



HUNTSVILLE UTILITIES POLICY

Approval Date: Gas & Waterworks Board-4/27/2021 Electric Board- 4/26/2021	Date Posted: 4/30/2021	Implementation Date: 5/1/2021
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Policy #: CC-04

Policy: Establishing Service

Purpose: To outline the requirements of establishing service with Huntsville Utilities (HU) for the purpose of residential or non-residential use.

To establish utility service with HU or any of the third party agencies served by HU. The prospective customer must comply with the following requirements:

- Applicant must be at least nineteen years of age (unless emancipated, married, divorced, widowed, etc.) and complete an application for service.
- Applicant(s) applying for utility service under an individual name must provide two forms of legal identification, one of which must be a photo identification issued by a governmental entity. If the applicant applies for service online, a third-party credit agency may be used to provide ID verification.
- Service established under a corporate name must complete all required contracts and agreements and provide all required documentation for the legal entity, i.e., Certificate of Incorporation, W9, State of Alabama Certificate, Partnership Agreement, etc.
- Service must be established in the name of the legal occupant(s) of the property, i.e., the owner, legal tenant, or their legal representative. Service provided in the name of a deceased person(s) must be changed to the name of the current legal occupant of the property or the Estate. HU may disconnect service if the account records are not updated to include the current legal occupant within thirty (30) days of receiving written notice from HU.
- Provide a security deposit for each service as outlined in the Customer Deposit Policy.
- The location at which service is requested must comply with all applicable safety rules and regulations. Any property with more than twelve (12) months without an active electric or gas service must pass inspection prior to HU reactivating the service.
- Applicant must be in good standing with HU and may be denied service if any unpaid bill and/or charges are owed for utility service. When outstanding charges exist, no member of the customer's family or anyone else living with the consumer in the house, building or on such property where services were cut off shall have the right to make or offer to make deposit for services or to demand that HU turn on the services so long as the delinquent customer lives in the house or occupies the property. (Sec 26-107, 26-431, 26-647)



Establishing Service

Service(s) may be transferred from one location to another within the HU service area. A service charge will be assessed to each account for transferring service. Customers requesting a transfer may be required to pay any outstanding account balances and/or upgrade the security deposit as outlined in the Customer Deposit Policy.

Customers requiring electric service on a temporary basis may be required by HU to pay all costs for connection and disconnection incidentals to set up and remove service (Sec. 26-85). A temporary service pole may be required in order to establish service. If applicable, HU may provide the temporary service pole but will require the customer complete a Temporary Pole Contract, which outlines the rental charge, service charge, installation/removal requirements and pay a refundable damage deposit.

HU does not discriminate based on race, color, national origin, age, sex, marital status, mental or physical handicap in access to or operation of, its programs, services, and/or activities.

Original Issue Date: 5/1/21

Revision/Review Dates: 2/28/23 (N/C)