

Staying warm during the winter can be challenging for those on a fixed budget.

PROJECT SHARE



Call (256) 535-1200
or visit www.hsvutil.org
for more info.

You can help the elderly and disabled stay warm by contributing to Project Share.

It's easy to donate to **Project Share**.

You can set up a monthly, recurring donation to be automatically added to your bill online or by calling (256) 535-1200, or make a one-time donation.

100% of contributions go to help qualified applicants chosen by the Salvation Army using eligibility guidelines set by Alabama state agencies.





Water pipe damage is often not found till after the ice thaws and water is again flowing freely.



Avoid Costly Damage From Burst Water Pipes

Here are some simple tips aimed at helping you avoid damage to water pipes during freezing weather.

- Locate and test your main supply line cut-off valve, normally located in the ground directly in front of an outside faucet. Apartment tenants should contact their landlord for cut-off location. Also locate Huntsville Utilities' meter cut-off valve as an alternate. A special cut-off device is required to operate this valve.
- Insulate exposed piping in attic or crawl space.
- Insulate piping and meter inside the meter box, leaving the meter dial visible.
- Make sure all shallow or exposed service lines are covered with a minimum of 12 inches of soil.
- Drain lawn sprinkler system when freezing weather is anticipated.
- During extremely cold conditions leave cold water dripping from a faucet to prevent freezing. This is especially useful on water supplies connected to exterior walls. You can also open interior cabinet doors under sinks and other areas where water supply pipes/lines exist to keep them warm.
- Close vents to the foundation of the dwelling to prevent cold air from freezing water lines under the house. Remember to re-open the vents after the extremely cold weather to allow air flow.
- Cover outside water spigots and pipes with inexpensive covers and foam pipe insulation available at most home improvement centers.
- During normal working hours and freezing conditions, Huntsville Utilities will cut the water off at the meter at no charge. During freezing conditions, a backlog normally exists. Customers may be able to minimize damage by being able to quickly shut their water off. Instructions can be found at <http://tinyurl.com/HsvUtilValveTurnOff>.



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**By Telephone,
Monday thru Friday:**

Customer Information Center
7AM – 7PM, 256-535-1200

24-Hours:

Automated Customer Account Access
Info/Payment Agreements, 256-535-1200

Payment by credit card (toll free) 1-877-429-4131

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Huntsville Utilities es un proveedor de servicios residenciales públicos (electricidad, gas y agua) que ofrece igualdad de oportunidades. Nosotros no discriminamos en los términos, las condiciones, o las provisiones de nuestros servicios basados en la raza, religión, color, sexo, discapacidad, estado familiar u origen nacional.

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In Person, Monday thru Friday:

Main Office – 112 Spragins St.
Lobby, Commercial & Industrial
7:30 a.m. to 5:30 p.m.

Chase Office – 1145 Jordan Rd.
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 Ctr.
1100 Pulaski Pike
7:30 a.m. to 5:30 p.m.



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**We are here
to serve you!**