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BIRMINGHAM WATER WORKS TO CREDIT CUSTOMERS IMPACTED BY BILLING ISSUES
99 PERCENT OF THE SYSTEM'S CUSTOMERS NOW RECEIVING TIMELY AND ACCURATE BILLS

BIRMINGHAM, Ala. (November 14, 2022) – The Birmingham Water Works (BWW) will complete the process to credit all customers negatively impacted by recent months' billing issues by November 30, the system announced today. The credit applies to any customers who may have experienced any overcharging through the utility's use of mass estimation this year. Customers do not need to contact the utility to receive the credit, which will appear on either their November or December billing statements.

Mass estimation of bills was a temporary need to cope with the system's staffing shortages in meter reading and billing departments earlier this year. The BWW is now fully staffed in both areas, and nearly all BWW customers (99%) are now receiving timely bills.

"We apologize again for any inconvenience experienced by any customer," said Michael Johnson, Birmingham Water Works General Manager. "We are glad to bring the crediting process to fruition, which resolves the challenges we faced earlier this year," he said.

"Our customers are the heart of our mission, especially our low and moderate-income customers. For instance, during the pandemic, we were one of the first utilities to stop disconnections, one of the last utilities to start collecting again, and we had zero rate increases in the year 2021. For customers with low or moderate incomes, we continue to extend payment plans for up to 12 months. This is our spirit of service. We ask that any customer - regardless of income - who still has a billing or service matter, please contact us via phone at 205-244-4000 or online at www.bwwb.org so we can address and correct any issues," he said.

Johnson also noted that the BWW staff has issued a response to a recent appraisal of the utility's billing system, clarifying and correcting many of the assertions made in it. "Our billing system is 100% accurate, and all of our customers can have the confidence that they are receiving precise and timely bills. Our billing system leadership team has more than 135 years of collective experience in water system billing, and that's experience we can all trust," he said.

ABOUT BIRMINGHAM WATER WORKS BOARD: Founded in 1951, the Birmingham Water Works Board serves 770,000 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. For more information about the Birmingham Water Works Board, media inquiries, or tours of our museum, please call 205-244-4225 or visit www.bwwb.org.

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