (pursuant to section 13A-9-13.2 of the Alabama Code) from the date of receipt of notification to tender payment of the full amount of the check plus a service charge of \$30.00 via cash, money order or debit/credit card only. Should payment not be received within the specified timeframe, the unpaid check will be forwarded to the Blount County District Attorney for collection and water service will be discontinued. If water service is discontinued, the full amount of the check, a \$30.00 returned check fee, a \$75.00 disconnection fee must be paid and the account must be brought current prior to restoring water service. All accounts that incur two returned checks within a twelve-month period will be placed on a cash, money order, debit/credit card only status for a period of twelve months following the date of the last returned check. No checks will be accepted for the account regardless of the issuer of the check.

Should you have any questions, please feel free to contact our office at 205-543-6882 between the hours of 8:00 am and 3:00 pm Monday through Friday.

# WELCOME TO HAYDEN

Listed below are phone numbers which may be helpful to you

<p><b>FIRE AND POLICE</b> For all emergencies, dial 911 West Blount Fire 205-647-4566 Hayden Police Department 205-543-6888 Blount County Sheriff 205-973-0517</p>	<p><b>TRASH COLLECTION</b> Republic Waste Services 205-923-1650</p>
<p><b>POST OFFICE</b> 4425 State Highway 160 Hayden, AL 35079 205-647-3825 Closes daily from noon – 1:00 pm Closes on Wednesday at noon</p>	<p><b>HAYDEN WATER DEPARTMENT</b> 5030 State Highway 160 ~ P O Box 493 Hayden, AL 35079 205-543-6882 Open Mon – Fri 8:00 am – 3:00 pm Pay your bill online at <a href="http://www.townofhayden.com">www.townofhayden.com</a> Pay by phone 24/7 at 1-888-613-6394</p>
<p><b>NATURAL GAS</b> Cullman-Jefferson Gas 321 Dana Road Warrior, AL 35180 205-647-5311</p>	<p><b>WEST BLOUNT PARK &amp; TRADITIONS PARK</b> Youth Baseball - Softball – Basketball Football / Cheer <a href="http://www.westblountpark.org">www.westblountpark.org</a></p>
<p><b>VEHICLE REGISTRATION &amp; DRIVER'S LICENSE, PISTOL PERMITS, ETC</b></p> <p>Blount County Courthouse 220 Second Avenue East Oneonta, AL 35121 205-973-8332</p> <p>Blount County Courthouse – Hayden Annex 306 Second Avenue Hayden, AL 35079 205-590-2851 Open Mon.- Fri., - 8:00 am – 4:00 pm Closed for lunch noon – 1:00 pm</p> <p><b>VOTER REGISTRATION</b> Voters Registration Office Blount County Courthouse 220 Second Avenue E Oneonta, AL 35121 205-973-0536</p>	<p><b>SCHOOLS</b></p> <p>Hayden Primary School Kindergarten – 2<sup>nd</sup> Grade 205-647-2103</p> <p>Hayden Elementary School 3<sup>rd</sup> and 4<sup>th</sup> Grade 205-647-6578</p> <p>Hayden Middle School 5<sup>th</sup> – 7<sup>th</sup> Grade 205-647-3083</p> <p>Hayden High School 8<sup>th</sup> – 12<sup>th</sup> Grade 205-647-0397</p>
<p><b>Like our Facebook page: Hayden Town Hall and Police Dept</b></p>	<p><b>LANDFILL</b> Blount County Landfill 2390 Armstrong Loop Hayden, AL 35079 205-505-0150</p>