

If you had
one less errand
to run every month...



How would you
use the time?

Prefer to Pay

in Person?

Pay your bill in person at:

Main Office – 112 Spragins St.

Monday thru Friday

Lobby 7:30 a.m. to 5:30 p.m.

Chase Office – 1145 Jordan Road

Monday thru Friday

Drive-thru 7:30 a.m. to 5:30 p.m.

Lobby 7:30 a.m. to 5:00 p.m.

Pulaski Pike Drive-Thru Payment Center

1100 Pulaski Pike

Monday thru Friday

7:30 a.m. to 5:30 p.m.

Visit our website
for energy
efficiency tips
and other
information that
could save you
time or money!



www.hsvutil.org

At Huntsville Utilities, we are working to make bill payment easier and more convenient!

Our payment options include:

Pay by Bank Draft: HU's Bank Draft Program offers two convenient options: (There is no charge to use bank draft service.)

Option 1 – Automatic Monthly: The amount due is drafted from your bank account each month to our financial institution one business day prior to your due date. This option insures you will never pay a late penalty as a result of forgetting to pay or being out of town, and eliminates the hassle of writing and mailing payments.

Option 2 – Web/Phone Draft via Website or Automated Telephone: The customer may initiate a bank draft at their discretion online via our website (www.hsvutil.org) or through our automated system at 256-535-1200. This option requires the 12-digit Utilities Account Number and PIN number. The PIN will be the last 4 digits of the primary account holder's social security number unless another PIN was requested.

Instructions for registering to use bank draft can be found at the website below.

Pay by Mail: When paying by mail, never use cash, use a check or money order. Write the customer account number on your remittance and include bill stub. The address for mailing payments is:

**HUNTSVILLE UTILITIES
HUNTSVILLE, AL 35895**

This address contains a unique zip code, specific to Huntsville Utilities, making a street address unnecessary. Pre-addressed return envelopes are available by calling 256-535-1200 and at the Jordan Road or Spragins Street offices.

Payment Drop Boxes: Payments should be made only by check or money order. Drop Boxes are located throughout the service area and at Huntsville Utilities offices. A list of box locations is available at the website address below. **Customers subject to disconnect cannot use these boxes** to avoid being cut off. Daily pickup times are posted at each box.

Pay at any Local Walmart: Payments may be made at local Walmarts for a minimal service fee. You will need:

- Your 12-digit Huntsville Utilities Account Number, &
- Cash, a PIN-based debit/credit or a Walmart MoneyCard.

Credit Card: Payment by credit card may be made through Speedpay's automated system by telephone or online through our web page at My Utilities. The toll-free number is 1-877-429-4131. Speedpay charges the customer a convenience fee and accepts MasterCard, Visa and Discover.

Convenience Pay by Western

Union: Payments may be made at participating Western Union locations. Simply take your Huntsville Utilities bill or provide your account number to the participating Western Union Agent. A \$1.00 cash convenience fee will be charged for this service. If you are subject to cut-off, please do not use this

service. Payments will not post to your account until the following business day.



Details on these options as well as other information can be found at

<http://www.hsvutil.org/customer-service/billing-collections/how-to-pay-bill/>