



DON'T FALL VICTIM TO A UTILITY SCAM!!!

Utility scams are on the rise nationwide.

Huntsville Utilities does not want you to become a victim.

Remember - Huntsville Utilities will never:

Call you and ask for Social Security or credit card information. (It may be necessary to give your Social Security Number to identify the account WHEN YOU CALL US.)

Call you and ask for someone to meet our representative for cash or cash card (prepaid debit) payments.

Devices are available that mimic locations on Caller ID. No matter what the caller ID displays, always hang up and call Huntsville Utilities at 256-535-1200 if you are asked for any kind of payment.

**INSIDE:
Are YOU
Ready for**

**FREEZING
Weather?**



COLD WEATHER IS COMING.....

ARE YOU READY?

AVOID COSTLY DAMAGE FROM BURST WATER PIPES



Locate and test your main supply line cut-off valve. This valve is normally located in the ground directly in front of an outside faucet. Apartment tenants should contact their landlord for cut-off location. Also locate the City's meter cut-off valve as an alternate. A special cut-off device is required to operate this valve.



Insulate exposed piping in attic or crawl space.



Make sure all shallow or exposed service lines are covered with a minimum of 12-inches of soil.



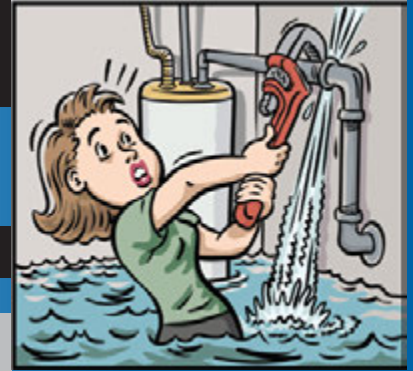
Drain the lawn sprinkler system when freezing weather is anticipated.



Drain and detach any garden hoses from outdoor spigots. Cover the spigots.



During normal working hours and freezing conditions, Huntsville Utilities will cut the water off at the meter at no charge. During freezing conditions, a backlog normally exists. Customers may be able to minimize damage by being able to quickly shut off their water (see first tip).



To have your water turned off
in an EMERGENCY
call 256-53LIGHT (535-4448).

Huntsville Utilities Holiday Schedule

Unless otherwise noted,
Huntsville Utilities will be closed all day on:

- Thanksgiving Nov. 28 & 29, 2013
- Christmas Eve (closes at 2 pm) Dec. 24, 2013
- Christmas Day Dec. 25, 2013
- New Year's Day Jan. 1, 2014
- M. L. King, Jr. Day Jan. 20, 2014



Customers may still access their accounts, make payment agreements, pay their utility bill and conduct other business as normal on the website (www.hsvutil.org), the telephone IVR system (256-535-1200), and other convenient options as noted on the website.

Follow us on
Facebook and
Twitter.



Visit Huntsville Utilities'
website at

www.hsvutil.org

Huntsville Utilities is a publicly-owned, not-for-profit utility serving 176,000 electric; 90,000 water; and 49,000 natural gas customers in 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.