



Serving Hartselle's People, Building for Hartselle's Future

Paying Your Hartselle Utilities Bill Is Quick and Easy

Whether you prefer to pay your bill in person, online, by bank draft, or with the set-it-and-forget convenience of automatic bill pay, Hartselle Utilities has you covered. We offer six different ways to pay your bill, plus Levelized Billing to avoid unpleasant spikes.

In person

Both our lobby and our drive-through window are open for customers who prefer to pay in person. We accept cash, checks, and debit/credit cards, and we will gladly look up your account number if you don't have it with you.

Another option to pay in person is our PaySite kiosk, located in the glass foyer of the Hartselle Utilities office. Through the kiosk, you can pay with a debit or credit card, as well as cash or check. Payments post to your account immediately.

The first time you use the kiosk, you will need your bill or your account number. You'll have the option of setting up a MyPaySite account, using your phone number and a PIN for simpler logins in the future.

The kiosk is available 24 hours a day, seven days a week, says Customer Service Manager Tim Mitchell. "It is well-lit at night and has security cameras, so customers should feel secure entering the area at any time."

Online

Through our Customer Portal, you can pay your bill from your computer, laptop, smartphone, or tablet – anywhere you have an internet connection. In addition to paying your bill, you can use the Customer Portal to monitor your monthly utility usage and costs, set up and manage Autopay, and receive important notifications and alerts.

For a convenient way to access the Customer Portal at any time, add our Mobile App to your phone.

Autopay and Bank Draft

The most convenient way to pay your bill is through our Autopay or bank draft. When you enroll in Autopay, your bill is paid automatically on your due date from your bank account. You can set up Autopay through the Customer Portal. To avoid any processing fees, you can also pay your bill by bank draft. Your bank account will be drafted each month on your due date. Contact one of our Customer Service Representatives for the initial one time set-up.

Levelized Billing

For HU customers who would like a more consistent monthly utility bill, Mitchell encourages you to look at our Levelized Billing program. Levelized Billing gives customers a consistent bill from month to month.

Continued on back

6 Ways To Pay Your Hartselle Utilities Bill

- 1 In Our Lobby**
Debit/Credit Cards/Cash/Checks
- 2 Drive-Through Window**
Debit/Credit Cards/Cash/Checks
- 3 At Our Kiosk**
Inside foyer 24/7
Debit/Credit Cards/Cash/Checks
- 4 Customer Portal**
Debit/Credit Cards/Checks
hartselleutilities.org >> "Pay Your Bill"
1st use will need account number
- 5 Mobile App**
Debit/Credit Cards/Checks
Access Customer Portal any time
Scan QR code to install
- 6 Autopay & Bank Draft**
Payment automatically deducted
from your bank account on due date

Easiest

QR Codes for Your Convenience

Scan these QR Codes for quick access to our payment options.

- Customer Portal
- Mobile App
- Levelized Billing

Ways to Pay Your Utility Bill ... continued from front

With Levelized Billing, a customer's bill is automatically calculated each month based on the average of the previous 12 months plus the current month's bill. If the total is more than 20 percent higher or lower than the previous month, it is capped, and the difference is made up in later months, when usage has not changed so dramatically.

While each month's bill is not exactly the same amount, with the safety cap, it is guaranteed not to change more than 20 percent from month to month, making it much easier for you to budget for paying your utility bill.

"Unlike our old Budget Billing program," explains Mitchell, "there is no reconciliation month to make up for the difference in what you were charged and your actual usage, because the 12-month average is recalculated each month. We no longer offer Budget Billing since we now have Levelized Billing."

Sign up for Levelized Billing by completing the form, available on our website, and returning it to Customer Service. To access the form, use the QR code on the front page, or visit hartselleutilities.org/customer-service/levelized-billing.

Welcome to Three New Employees



Dylan Thompson

HU welcomes three new employees this quarter.

Dylan Thompson joined our electric department in April as an Apprentice Lineman. He has extensive knowledge of fiberoptic cable installation, and has been a great addition to the electric crews. Dylan is a graduate of Hartselle High School and of the Pre-Apprentice Lineworker School at Calhoun Community College. He and his family are residents in Falkville.

Raegon Sanders is our newest Customer Service Representative at the HU Main Office. She has made an immediate positive impact in her department due to her excellent background in office administration. Raegon and her family live in Cullman.



Raegon Sanders

Dakota Youngblood joined our meter reading team in May. He is a hardworking, self-driven employee and is excited to serve his hometown community. Dakota is a Hartselle native, and he and his family reside in Hartselle.



Dakota Youngblood

We are excited to have these three become part of the Hartselle Utilities family!

PHOTOS BY RACHEL HOWARD, © 2023 RAW IMAGES

Do We Have Your Current Phone Number?

Scheduled service interruptions on our system are rare, but they do happen. There are times when HU needs to contact customers, either to inform them of scheduled service interruptions or if we have questions regarding an account.

For this reason, it is imperative that we have an up-to-date telephone number for you or someone who can contact you in an emergency. If you have changed your phone number in the last five years – especially if you've canceled your landline phone – we may not have your current number.

The number we have on file for you is shown on your monthly utility bill. If this is not accurate, please call us at (256) 773-3340 or email inquiries@hartselleutilities.org to give us your correct phone number.

A message from the Hartselle Fire Department:

Cook Safely!

Prevent Kitchen Fires

Did you know?

In 2020, fire departments responded to an estimated average of **192,600** home cooking fires.

These fires caused an estimated:

140
deaths

3,175
injuries

\$465.4
million
in property loss



Rate Increase

Rates for water, sewer and natural gas services were adjusted effective July 1, 2023.

The water Customer Charge increased by \$1.00 and \$.04858 per 1,000 gallons of water. The average residential monthly water bill will increase \$1.21.

The sewer Customer Charge increased by \$2.00 and \$.11182 per 1,000 gallons. The average residential monthly sewer bill will increase \$2.40.

Natural gas Customer Charge increased \$1.00 and volumetric charges \$.0192 per CCF. For those residential customers who heat their homes with natural gas, the average monthly natural gas bill will increase \$2.27 during the heating season as a result of this increase. Hartselle Utilities also adds a Cost of Gas Adjustment (COGA) each month which is calculated based on the commodity price of natural gas for that particular month.

Hartselle Recycling Calendar

| July '23 | | | | | | |
|----------|----|----|----|----|----|----|
| Sun | M | Tu | W | Th | F | Sa |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

| August '23 | | | | | | |
|------------|----|----|----|----|----|----|
| Sun | M | Tu | W | Th | F | Sa |
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |

| September '23 | | | | | | |
|---------------|----|----|----|----|----|----|
| Sun | M | Tu | W | Th | F | Sa |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

| October '23 | | | | | | |
|-------------|----|----|----|----|----|----|
| Sun | M | Tu | W | Th | F | Sa |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |



For the full Recycling Pickup Calendar and Zone Map, visit hartselle.org or call (256) 773-2643

Have a non-emergency question or a question about your bill? Email us at inquiries@hartselleutilities.org.

We try to respond to billing and general questions within 24 hours; service issues that need investigation may take up to 48 hours.

To report a gas leak, sewer backup or power outage, call our office. Our phones are answered 24 hours a day, seven days a week. During business hours (M-F, 7:30 am - 4:30 pm), call (256) 773-3340. After hours, call (256) 773-2533 or (256) 773-2588.



256-773-2533 or 256-773-2588
or 911



The Hartselle Connection is published quarterly by Hartselle Utilities.

1010 Sparkman St NW
Hartselle, AL 35640
256-773-3340
HartselleUtilities.org