
OPEN FAUCET POLICY

New water service turn-ons with open faucet problems will be processed as follows:

The water will be left off at the meter. The Customer may turn on the water or request Arab Water Works return and turn on the water. Repeat service calls before 3:00p.m. during regular business days will be responded to with no service fee. All other service calls will result in a Service Fee as provided in the **Schedule of Miscellaneous Service Fees**.

Revised 04/29/2008

CUSTOMER ASSISTANCE

All calls requesting water to be turned off for plumbing repairs will be conducted in the following way:

Arab Water Works will assist customers in turning off water without a Service Fee. Upon turning the water off, the AWW employee will inform the customer that they need to install a ball valve and a back flow preventer on their side or the customer will be required to pay the Service Fee as provided in the **Schedule of Miscellaneous Service Fees** before the service is restored.

Re-stated/Approved 1/23/2024