

February
2016

The Hartselle



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

Plan Ahead To Keep Your Family Safe During Stormy Weather

Winter storms can bring freezing rain, ice and snow. Spring storms can bring damaging winds and flooding rain. Often, weather-related deaths and injuries are not caused directly by a storm but instead by vehicle accidents, and in the case of winter storms, carbon monoxide poisoning and cold injuries, such as frostbite or hypothermia. Planning and preparing now can help you lessen the impact of a major storm and keep you and your family safe.

Your Number, Please!

Make sure Hartselle Utilities can communicate with you, both during an emergency and for more routine communications. Check your utility bill to make sure your telephone number is up-to-date, especially if you have moved or switched to a mobile number in the last several years.

Before a Storm

Prepare by gathering emergency supplies for your home and your vehicle, making a family plan, and discussing emergency notifications and expectations with your workplace and/or schools. Your family may not be together when a storm

hits, so it is important to know how you will contact one another in an emergency. Write down your plan and keep a printed copy in a safe place – not on your computer, which may not be accessible during a power outage.

Protect Your Pipes

Whenever outside temps drop below freezing – whether your power stays on or not – your water pipes can freeze. Running water, even a trickle, is much less likely to freeze. Leave the faucet in just one sink running, at the farthest point from where water enters your house, to keep water moving through your system.

Also, open the kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. (Be sure to move any harmful cleaners and household chemicals out of the reach of children.) And if you have water lines in your garage, keep the garage doors closed.



Fortunately, in recent years Hartselle has not experienced widespread power outages during major winter storms. However, residents should always stay prepared.

What to Do If the Power Goes Out

If your power goes out, call Hartselle Utilities at 773-3340 (after hours: 773-2533). Don't assume that 'someone else' has called, or that we already know. Phone calls help us pinpoint exact locations of outages, which helps to restore power as quickly as possible.

During a winter storm, staying warm will be a top priority. Wear layered clothing and use blankets or sleeping bags. Check on your neighbors, especially the elderly or those with medical needs, because they are more susceptible to hypothermia.

If you use a portable generator, never connect it to your home's electrical system unless your home has been wired for generator use. A generator connected to a home's wiring or plugged into a regular household outlet can backflow into power lines and could electrocute anyone who comes in contact with them. You can be sure that if your power is out, Hartselle Utilities has linemen working on your power lines. Please help to keep them safe!

Hartselle Utilities Lobby Remodel: New Year, New Look

Hartselle is growing – which is wonderful for our community. With it, operations at Hartselle Utilities have also grown. Our customer service area, especially the area for our cashiers, had become too crowded during busy times, and was no longer efficient. And due to the openness of the original design of Hartselle Utilities' lobby, there was very little privacy for customers who needed to speak with a customer service representative. These two problems have been addressed with our redesigned lobby area.

"We are very happy with the new design of our lobby," explains

Terri Harris, HU Customer Service Manager. "Especially now that a Customer Service Representative can have a private conversation with a customer behind a closed door."

One concern that Harris has about the design, however, is that some customers who are used to casual conversations with HU staff may feel cut off because they can no longer simply walk in to the employee's work area. "We enjoy the 'small talk' and interaction with our customers," Harris explains, "and it is still business as usual. Anyone who wants to talk with our staff is welcome."

HU Recognizes Employees for Years of Service

HU recently held its third annual Employee Milestone Service Recognition dinner to honor employees who achieved five-year employment anniversaries during 2015. Congratulations to these employees; we thank you for your hard work and dedication.



5 years

Chris Long (left), Engineering Operations Clerk; and Jeremy Dorrance, Safety Coordinator/Utility Inspector.



10 years

Jason Summerford (left), Apprentice Electric Lineman; and James Still, Mechanic.



15 & 20 years

From left: Laura Thompson, Customer Service Rep; Kris Owens, Equipment Operator; Sherry Chenault, Accounting Clerk; Greg Sandlin, Purchasing Agent/Facilities Manager; Marcey Bibb (20 years), Customer Service Rep; and Scott Scales, Foreman - Sewer Department.

Thank you for your support for Operation Warm! If you have not yet signed up, we still need your help for neighbors who need emergency assistance with their utilities bills. To contribute to Operation Warm, complete this form and return it to Hartselle Utilities.

- Please add \$_____ to my monthly Hartselle Utilities (HU) bill. I understand that I have the right to stop this contribution at any time by giving HU written notice, and that the amount I have indicated will be added to my monthly bill until such notice is received.
- I'm already an Operation Warm partner. Please increase my monthly donation to \$_____.
- Please add a ONE-TIME donation of \$_____ to my bill. I understand that the amount I have indicated will be added to one of my monthly bills.

Name _____ Account Number _____

Address _____ Phone Number _____

Customer Signature _____

Operation Warm is administered by Community Action Partnership of North Alabama, Inc. All monies donated go directly to those in need.

Have you signed up for E-Bill?



Many HU customers have already signed up for our new E-Bill online statements.

Dondi Johnson signed up when it became available last July, and loves it. "I like being able to log-in, see my bill and pay my bill at the same time," she says.

Ashton Crawford prefers the E-Bill system to paper statements. "It's easy to use," he says, reporting that he has not had any problems.

There has been some confusion for customers who did not realize that when they access their bill online, they are signing up for E-Bill – and will no longer receive paper statements.

"If you can see your bill online," explains Terri Harris, HU Customer Service Manager, "you are now on E-Bill."

To sign up for E-Bill, go to our website at hartselleutilities.org/e-bill. From there, you will be prompted to register online. If you have questions about E-Bill, call HU Customer Service at (256) 773-3340.

February - May 2016 City of Hartselle Recycling Calendar

The next few months of Hartselle's 2016 Recycling Calendar are shown below. If you have a question about sanitation pickup or containers, visit www.hartselle.org or call Public Works at (256) 773-2643.

Recycling Pick Up							City Holiday						
February '16							March '16						
Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa
31	1	2	3	4	5	6			1	2	3	4	5
7	8	9	10	11	12	13	6	7	8	9	10	11	12
14	15	16	17	18	19	20	13	14	15	16	17	18	19
21	22	23	24	25	26	27	20	21	22	23	24	25	26
28	29						27	28	29	30	31		
April '16							May '16						
Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa
					1	2	1	2	3	4	5	6	7
3	4	5	6	7	8	9	8	9	10	11	12	13	14
10	11	12	13	14	15	16	15	16	17	18	19	20	21
17	18	19	20	21	22	23	22	23	24	25	26	27	28
24	25	26	27	28	29	30	29	30	31				

SMELL GAS? ACT FAST!

256-773-2533 or 911



Hartselle Utilities

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1010 Sparkman St NW
Hartselle, AL 35640

256-773-3340

www.HartselleUtilities.org