

January 2013 Bill Insert

Front Panel:

Sometimes a nice, cold, refreshing drink of water is exactly what you need.

Read Huntsville Utilities' plan _____ for a continued supply of this essential life element ... Inside

Inside double panel:

Providing a Continued Reliable Supply of High Quality Water

What Does the Water Rate Increase Mean to You?

Recently the Huntsville City Council approved a five-step water rate increase. The increases will affect all service classifications. Over a four-year period, the average residential water bill will increase by \$9.71 per month. The first increase will be \$3.19 for the average residential water customer. The average water customer in Huntsville uses approximately 8,000 gallons per month. Even after the increases, Huntsville will continue to have some of the lowest rates in the region.

Multiple times over the last 5 years water consumption has reached 80% or higher of the system's capacity. In order to continue supplying a reliable source of quality water, Huntsville Utilities needs to build a third water treatment plant on the Tennessee River. One of the main reasons the recent drought conditions did not affect Huntsville is due to historical planning of an adequate water supply utilizing the Tennessee River. The new plant will increase the system capacity by 24 million gallons a day (MGD) with a future capacity of 96 MGD, and a 75-year life expectancy. Currently the oldest plant is 46-years old and needs maintenance if it is to remain useful past the 50-year life it was built to provide.

Huntsville Utilities maintains over 1,270 miles of water main and over 9,200 fire hydrants throughout the service area. A total of 85 Water Department employees assist 89,280 customers, a 1:1,050 ratio.

Huntsville Utilities has been recognized multiple years by the Alabama Department of Environmental Management (ADEM) as well as by the United States Environmental Protection Agency (US-EPA).

Huntsville Utilities and its employees excel at providing a reliable, high-quality water supply and distribution system.

Back Panel:

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

Project Share Notice:

Be the One Who Cares ...

Give to Project Share!

You can help the elderly and disabled stay warm by contributing to Project Share.

Project Share has helped over 21,000 families in the local area with contributions of \$3,364,003.57 since the program began in 1988.

The Salvation Army screens potential recipients, determines eligibility, and decides who will receive assistance.

To be eligible participants must be 62 years of age or older, or certified as disabled or handicapped. They must be on a low or fixed income not exceeding the state household income eligibility guidelines as specified by the Alabama Department of Economic and Community Affairs and/or the Alabama Department of Human Resources.

Visit www.hsvutil.org

Contributions are tax-deductible.

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.