

Keep Up-To-Date on Utility News



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INSIDE: Read about
our new Meter
Reading personnel.

**Special utility alerts and energy
saving information to help you get the
most service for your utility dollar!**



We Are Making Changes To Serve You Better

During the coming months you may notice a difference in your Huntsville Utilities Meter Reading personnel.

Starting in February and March, the meter reading function will be contracted to Heath Consultants.

By using an outside source your utility company will no longer have to pay personnel or maintain their service vehicles. This action is expected to net a **savings of nearly half-a-million dollars** per year.

Many of the Meter Readers were hired in as temporary personnel to Huntsville Utilities so they could learn the routes and routines prior to implementation of the new contract. They know your meters and your properties. Another factor in this process was to **hire local people** to fill these positions.

Meter Reading personnel will be required to carry Heath Consultant identification, complete with a Huntsville Utilities authorized photo. They will wear specific attire of bright yellow safety vests and blue shirts, both of which are imprinted with "Huntsville Utilities Meter Reader" and the Heath Consultants company name. The vehicles are white SUVs with "Heath Consultants, Huntsville Utilities Meter Reader" identification printed on the side

door panels, as well as a safety reporting 800 phone number bumper sticker on the back.

Huntsville Utilities will maintain a Meter Technician department to test and service your meters, as well as turning services on and off.

All Customer Service questions regarding your meter reading and its functionality will still be reported to Huntsville Utilities. Please call **Customer Service at 256-535-1200** if you suspect a meter reading error or require help with any Huntsville Utilities service.

Huntsville Utilities
256-535-1200
www.hsvutil.org



Need to report an utility emergency?

Call 256-53LIGHT

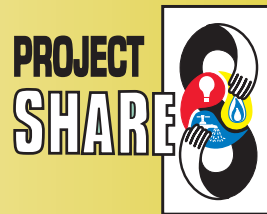
24 hours a day/7 days a week

Power outages, water leaks and natural gas emergencies occur any time of day.

By reporting your issue through the **Outage Reduction System you help utility workers pinpoint the cause. Call **256-53LIGHT (256-535-4448)** to help solve the problem.**

Thinking about **purchasing a generator?**

Please review the important **safety information in your **March 2012 bill insert**, available on our customer website at <http://www.hsvutil.org/about-hu/publications/bill-inserts/> or in the **HU Bill Inserts photo album** on **Facebook** at **Huntsville Utilities**.**



Visit www.hsvutil.org to learn how you can assist the elderly and disabled in the Huntsville Utilities service area.

Contributions are tax-deductible.

Huntsville Utilities is an equal opportunity residential utility service provider. We do not discriminate in the terms, conditions, or provision of services based on race, color, religion, sex, disability, familial status, or national origin.

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.