

Updated Application Terms & Conditions as of 11_2023:

This signed agreement (“Written Authorization”), or the Online or voice authorizing Customer’s decision to make an application for utility service (s) from Huntsville Utilities (“Online Application” or “Application via Telephone”), coupled with these Terms and Conditions, is binding and is all-encompassing and embodies the entire Agreement and mutual understandings between both parties. The undersigned agrees to pay for said services as measured by the City’s meter according to rates applicable at the above address and any other location that may be incurred as a result of a request to transfer the account until Huntsville Utilities receives a request to disconnect services.

The applicant agrees that this agreement is subject to the City’s Ordinances and its Rules and Regulations, as well as Huntsville Utilities’ Customer Data Privacy Policy, now in force or as may hereafter be adopted, copies of which are open for inspection at the office of the City, and that such Ordinances, Rules, and Regulations are a part of this agreement. Huntsville Utilities’ Customer Data Policy is available on our website at <http://hsvutil.org>. This Privacy Policy tells you about the personal information we collect and how we use, retain, disclose, and protect your personal information.

A service fee will be charged for any remittance returned from any financial institution. If Huntsville Utilities retains an agency, attorney, or pursues other legal remedies to collect any amount owed, the undersigned will be obligated to pay all of Huntsville Utilities’ cost for legal and collection expenses, including, but not limited to, principal and interest.

As security for payment of bill for services rendered, any deposit on file may accrue interest at such rate and after such holding period as may from time to time be determined by the utility boards and will be refunded after services have been discontinued less any unpaid balance then due the City of Huntsville Utilities. The deposit is non-transferrable and will not be considered as part of any bill where service is continued. The applicant agrees to permit authorized agents of the City free access to the premises of the consumer for the purpose of inspecting, reading, repairing, or removing property of the City.