



HUNTSVILLE UTILITIES

Customer Connection

Inside

- New Letter-Size Bill Explained
- New Meter Reading Schedules May Mean New Due Dates

APRIL 2011

NEWS & INFORMATION FOR CUSTOMERS OF HUNTSVILLE UTILITIES

VOLUME 15 ISSUE 1

CHANGES Are Coming MAY 2ND!!

New Bill Format!!! New Account Numbers!!!



Changes are coming to the many Customer Service features at Huntsville Utilities this spring. These changes reflect your utility company's effort to work more efficiently and help you conduct business with a minimum amount of effort.

Changes to Look For Starting May 2

- Letter-Size Bill
- New Due Dates
- Final Notice Included on Letter-Size Bill
- New Customer and Account Numbers
- Improved website; more functionality
- Average Monthly Billing program introduced

NEW BILL

The first change you will notice is your monthly bill. Huntsville Utilities will have a new letter-size bill allowing for more specific messages regarding the customer's account (see page 2). The 8½ x 11-inch bill will come in a business-size envelope each month. Postcard bills will no longer be utilized.

For many customers, the date their meter is read will change. This is due to realignment of the meter reading schedules as the company reorganizes them to reflect the growth experienced by Huntsville and surrounding areas. Improving efficiency helps the company keep utility rates down.

NEW DUE DATE

The biggest change will come during the first month, beginning May 2, when the new meter reading schedules are followed for the first time. Customers impacted by this change may experience a shorter or longer billing period, but please understand that it is only for the first month's billing cycle.

After the transition month of May, customers will also notice their new Pay Gross After date will vary by 1-3 days, however, they will have 16 days from the invoice date in which to pay before incurring a penalty.

Due to new meter reading schedules, your bill may be for less or more days than a normal cycle for the month of May only.

Example 1: Previously read on the 1st
New read day of the 10th
April 1 thru May 10, a few days longer than normal

Example 2: Previously read on the 15th
New read day of the 5th
April 15 thru May 5, a few days shorter than normal

After the transition month of May, all meters will be read on a monthly cycle.

FINAL NOTICE ON BILL

The current postcard Final Notice will no longer be mailed. When you receive your new letter-size bill, the disconnect information will be printed on the bill. This will serve as the Final Notice with the disconnect date clearly stated. Customers will still have the option to make payment arrangements upon request, when applicable.

NEW CUSTOMER AND ACCOUNT NUMBERS

To improve our service, Huntsville Utilities is implementing a new Customer Information System, replacing a 30-plus year old computer system. As a result of these dynamic changes, customer account numbers will change. Each customer will have a unique Customer Number, and each service location will have its own Account Number. Please take time to note your new Customer and Account Number(s) which will appear on your new letter-size bill.

IMPROVED WEBSITE

The Online Services available on May 2 through Huntsville Utilities newly updated website (www.hsvutil.org) will also improve. In addition to paying your bill, you will be able to obtain a duplicate copy of your bill in PDF image format, manage and update


(New Bill Sample on page 2! Story continues on page 4)

Understanding the New Features on Your Bill

The new letter-size bill will allow Huntsville Utilities to better communicate with you. Here are some of the changes in your bill format:

① Some account holders have multiple physical addresses with utility services. The address to which the utility usage refers is the Service Address at the top of the statement. The mailing address appears at the bottom of the statement.

② Each customer has a unique Customer Number. Some customers are billed for multiple service locations. Each service location will have a unique Account Number. The Customer Number is required to access your account(s) via www.hsvutil.org.



Customer Name
UTILITY CUSTOMER

Service Address
123 ANY STREET
HUNTSVILLE AL

www.hsvutil.org

Customer Number: 1101006058
Account Number: 211010019139
Pay Gross After: 03/08/10
Net Amount Due: \$500.67

Invoice Date: 02/20/10

Bill due upon receipt. Date above applies to current charges and not to previous balance.

<p>③ Messages</p> <p>* BANK DRAFT YOUR BILL MONTHLY (256) 535-1200 FOR MORE INFO</p>	<p>Account Summary</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Previous Invoice Amount</td><td style="text-align: right;">\$178.20</td></tr> <tr><td>Payments</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Balance Forward</td><td style="text-align: right;">\$178.20</td></tr> <tr><td colspan="2"> </td></tr> <tr><td>Current Charge (Service Period: 01/21/10 - 02/20/10)</td><td></td></tr> <tr><td>Water</td><td style="text-align: right;">\$14.39</td></tr> <tr><td>Gas</td><td style="text-align: right;">\$121.70</td></tr> <tr><td>Electric</td><td style="text-align: right;">\$129.63</td></tr> <tr><td>Sewer</td><td style="text-align: right;">\$31.61</td></tr> <tr><td>Trash</td><td style="text-align: right;">\$14.50</td></tr> <tr><td>Tax</td><td style="text-align: right;">\$10.64</td></tr> <tr><td>Total Current Charges</td><td style="text-align: right;">\$322.47</td></tr> <tr><td>Gross Amount Due</td><td style="text-align: right;">\$516.80</td></tr> <tr><td>Net Amount Due</td><td style="text-align: right;">\$500.67</td></tr> </table>	Previous Invoice Amount	\$178.20	Payments	\$0.00	Balance Forward	\$178.20			Current Charge (Service Period: 01/21/10 - 02/20/10)		Water	\$14.39	Gas	\$121.70	Electric	\$129.63	Sewer	\$31.61	Trash	\$14.50	Tax	\$10.64	Total Current Charges	\$322.47	Gross Amount Due	\$516.80	Net Amount Due	\$500.67
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Meter Reading Details Degree Days: Past 821 Present 723

Service Type	Meter Number	Read Type	Previous Read Date	Previous Reading	Present Read Date	Present Reading	No. of Days	Monthly Usage	Multiplier	Billed Usage
Water	19975855	Actual	01/21/10	3300	02/20/10	10600	31	7300		7300 GAL
Gas	3543	Actual	01/21/10	4300	02/20/10	14300	31	10000		10000 CUF
Electric	99780596	Actual	01/21/10	1300	02/20/10	3078	31	1778		1778 KWH
Sewer	19975855	Actual	01/21/10	3300	02/20/10	10600	31	7300		7300 GAL

***** FINAL NOTICE *****


⑥ This is to notify you that it may be necessary to discontinue your utility service as of **03/12/10** unless payment or satisfactory arrangement for payment of past due amount is made before this date. Payment in full or satisfactory payment arrangements made before **03/12/10** will avoid any reconnection or collection charges. If you have any questions or disputes concerning your account, you should contact us in person, by telephone at (256) 535-1200 or toll free at (866) 478-8845 before **03/12/10**. A review procedure is also available to all our customers through which problems or disputes may be resolved; copies are available at the utilities office. Call (256) 535-1200 to make payment agreements by phone. Have your account number and pin number available. **No further notice will be provided.**

Please return bottom portion with your payment.



Account number 211010019139

Pay Gross After 03/08/10
Gross Amount Due \$516.80
Net Amount Due \$500.67



⑦ Total Amount Paid

Project Share

① UTILITY CUSTOMER
123 ANY STREET
HUNTSVILLE AL 35803

HUNTSVILLE UTILITIES
HUNTSVILLE, AL 35895

21010019139000024322000000000000

③ The **Message Box** may contain information **specific to your account**. Always read this area. For example, information about a meter reread at this Service Address would appear here.

④ Installment Plan Charges, Round-Up Donations and other Miscellaneous Charges will appear in the Account Summary after taxes.

⑤ To improve our meter reading efficiency, beginning in May your meter read date may change. This could result in the number of days billed being longer or shorter than normal during the month of May. Thereafter, your read date will vary 1-3 days along with your Gross Payment After date.

⑥ **VERY IMPORTANT:** Huntsville Utilities will no longer mail separate postcard Final Notices. Information about when your service could be interrupted for non-payment will appear on the new monthly invoice. **Please note this change** to avoid utility service interruption.

⑦ Your donations to Project Share should be noted in this box to help post the donation correctly.

PLEASE NOTE: For the purpose of this example of the new letter-size bill, the page has been reduced 70% and a residential account has been illustrated. Business customers will receive additional information separately.

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Huntsville Utilities Customer Connection

Using www.hsvutil.org to Make Payments is Easy



The improvements to the Customer Service options at www.hsvutil.org will allow you greater control of your utility account. Huntsville Utilities customers will be able to set up or delete multiple bank accounts. The information is securely transmitted for heightened security.

You can add bank information while making a payment online. You can also designate a regular or one-time Project Share donation when making your payment. Automatic Draft is still available. You may enroll online and manage your bank information.

If you already have bank draft information on file, the information will transfer to the new system. You can then add additional bank accounts and edit them as needed.

Visit www.hsvutil.org starting in May to see more of Huntsville Utilities' website enhancements.

Charge Details			
Water - RWM-22/Residential Water HSV (01/21/10 - 02/20/10, for 31 days)			
Availability Charge			3.84
Consumption Charge	3000 GAL @0.001240		3.72
	3000 GAL @0.001550		4.65
	1300 GAL @0.001680	2.18	Total \$14.39
Gas - RGM-22/Residential Gas (01/21/10 - 02/20/10, for 31 days)			
Availability Charge			4.50
Consumption Charge	10000 CUF @0.011720	117.20	Total \$121.70
Electric - REM-22/Residential Electricity (01/21/10 - 02/20/10, for 31 days)			
Availability Charge			5.77
Consumption Charge	1400 KWH@0.067960	95.14	
	378 KWH@0.075970	28.72	Total \$129.63
Sewer - RSM-22/Residential Sewer (01/21/10 - 02/20/10, for 31 days)			
Sewer Consumption Charge	7300 GAL @0.004330	31.61	Total \$31.61
Trash - RTU-22/Residential Trash HSV city (01/21/10 - 02/20/10, for 31 days)			
Trash Charge		14.50	Total \$14.50
Tax		10.64	Total \$10.64

Message overflow area from page 1.

Huntsville Utilities
 TO REPORT AN OUTAGE - (256) 53-LIGHT (535-4448)
 FOR ALL OTHER CUSTOMER INQUIRIES - (256) 535-1200 / Toll Free (866) 478-8845
 Have account number and pin number available
 PAYMENT BY CREDIT CARD / SPEEDPAY (877) 429-4131

Telephone Numbers
 Huntsville City
 Huntsville City
 Madison County
 Madison County
 City of New...

When paying by mail, send this stub to:
 HUNTSVILLE UTILITIES
 HUNTSVILLE, AL 35895

Mailing Address Changes
 Please 'X' for mailing address changes
 new mailing address below

Street _____
 City, State _____
 Zip _____
 Phone Number _____

On the back of the Bill:
 The first section on the back of the bill is the Charge Details section. In this area each service is itemized. This area is where AMB customers will look to see how the actual usage is occurring on their account. Codes (examples - REM-22, CEM-35, IEM-55) are used by Huntsville Utilities to designate between residential, commercial and industrial customers.

Below the Tax line in the Charge Details section, additional space has been provided should Messages to the customer run over from the front page. Messages may be account specific or general.

Personalized examples include:

- The installment plan created on MM/DD/YY has a remaining balance of \$\$\$\$\$.\$.
- Bank Draft - The net amount will be deducted from your account on MM/DD/YY.
- Corrected Bill
- 2011 PROJECT SHARE DONATION \$\$\$\$\$.\$.
- 2011 ROUND UP DONATION \$\$\$\$\$.\$.

General Customer examples include:

- Average your payments - Use AVERAGE MONTHLY BILLING (256) 535-1200
- Bank draft your payment monthly - (256) 535-1200 for more info.

Page 2 of the new bill reduced 65%.

May 2nd Means Better Service For You!

(From page 1)

your bank information for paying your bill by bank draft, update your mailing and email addresses, review meter reading results and consumption history, as well as request a move-in or move-out of service.

PLEASE TAKE NOTE: The first time you log onto your utility account in May, you will be asked to register for your online access, establish a new user name, and select a new password. You will need your new Customer Number to complete the registration. This number will be printed on your new letter-size bill. This registration process will apply to everyone, even existing users of the on-line services already available at www.hsvutil.org.

AVERAGE MONTHLY BILLING

On May 2, Huntsville Utilities will introduce a new program called Average Monthly Billing (AMB), replacing the current Budget Billing Program. AMB is an optional program where the customer is billed an averaged amount each month based on usage over the last 12 months. Enrollment in the program results in a rolling average amount due each month based on your actual billing history.

AMB improvements will eliminate the need for bi-annual payment

changes. If you are currently a Budget Billing customer, your enrollment will automatically transfer to the new program, and you should have received further information about the new AMB program last week. If you did not, please visit www.hsvutil.org to download the information or call (256) 535-1200 to speak to Customer Service.

In the future, our Consolidated Billing Program will be referred to as "Collective Billing". Billing will be available in two formats: PDF or Excel® spreadsheets. These business customers will continue to receive one bill each month for their accounts. The bill will be presented each month on a schedule corresponding with the date the last account is invoiced. Changes will also be introduced to the Apartment Billing Program for multiple-dwelling customers. Participants in these programs will receive additional details in the near future.

Huntsville Utilities is very pleased about the improvements to these Customer Service programs. All of these changes are scheduled to take place on May 2. Please visit the website (www.hsvutil.org) for more information or call (256) 535-1200 to speak to a Customer Service Representative.

Budget Billing and Consolidated Billing customers will receive additional information in separate communications.

HSVUTIL.ORG

NEWS & INFORMATION FOR CUSTOMERS OF HUNTSVILLE UTILITIES

THIS IS NOT JUNK MAIL
Important Information About
YOUR Utility Account is Enclosed.



Huntsville Utilities
P.O. Box 2048
Huntsville, AL 35804

PRST STD
ECRWSS
U.S. Postage
Paid
Huntsville
Utilities