



# HUNTSVILLE UTILITIES POLICY

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| <b>Approval Date:</b><br>Gas & Waterworks Board-9/28/2021<br>Electric Board- 9/29/2021 | <b>Date Posted:</b> 9/30/2021 | <b>Implementation Date:</b> 10/1/2021 |
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**Policy #: CC-10**

**Policy: Payment for Services**

**Purpose:** To outline the various payment methods and options available to our customers.

Huntsville Utilities (HU) accepts customer payments through various methods, i.e., mail, in-person, bank draft, drop boxes, self-service kiosk, Electronic Funds Transfer (EFT) and authorized agents. When making a payment in-person, the customer shall be provided a receipt for payment.

Residential and small commercial (GSA1) customers may elect to pay their bill by cash, check, bank draft, EFT, credit/debit card or money order.

Large commercial (GSA2, GSA3) and industrial customers may pay by cash, check, money order, EFT or bank draft.

During normal business hours, payment made by cash, check or money order may be made at HU Spragins building via the kiosk or at an HU drive-thru location. Outside of HU normal office hours, payments may be made using any self-service kiosk, online at My Account, by phone or using the HU Mobile App. Payments made through one of these channels will be posted immediately to the customer account. Self-service kiosks are available at a variety of locations with many available 24/7 for customer use.

Customers may also pay at over fifty Western Union bill pay locations or various drop boxes located throughout our service area. Payments made through these options may take up to two business days to process. Customers subject to disconnection for non-payment should not use these payment options.

Bank draft is available as a one-time payment or monthly recurring payment upon authorization by the customer. One-time drafts will be processed immediately; however, recurring monthly drafts will occur on the bill due date. Customers can manage this service and make changes to bank account details online using My Account.

Payments received on the scheduled disconnection date may not be presented in sufficient time to cancel the scheduled disconnect or to prevent the assessment of applicable fees or service charges.

Customers who have three returned drafts/checks or credit/debit card payments within a twelve month period will be restricted to cash, money order or certified funds only for a period of at least six months.



## Payment for Services

Customers who have a credit or debit card charge returned due to fraud will be restricted from using this method of payment in the future.

All credit/debit card payments are processed by a third-party vendor and subject to an additional convenience fee.

When processing payments, errors or discrepancies may occur. Therefore, if a discrepancy should occur, the Payment Processing Representative and Supervisor will use every means possible to research, identify and correct the error. When necessary, the Supervisor will correct the customer's account accordingly and notify the customer by phone or in writing.

Payment discrepancies that cannot be identified will be a documented outage and recorded as a(n) overage/shortage during the closeout process.

**Original Issue Date:** 10/1/21 (formerly part of Customer Care Manual)