

HOW DO I REGISTER FOR ONLINE ACCESS TO MY ACCOUNT?

When the new system goes online May 2nd, all customers who previously had pin numbers for online access will have to register for access again.

This is a simple process:

1. Customer Number: The first piece of information you will need is your new Customer Number. This number will come on your bill. If you are on e-Billing it will be on the original email which states that your bill is available for review.
2. Next you will go online to our website at www.hsvutil.org, and click on My Utilities. This will take you to the login page for online access.
3. The third thing you will do is click on the “Register Now” link on this window. This will take you to a window where you will enter your data, including the Customer Number.
 - A. User ID*: Choose the name by which you want to be known online. If the requested User ID is unavailable, a number may be added (i.e. “jsmith”, may result in your user id being “jsmith1”, “jsmith2”, etc.) You may use your account number as a unique User ID.
 - B. Online User First name*: Enter YOUR first name.
 - C. Online User Last name*: Enter YOUR last name.
 - D. E-mail Address: Enter the online user’s e-mail address.
 - E. Customer Number: Enter the new Customer Number exactly as it appears on your bill or e-Billing notification
 - F. Customer Name: Enter the name on the utility account exactly as it appears on the bill or e-Billing notification
 - G. Security Option: Please choose an option that you have provided to us during your establishment of utility service.
 - H. This is to verify that you are the customer that is being registered. Please contact customer service if you are unsure of these values at 256-535-1200.

PLEASE NOTE: The users in B & C do not necessarily have to be the same as F. One of the options available on the new system is the ability to grant family members and other people access to your utility account if needed. It is only an option and it is your responsibility to know the trustworthiness of people to which you grant access. By providing them your Customer Number and name as it appears on the account, you are giving them the authority to access your account.

4. Click Send. You will receive confirmation that a user ID was created. Huntsville Utilities will then send you an email (at the address entered) with a temporary password. Please check your “spam” or “Junk” folders if you do not see an email from Huntsville Utilities within 24 hours.
5. Login with the User ID you chose and the assigned password. The system will automatically direct you to the Change Password page where you should change your password. Your password must be between 5 and 14 characters. Please note that at least one letter and at least one number are required; however, longer passwords are recommended and you can include UPPER and lower case letters, punctuation, symbols and numbers. For example:

!JohnDoe&459U2 = User John Doe who once lived at 459 (not presently) and favorite band is U2.

Numerous tools are available online to help create secure passwords if you need assistance. It is your responsibility to remember your password and never share it with anyone else. A Huntsville Utilities employee should NEVER need your password.

6. Click Save.

After choosing your new password, you are now ONLINE!!! Visit the “View/Pay Bill” page or update your bank information. The new options are numerous.

Watch for additional online user tips on Facebook and at our website, www.hsvutil.org.