

# Coming in May.....

Learn about Huntsville Utilities' **AWARD-WINNING WATER** in the annual **Water Quality Report**.



**This comprehensive review of your water and procedures to make the supply safely drinkable is mandated by the Environmental Protection Agency (EPA) and the Alabama Department of Environmental Management (ADEM). It will arrive in your mail during May.**

**The new report, as well as several previous years' documents, will also be available online at Publications under Quick Links on our company website, [www.hsvutil.org](http://www.hsvutil.org).**



## Confused about one of your service suppliers?

If you live outside or near the edge of Huntsville's city limits, you may have one or more utility services billed by Huntsville Utilities even though the utility provider is Madison County, New Hope or the City of Madison.

You will find this information in the **Charge Detail** on the top of page 2 of your monthly bill. If another provider is listed, you should contact them for any billing or service issues.

Charge Details			
Water - RWM-08/Residential	Water Madison Co (03/05/13 - 04/04/13, for 30 days)		
Availability Charge		10.00	
Consumption Charge	2200 GAL @0.002500	5.50	Total \$15.50
Electric - REM-22/Residential Electricity	(03/05/13 - 04/04/13, for 30 days)		
Availability Charge		8.88	
Consumption Charge	1400 KWH@0.082760	115.86	
	1600 KWH@0.090910	145.46	
	133 KWH@0.090910	12.09	Total \$282.29
Trash - RTU-13/Residential	Trash Madison Co (03/05/13 - 04/04/13, for 30 days)		
Trash Charge		15.50	Total \$15.50
Tax		11.91	Total \$11.91

### PLEASE NOTE

As a convenience to our customers, Huntsville Utilities acts as a billing agent for several non-affiliated utility services. If you have questions about your bill for the services these agencies provide, please call their offices:

Huntsville City Garbage	(256) 883-3964
Huntsville City Sewer	(256) 883-3719
Madison County Garbage	(256) 532-3718
Madison County Water	(256) 746-2888
City of New Hope	(256) 723-2616
City of Madison Trash	(256) 772-8490

You should receive your Water Quality Report from your water provider if different from Huntsville Utilities.

## Improving Customer Communications

**Huntsville Utilities is implementing easy, cost-efficient ways to communicate with you.**

Plans for the future include letting customers choose whether to get information, such as Water Quality Reports, by email, view it on the website, or continue receiving it in the mail. Additional plans include an outbound calling system which notifies customers when a past due amount makes their account/services subject to disconnection.

In order to improve communication, **customers will need to update their information.** Updating your information is easy.

- Log in to your customer account online at **www.hsvutil.org**. Click on the **Contact** tab and update your information. (Instructions for online registration were in the September 2012 bill insert and are available online at [www.hsvutil.org](http://www.hsvutil.org).)
- **Write** your new information **on your payment stub** and include with your utility payment.

**Please take time to update your phone number(s) and email address.**

**Water is a PRECIOUS COMMODITY.  
Help decrease water loss by reporting leaks!**

**REPORTING A WATER LEAK IS EASY.**

- a. Email us at [waterleaks@hsvutil.org](mailto:waterleaks@hsvutil.org)
- b. Fill out our form online with this link:  
<http://www.hsvutil.org/report-a-problem/water-leak>
- c. Call us at (256) 535-4448.

**Are you a Madison County or New Hope Water Customer? If so, please call their offices at:**

**Madison County Water Department 256-746-2888**

**City of New Hope 256-723-2616**



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.