

## Introducing Our New Mobile App and Customer Portal

Hartselle Utilities has made it easier to view and pay your utility bill with two new tools: our Mobile App and the Online Customer Portal. You can use the Customer Portal to conveniently manage your account, says Customer Service Manager Tim Mitchell. The Mobile App gives customers a convenient way to access the Customer Portal anytime and anywhere.

"Hartselle Utilities customers can now pay their bills from their computers, laptops, smartphones, iPads and other tablets – anywhere they have an internet connection," Mitchell says.

Our new, contactless options allow you to securely:

- Pay your bill anytime and anywhere
- Monitor your monthly utility usage and cost
- Receive important notifications and alerts
- Set up and manage Autopay

Hartselle Utilities customers can access the Customer Portal from any device with an internet connection. (Please note: The Customer Portal is not compatible with the Internet Explorer browser, which Microsoft no longer supports. You will need to use another browser, such as Chrome or Safari, to access the Customer Portal.) The Mobile App makes it simpler to access the Customer Portal from your smart device or tablet.

### Online Customer Portal

There are four ways to access the Customer Portal. You can:

- (1) Go to <https://hartselleutilities.utilitynexus.com> on your computer, laptop, or smart device.
- (2) Scan the Customer Portal QR code below using your smart device. The portal signup page will load for you; select "Sign Up" to enroll.
- (3) Go to our website at [hartselleutilities.org](https://hartselleutilities.org) and click "Pay Your Bill"
- (4) Scan the Mobile App QR code below. When the app comes up on your screen, click "Install" (Google Play) or "Get" (App Store).

You will need your 12-digit account number the first time you register in the Customer Portal. You can find this 12-digit number in a box on the top left of your bill. Enter your account number and click "Continue." Next, you will see a screen to set up your account. Once you have completed and submitted this form, you will receive an email indicating that your account is activated. You are now ready to check your bill, review your statements, monitor your utility usage, and make payments.



Customer Portal



Mobile App

You'll love our new Mobile App and convenient Customer Portal!  
As good as sweet tea.

Almost.



### Mobile App

You can conveniently add our new Mobile App to your smart device to access the Customer Portal anytime. The app is secure and simple to use. To install the Mobile App, scan the Mobile App QR code below. Your device will bring up the correct app developed for your operating system.

Once you've downloaded and installed the app on your device, you'll see a welcome screen that allows you to log in or sign up for the Customer Portal. The first time you use the app, you will sign up with your 12-digit account number and create your login credentials.

### Avoid Missed or Late Payments with Autopay

No more worries about missing a payment with Autopay - when you enroll in Autopay, your bill will be paid automatically on your due date. To enroll in Autopay:

- Log in to the Customer Portal.
- Select "Pay My Bill," then select "Enable Autopay."
- Complete the prompts in the app, and your Autopay enrollment is done!

If you have any questions about using the Customer Portal or the Mobile App, call us at (256) 773-3340.

### What if I'm already enrolled in E-Bill?

If you currently are enrolled in E-Bill, you can continue to use that service for a while. "We will continue to support the current E-Bill platform for the time being," says Mitchell, "to give our customers time to switch to the new Customer Portal. The links to E-Bill will remain on our website for now. However, we're not allowing any new signups for the E-Bill platform." To access your E-Bill account, go to [hartselleutilities.org/pay-your-bill](https://hartselleutilities.org/pay-your-bill).



Isaac Horton

Hartselle Utilities would like to welcome Isaac Horton as our newest lineman. Isaac joined HU's Electric Department in March. He is a graduate of Addison High School and began his career in line work after completing the pre-apprentice lineman program with Calhoun Community College in 2013. Isaac has worked all over the Southeast, and after several years of travel work for electrical contractors, Isaac is excited to be in Hartselle where he can plant his roots and eventually raise a family.

PHOTO BY RACHEL HOWARD, © 2022 RAW IMAGES

## Please Don't Block Your Meter!

Our meter readers visit every one of our customers on their routes to read electric, natural gas, and water meters. Under the best of circumstances, we'll read your meter in person every month, so you are only billed for the resources you've used.

Sometimes, however, meters are blocked by locked gates, fences with unfriendly dogs, or vegetation. If our meter reader cannot get close enough to your meter to read it, we will estimate your usage – for a while. (If we estimate your energy usage, the amount will be marked with an "E" on your utility bill.) But estimated usage is rarely accurate, so our policy requires us to physically read your meter at least twice a year.

If your meter is blocked, you are subject to a restricted access fee for every month we cannot get to it. In addition, you will be required to schedule a time where you can be present to allow a Hartselle Utilities meter reader access to your meter.

Once we have an actual meter reading, your next bill will reflect the difference between the estimated charges and the actual usage. Often this results in a larger-than-expected bill. The best case, obviously, is to keep your meter clear so that your meter reader can check it on his or her route.

For information about what you can do to make it easier for our meter readers to access your meter, call our Customer Service Department at (256) 773-3340 or email [inquiries@hartselleutilities.org](mailto:inquiries@hartselleutilities.org).

## The Carbon Footprint of a Utility Bill



Even though we all know we should take advantage of Hartselle's free recycling pickup, over 25% of landfill waste is paper. Every bill you receive electronically instead of on paper reduces the waste your household produces.

Over time, it adds up. A southern natural gas company calculated that if 1 million of their customers switched to paperless billing, the annual impact would be: 375 fewer tons of paper used, 8,980 trees saved, and 6.7 million fewer pounds of carbon dioxide released into the atmosphere.

Using these calculations as guidelines: If all 8,000 of Hartselle Utilities customers switched to electronic billing, we'd make a pretty significant environmental impact each year:

- 6,000 fewer pounds of paper used
  - 72 fewer trees cut down
  - 53,600 fewer pounds of carbon dioxide released into the atmosphere
- That's something to think about as we celebrate Earth Day on April 22.

## Weather Preparedness

Spring often brings violent thunderstorms and the threat of tornadoes. Being ready ahead of time can keep you and your loved ones safe.



- Pay attention to weather reports
- Know the signs of a tornado
- Have a plan to keep your family safe in case you need to take shelter from a tornado or thunderstorm.

## Hartselle Recycling Calendar

Here are the next four months of Hartselle's Recycling Calendar. If you have a question about sanitation pickup, containers, or need to know your Recycling Pickup Zone, visit [hartselle.org](http://hartselle.org) or call Public Works at (256) 773-2643.

April '22							May '22						
Sun	M	Tu	W	Th	F	Sa	Sun	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				

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



For the full Recycling Pickup Calendar and Zone Map, visit [hartselle.org](http://hartselle.org)

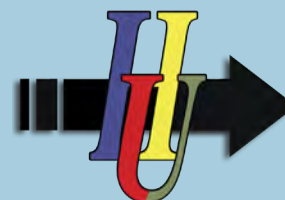
Have a non-emergency question or a question about your bill? Email us at [inquiries@hartselleutilities.org](mailto:inquiries@hartselleutilities.org).

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.

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### A MESSAGE FROM THE HARTSELLE FIRE DEPARTMENT

## Prevent clothes dryer fires!

Clean lint filters every time you use the dryer. Clean your dryer vent ductwork every year.

