

PAYMENT TRANSITION



Important Notice to Cullman County Water & Sanitation Customers

September 25 is the final day Cullman Electric Cooperative (CEC) will accept payments for Cullman County Water & Sanitation accounts. No water or sanitation payments can be accepted between September 26th through October 4, 2026. Payment processing will resume October 5, 2026 with Cullman County Water Department.

Grace Period

A grace period will be in effect during the transition period. Customers will not be penalized for payment delayed due to the temporary system conversion.

Payments made after September 25th, 2026

Any payment made to Cullman Electric Cooperative after September 25, 2026, will be applied **ONLY** to electric service accounts. They will not be credited to water or sanitation accounts.

Beginning September 26, 2026:

- All new water service applications/New meter taps
- Move-in and move-out request
- Disconnects
- All other water inquires

Must be handled directly through the Cullman County Water Department.

Automatic Bank & Credit Card Draft (AUTOPAY)

- Any draft established through Cullman Electric Cooperative **WILL NOT TRANSFER** to the new billing system.
- There will be some customers where draft will not come out due to the transition.
- After September drafts are completed, **NO MORE DRAFTS** will be processed until you set up draft directly with Cullman County Water Department.

Customers will need to enroll directly with Cullman County Water Department. To enroll you can go to ccwaterandsanitation.payub.com or come into the office (All this can be done once we go live October 5, 2026)

Sanitation Information

All sanitation information, including service questions, account updates, and other inquiries, should be directed to Cullman County Sanitation.

Cullman County Sanitation: 256-287-1142

Payments

Payments for both water and sanitation services will need to be made at or to the Cullman County Water Department.

Website: ccwaterandsanitation.payub.com
Payment Phone Number (IVR): 888-299-1527

In Office: 2020 Beech Ave SE Cullman, AL 35055
(In person, drop box, and mail)

Thank you for your patience and understanding as we work to improve our customer service and billing process.