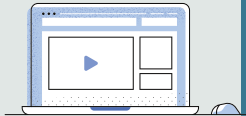


IMPORTANT INFORMATION FOR MADISON COUNTY WATER CUSTOMERS



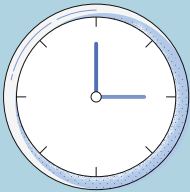
Instead of receiving your water bill through Huntsville Utilities each month, beginning early 2023 you will receive a separate billing statement directly from Madison County Water Department.

Account information will automatically transfer from Huntsville Utilities to Madison County Water Department.



When you set up your account with Huntsville Utilities, you provided personal identifiable information.

If the account holder chooses not to allow Huntsville Utilities to transfer such information, the account holder is required to personally appear at the Madison County Water Department to provide required documentation to continue water service.



**Deadline is Thursday,
December 1, 2022**

We realize during this transition customers will be inconvenienced for a short time.
We appreciate your patience.

Please contact MCWD for more information.
246 Shields Road, Huntsville, AL 35811
256.746.2888

Important Information for Madison County Water Customers

As a Madison County Water Department (MCWD) customer, you receive your bill through Huntsville Utilities (HU) each month. Early in 2023, MCWD will begin reading the meter and preparing / sending your monthly billing statement. Additionally, MCWD will assist you with all aspects of customer service. Look for your separate billing statement for water service directly from MCWD starting mid-March.

Initially, when requesting your utility service, you provided personal identifiable information to HU.

This information is utilized to authenticate your account. During this transition, your water account will automatically and securely transfer from HU to MCWD.

If the account holder chooses not to allow HU to transfer such information, the account holder is required to personally appear at the MCWD office to provide two forms of identification (at least one being a government issued photo ID) in order to continue water service. The deadline to provide required documentation is December 1, 2022.

MCWD realizes during this transition customers will be inconvenienced for a short time. However, we feel confident that these and future changes will allow us to provide safe, affordable, and quality water to our customers for years to come.



**For more information, contact
Madison County Water Department
246 Shields Road
Huntsville, AL 35811
256.746.2888
water@madisoncountyal.gov**