

**Utility bill higher  
than normal?**



**Payment Arrangements  
could meet  
your needs!!**

**Lower than normal temperatures meant more energy used to keep warm.**

# Every Once In a While, Someone Needs Extra Time to Pay Their Utility Bill

Huntsville Utilities offers payment arrangements to assist customers when circumstances make paying your utility bill difficult. When this occurs, Huntsville Utilities will work with the account holder in an effort to prevent services from being interrupted.

You will need your twelve (12) digit Account Number and your pin number to make the agreement through the automated phone system at (256) 535-1200, available 7 days a week. The majority of customer pin numbers are the last four (4) digits of the primary utility account holder's social security number.

Customers must contact Huntsville Utilities and make a payment arrangement before the date on the Final Notice portion of their invoice. If there is no Final Notice information on the invoice, the customer should call Customer Service prior to the "Pay Gross After" date. The following outlines payment plans offered to our customers.

## Short-Term Agreement

This agreement allows the customer to extend payment of their current invoice for a maximum period of 12 days past the original Pay Gross After Date as stated on the invoice. No other arrangements can be made until the account is paid to a zero balance.

## Long-Term Agreement

This payment option allows the customer to maintain utility service while paying one-half of the past due amount. The remaining balance will be included on the next current invoice and must be paid in full when it becomes due. No other arrangements can be made until the account is paid to a zero balance.

## Permanent Agreement

This deferred payment option allows the customer to establish a permanent agreement using the same criteria outlined under Short-Term Agreements. The monthly agreement may fluctuate based on the scheduled meter reading. Customers electing to use this option will have the security of knowing their payment date has been extended without the need to contact our office each month.

## Installment Plan

This payment option allows the customer to enter into a written agreement to keep service on while paying an agreed upon portion of the past due amount, along with any new utility bills as they become due, for up to four months. However, when a customer signs an Installment Plan, they waive the right to any review concerning the validity of the bill and no other arrangements can be made until the account is paid to a zero balance.

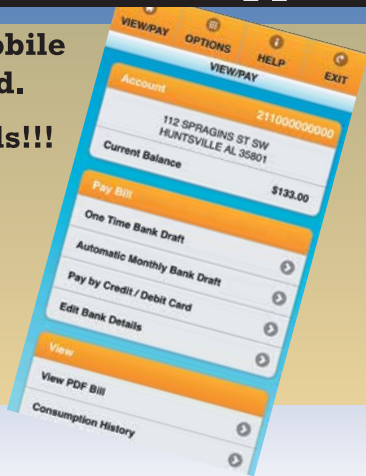
Customers are required to visit a service center to sign an Installment Plan. The Customer Service Center located at 112 Spragins Street is open from 7:30 am until 5:30 pm, Monday through Friday. The 1145 Jordan Road location is open from 8 am until 5 pm, Monday through Friday. The Customer Information Center (phone center) is open from 7 am to 7 pm, Monday through Friday.

# Coming Soon

## New Customer Website & Mobile App!!!!

Soon HU's new website and mobile application will be activated.

Watch for these improved tools!!!



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Visit Huntsville Utilities'  
website at

[www.hsvutil.org](http://www.hsvutil.org)

**Huntsville Utilities is a publicly-owned, not-for-profit utility serving electric, natural gas and water customers in Huntsville and Madison County, Alabama.**

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.