

Huntsville Utilities is an industry leader in safe, reliable utility service.

But when we do have an outage, we need your help to make repairs.



# DO NOT Fall Victim to a Utility Scam!

Huntsville Utilities employees **will never** call you to ask for credit card or Social Security information.

Utility-themed scams are on the rise nationwide. If you are called by someone claiming to represent Huntsville Utilities who asks for Social Security or credit card information, get as much information about the caller as possible & call 256-535-1200 so we may investigate.

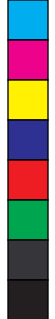


**1. If you have a utility outage**, please call 256-53LIGHT (535-4448) or 256-535-1200 and use our automated outage reporting system, if possible. If you are using a rotary phone or need special assistance, a Huntsville Utilities employee will be with you as soon as possible.

**2. Check your breaker panels** before you contact us. Also, check to see if the neighbors have lost their power. If you're not sure how to reset a breaker, ask someone who knows to show you.

**3. If your power blinks** a couple of times but comes back on, you don't have to contact us. On the other hand, if you notice blinks over the course of several days, let us know so we can check our lines for potential problems.

**4. Make sure Huntsville Utilities** has your correct contact number on file. You can call Customer Service at 256-535-1200 or access your online account at [www.hsvutil.org](http://www.hsvutil.org) to check/correct the number.



## Summer Weather Can Mean Higher Utility Bills!

# HERE ARE SOME TIPS TO HELP YOU SAVE



### Smart Energy Use Tips for Summer

Electrical usage is at its' highest during the summer months and cooling costs are usually the largest portion of the utility bill.

**Adjust Thermostat:** For central systems, in hot weather, a two degree increase in the thermostat setting can result in cost savings of 5% or more.

**Use Ceiling Fans:** Ceiling or floor fans use very little energy and can make a room feel five degrees cooler than the actual temperature.

**Keep Curtains and Blinds Shut:** This is especially important for east and west facing windows. Trees, awnings, window tinting and/or solar screens are cost effective measures because they stop direct sunlight before it enters the home.

**Keep the Doors Closed:** Contrary to popular belief, most storm doors are not effective as a heat transfer barrier. Prime doors should be closed whenever possible during extreme summer temperatures.

**Change Air Filters:** Clean or change air filters every month on a window unit or a central system, especially during heavy usage months.

### Smart Water Use Tips for Summer

**Don't over water your lawn.** Generally, lawns only need watering every 5 to 7 days in the summer and every 10 to 14 days in the winter.

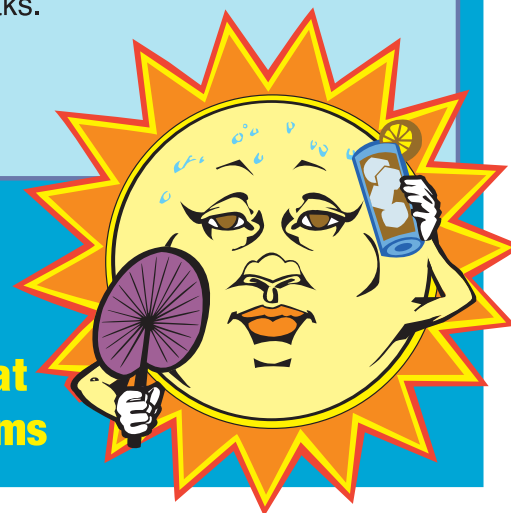
**Water lawns during the early morning hours** when temperatures and wind speed are the lowest. This reduces loss from evaporation.

**Regularly check sprinkler systems** and timing devices to be sure they are operating properly.

**Avoid overfertilizing the lawn.** The application of fertilizers increases the need for water. Apply fertilizers that contain slow-release, water-insoluble forms of nitrogen.

**Use hose washers** between spigots and water hoses to avoid leaks.

**Check all hoses,** connectors and spigots regularly.



More energy & water saving tips can be found at  
<http://www.hsvutil.org/residential/energy-programs>