



Bank Draft is Also Available as an Automatic Monthly Draft.
 Additional information for all bank draft functions is available at
www.tinyurl.com/HsvUtilBankDraft
 If you do not have internet access available call 256-535-1200 for assistance.

- It's FREE!!!
- Save Time! No more waiting in line.
- Pay your bill at your convenience.

Set up your banking details at
www.hsvutil.org (myutilities/Log-In)
 when you access your online account
 or call 256-535-1200 for assistance.

After set-up, paying your monthly bill is as easy as logging
 onto your online account or calling the automated payment system.



Pay by Bank Draft Online or by Phone!!!

**With
 Automatic
 Bank Draft:**

- It's FREE!!!
- Your Payment is ALWAYS ON TIME!
- Save Time! No more waiting in line.
- Your Payment Clears Immediately
- Automatic Bank Draft is SO CONVENIENT!!!

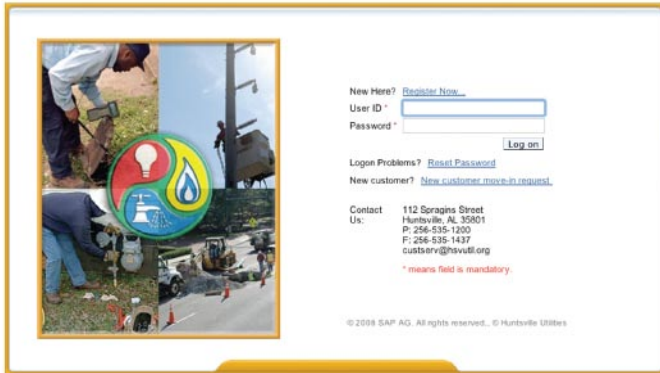


**LOOK INSIDE FOR EASY INSTRUCTIONS TO REGISTER
 FOR ONLINE ACCOUNT ACCESS**

Bank Draft is Also Available for Online and Automated Telephone Payments
 (See back panel for details)

Register for your Online Customer Account at www.hsvutil.org.

It's Quick! It's Easy!



New Here? [Register Now](#)

User ID *

Password *

Login Problems? [Reset Password](#)

New customer? [New customer move-in request](#)

Contact: 112 Soragins Street
Huntsville, AL 35801
P: 256-535-1200
F: 256-935-1437
custserv@hsvutil.org

* means field is mandatory.

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How to Register

This is a condensed version of the registration process.

Detailed instructions are available by clicking "Learn More" at "My Utilities".

1. Before starting make sure you have your Customer Number and Name as they appear on your utility bills.
2. Go to www.hsvutil.org and click on "Log In" under "My Utilities" or "Pay Bill Online".
3. Click on Register Now.
 - A. Enter Preferred User ID*: Choose the name which you want to be known by online.
 - B. Online User First name*: Enter your first name.
 - C. Online User Last name*: Enter your last name.
 - D. E-mail Address: Enter your e-mail address.
 - E. Customer Number: Enter the new Customer Number exactly as it appears on your bill or e-Billing notification.
 - F. Customer Name: Enter the name on the utility account exactly as it appears on the bill or e-Billing notification.
 - G. Security Option: Please chose a topic.

The online registration window (pictured at right) is available by clicking "Register Now" on the Customer Accounts login page (pictured at left.)



Logon

Need help? [How to Register for Online Access to Your Account](#)

Enter data in all fields if possible. * means field is mandatory.

Enter Preferred User ID*

The first name and last name fields below pertain to the individual accessing the customer information.

Online User First Name*

Online User Last Name*

E-Mail Address:

Re-enter E-Mail Address*

The fields below pertain to information as it exactly displays on your bill.

Customer Number*

Customer Name*

Please note that the following security option and value must match information on your account.

Security Option:

Security Value:

Verification Value:

Verification Value: Please type the number from the box above exactly as shown:

- H. Please provide the answer to G. This will serve as a safety guard to allow you online access if you forget your password or have trouble accessing the online services.
 - I. Retype the Verification Value exactly as it appears.
4. Click Send. Huntsville Utilities will then send you an email (at the address entered) with a temporary password. All passwords are case-sensitive.
5. Login with the User ID you chose and the assigned password. The system will automatically direct you to the Change Password page where you should change your password. IT professionals highly recommend that your password be at least 14 characters, include UPPER and lower case letters, and punctuation, symbols and numbers.
6. Click Save.

After choosing your new password, you are now ONLINE!!! Visit the View/Pay Bill page or update your bank information on the Bank Data page. The new options are numerous.

We recognize that our website users have various operating systems and Internet browsers. Although we want every user to have the best possible experience on our website, we understand it is impossible to provide webpages that work identically, efficiently, and effectively with all browsers and settings.

This site operates with the current versions of most popular browsers. If you have difficulty accessing the Online Customer Account website, please call 256-535-1200.