



Updated Customer Information
The Water Works Board of the City of Auburn
1501 West Samford Avenue
Auburn, Alabama 36832
334-501-3050

In order for the Utility Billing Office (UBO) to better serve you, please take a moment to complete this form to update your account information. Cell phone numbers may be used to text account updates to customers. The primary phone number on the account will be used to contact the customer.

This form can be return by mail with your payment, faxed to 334-501-7292, or emailed to serviceorders@auburnalabama.org. The form can be completed online at <https://www.auburnalabama.org/utility-billing/>.

This information can be updated online at <https://selfservice.auburnalabama.org/css/>. Please use CAPITAL LETTERS when updating your information on your online account.

Name on Account: _____

Service Location: _____

Mailing Street Address: _____

Mailing City: _____ Mailing State: _____ Mailing Zip: _____

Account/CID # (s): _____

Primary Phone Number: _____ Cell phone: Yes _____ No _____

Second Phone Number: _____ Cell phone: Yes _____ No _____

E-mail Address: _____

Bill Delivery Method: (please choose one) late notices are sent via email only to customers receiving ebills.

Paper Only _____ E-mail Only _____ Both Paper and E-mail _____

Form completed by: _____ Date completed: _____