

WELCOME TO FLORENCE UTILITIES!

This handbook has been designed to help acquaint you with your Utility Department and answer any questions you might have about your new or existing service. Keep this handbook in a convenient place. You will find it an easy-to-use and convenient reference guide for many of your questions concerning your utility service.

If you have additional questions, please feel free to call our Customer Service Department at **(256) 760-6512** or go on-line to **www.florenceutilities.com**.

Our friendly and professional staff is standing by to assist you.

ABOUT FLORENCE UTILITIES

Office Hours

Our offices are open Monday through Friday from 8:00 a.m. until 5:00 p.m.

We are closed to observe the following holidays:

New Year's Day
Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day and the day after
Christmas Eve and Christmas Day

When a holiday falls on a Saturday, we observe it the preceding Friday. When a holiday falls on Sunday, we observe it on the following Monday.

UTILITY SERVICES

Florence Utilities, a department of the City of Florence, Alabama, supplies electricity to consumers in Lauderdale County, and natural gas, water and wastewater treatment to consumers in portions of the county. Florence Utilities purchases electricity from the Tennessee Valley Authority. Natural gas is purchased from a variety of suppliers, based on availability, price, and dependability. Our water supply comes from Cypress Creek and Wilson Lake and is distributed to customers in the City of Florence and the surrounding areas of Lauderdale County.

SERVICE RELIABILITY

Because of the nature of our business, we can not guarantee uninterrupted service, but we make every effort to provide uninterrupted service to everyone. **Please report any service outages by calling us at (256) 764-4456.**

BEGINNING NEW SERVICE

Security Deposit

Florence Utilities requires a security deposit for each account. When an account is closed, the deposit is credited toward the final bill, and any credit balance is refunded to the customer.

Service Charges

Certain charges are made for routine or special services, and are paid by the customers receiving the service, rather than being added to everyone's rates. The charges are made to recover a part of the expenses incurred by your Utility Department in providing these services.

Charges are made for the following services:

- New service
- First time service
- Transfer of existing service
- Same day service
- Reconnection
- Collection of payment at the service address
- Returned checks
- Trips to the service address by customer request
- Trips to test a meter by customer request, where the meter is determined to be accurate
- Trips for special meter readings at the customer's request

WHAT TO EXPECT AS A FLORENCE UTILITIES CUSTOMER

Reading Your Utility Bill

The sample bill shown on pages 4 and 5 will help you understand your utility bill. Match the number on the sample bill to the numbers listed for a detailed explanation of each area. It is important that we have current information if we need to contact you in the event of a question or emergency. ***Please let us know if your telephone number changes so we can keep your account information current.***

Paying Your Bill

Your utility bill is due when you receive it. From the date of your billing, you have approximately twelve days to pay the "Amount Due." If you pay the bill after the due date, the "Late Amount" is due, which is 5% higher than the "Amount Due."

Mail

We include a return envelope in your bill if you choose to mail your payment. Detach the bottom portion of the bill and return it with your payment; keep the top part of the bill for your records. Use a check or money order to pay, and never send cash. **Payments made by mail will be treated as paid when due if the envelope bears a U.S. Postal Service postmark which has been stamped before or on the due date.**

Pay In Person

If you are paying at Florence Utilities please bring your payment stub with you. You may pay our tellers in the lobby of the Municipal Building at 110 West College Street or you may use our drive-up window, located off of Short Court Street, just south of Tennessee Street. You may pay Monday through Friday between 8:00 am and 5:00 pm.

After-Hours Depository

An after-hours depository is available at the side entrance to the Municipal Building on Short Court Street. When using the depository, please pay only by check or money order and include your bill stub. Any payments received before 8:00 am will be treated as paid the previous day.

Online or by Phone - Credit Card/Debit Cards

Payments may be made with a credit card/debit card through our automated payment service either by telephone or online through our web page at **www.florenceutilities.com**. If paying online a utility account number and pin number must be established first, and your social security security numbers and customer information secure and protected.) This automated service charges the customer a convenience fee and accepts Debit and Credit Cards.

Budget Billing

The Budget Billing program allows you to pay the same amount for your utility bill each month. Your monthly payment is based on the average of your bills for the last 12 months (plus 5% to help pay for any increase in usage or rates).

The amount you pay remains the same from June until April. The balancing month is May, at which time you pay the amount it takes to zero your account. Also in May, your account is re-averaged, based on your last 12 months' billing, and you start a new cycle in June.

To qualify, you must have had service on our system for the last 12 months, and you must have a zero balance at the time the application is processed. Please note that your first year on the program may not cover a full 12 months, depending on when you enter the program. To remain on the budget billing program, you must pay your budget bill amount in full each month.

Either Florence Utilities or the customer may cancel the budget billing agreement at any time. If the agreement is cancelled, you must wait a year if you want back on the program. Any amount owed must be paid in full at the termination of the agreement.

Bank Draft Program

This method is offered at no cost to you and automatically

CITY OF FLORENCE UTILITIES

www.florenceutilities.com

STATEMENT DATE	READING DATES		NO. DAYS	DUE DATE-LATE AFTER	ACCOUNT NUMBER
	PREVIOUS	PRESENT			
09-23-2008	5 08-13-2008	09-12-2008	6 30	10-09-2008	1 99999-001
14 LAST STATEMENT BALANCE	SERVICE ADDRESS				BOOK REFERENCE
\$300.00	7 1111 YOUR SERVICE ST.				073-058
18 PAYMENTS	METER READINGS		UNITS USED	TYPE SERVICES	
	PREVIOUS	PRESENT			
\$300.00	4584	8 7293	9 2709	11 207.65 19.96 5.00	
15 ADJUSTMENTS			16	13 TVA Fuel Cost Adjustment Project Help	
	\$0.00	5523	5539	10 Gas Service	
16 ELECTRIC LAST MONTH USAGE / # DAYS	13276	13332	56	Water Service	
	2995/30			(SW) Waste Water	
ELECTRIC LAST YEAR USAGE / # DAYS					(GB) Sanitation
	2979/31				
GAS LAST MONTH USAGE / # DAYS					State Utility Tax
	0/30				
GAS LAST YEAR USAGE / # DAYS					
	0/31				
WATER LAST MONTH USAGE / # DAYS					
	49/30				
WATER LAST YEAR USAGE / # DAYS					
	50/31				
LATE AMOUNT 4		\$342.25	DUE AFTER 3		10-09-2008
		AMOUNT DUE 2		\$325.96	

LAST DAY TO PAY BEFORE TERMINATION (SEE REVERSE SIDE FOR EXPLANATION) 12 10-20-2008

IF YOU NEED TO PHONE OUR OFFICES: CUSTOMER SERVICES - (256) 760-6512 COLLECTIONS DEPT. - (256) 760-6525
AFTER HOURS EMERGENCIES - (256) 764-4456 ALL OTHERS - (256) 760-6300

IF PAYING BY MAIL - DETACH STUB AND RETURN IN ENVELOPE PROVIDED • IF PAYING AT OFFICE - BRING ENTIRE BILL



ACCOUNT NUMBER	99999-001	AMOUNT DUE	\$325.96
LATE AMOUNT	\$342.25	DUE DATE	10-09-2008

Please make checks payable to and remit to:

FLORENCE UTILITIES

Post Office Box 877
Florence, AL 35631-0877

Reading Your Utility Bill

1. Account Number
This is your account number. When calling the office with questions concerning your account, please have the number available.

2. Amount Due
This is the amount due upon receipt of your bill.

3. Due Date
The bill is late after this date and the late payment amount will be due. NOTE: Date may vary to adjust for weekends and holidays.

4. Late Amount
A penalty is assessed if the Amount Due is not paid or postmarked by the Due Date.

5. Reading Dates
Meter reading dates for billing. (actual date my vary)

6. Number Days
The number of days in the billing period.

7. Service Address
The on-file address of the service for this account number.

8. Meter Readings
Previous and Present Readings.

9. Units Used
Consumption for which you were billed. Difference between present and previous readings determines your units used for the current billing period.

10. Type Services
This will indicate the service for which you are being billed.

11. Amount
Charges for services.

12. Last Date to Pay Before Termination
After this date service is scheduled to be terminated. Bills with unpaid prior balances from previous bills are past due and services may be terminated as per the date shown on previous bill. Failure to receive bill does not release customer from payment obligations.

13. TVA Fuel Cost Adjustment (FCA)
This is a TVA electric Fuel Costs Adjustment (FCA). It is the mechanism TVA uses to help recover largely uncontrollable fuel and purchased power costs. It appears as a per kilowatt hour charge.

14. Last Statement Balance
This is the balance due from your previous bill prior to any applicable late fees.

15. Adjustments
This is the total of adjustments to your account, including any applicable late fees and billing corrections made to your account since your previous bill was processed.

16. Last Month's Usage/# Days
This is the usage and the number of days for the previous billing period for each utility service.

17. Last Year's Usage/# Days
This is the usage and the number of days on the same billing period last year for each service shown.

18. Payments
This is the total of payments to your account since your previous bill was processed.

deducts the amount of your bill from your bank account on the due date. This convenient payment option insures you will never pay a late penalty as a result of forgetting to pay or being out of town. If you enroll in this program, you will continue to receive a monthly utility bill; however, the bill will note "BANK-DRAFT PAID."

We also offer e-bank draft at no cost to our customers. This method will deduct your account balance from your checking account. You may do this online at www.florenceutilities.com.

Collections

Prompt payment of your utility bill is to your benefit. If your bill becomes delinquent, a Final Notice will be mailed to you. In order to prevent discontinued service, you must pay your bill before the date shown on the Final Notice. If customers do not pay or make arrangements to pay after receiving a Final Notice, a collection agent will come to your service address and give you an opportunity to make payment, using cash or a money order. (Checks are not accepted.) There is a collection charge for this service.

If payment is not made when the collection agent comes to your service address, your service will be disconnected. A turnoff notice will be given to you or left on the premises.



Transferring Service

In most cases, existing residential service may be transferred from one address to another within the service area as long as payment is kept current and the deposit is sufficient. The transfer service charge may either be paid at the time of application or may be added to the first bill at the new location.

To transfer service from one location to another within our service area, call Customer Service at **(256) 760-6512** during regular office hours. Florence Utilities requires at least 24 hours notice before the transfer date.

OTHER IMPORTANT THINGS TO KNOW

Theft of Services

It is against state law to tamper with a utility meter. People who steal utilities are actually stealing from all the consumers on the system. We ask you to help us find those who may be involved in stealing electricity, natural gas, water, or wastewater services.

If you know of such activity, please call us immediately at **(256) 740-6089** during normal business hours, or **(256) 764-4456** after hours. Please remember tampering with a utility meter is not only unlawful but also very dangerous.

Community Assistance - Project Help

You can make a monthly contribution to provide warmth and light for the elderly, disabled, or those on a low fixed income or with no income at all. Project Help allows utility



customers to contribute \$1.00 or more each month as a part of their utility billing. Florence Utilities serves as an unpaid collection agent for this fund, and Cooperative Community Ministries, Inc. administers the fund

and determines eligibility. You may contribute to Project Help by calling us at **(256) 760-6512**.

If you need help and think you might qualify for Project Help assistance, please visit the Help Center office at 621 South Court Street or call (256) 766-7663. The Help Center is open from 8:30 am to noon on Monday, Wednesday, and Friday.

Tree Trimming

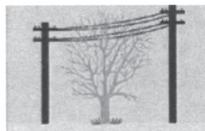
Tree limbs are the number one cause of outages for electric utilities. Our vegetation management team continues to minimize these outages by pruning limbs back from the power lines. The International Society of Arboriculture and the National Arborist Association endorse the pruning methods we use.

Before pruning takes place, a Florence Utilities representative will attempt to contact every property owner who has trees that require tree pruning. Tall growing trees directly beneath the line and trees within 15' of the line requiring extensive pruning will be targeted for removal because they do not have a chance for proper development.

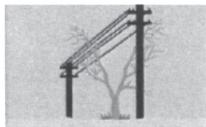
Limbs that are pruned (in maintained areas) will be picked up within five business days after they are pruned. If limbs are there longer than that please call (256) 760-6533 and

Speak with the Line Clearance Supervisor. Please help us in this effort by avoiding the planting of trees under or near electric lines.

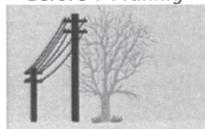
Common Pruning Form Examples



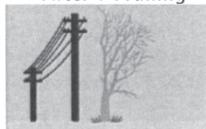
Before V-Pruning



After V-Pruning



Before Side Pruning



After Side Pruning

Planned Electric Outages

Occasionally we must perform maintenance work that requires a temporary interruption of your electric service. If we are aware that crews plan to have your service off for an extensive amount of time, we will place a notification in TimesDaily. This advance notification is provided so that you can make any necessary arrangements that may be required.



Green Power Switch® is electricity that is generated by renewable resources such as solar, wind, and methane gas. Like any revolutionary idea, the idea behind Green Power Switch® is simple: harness the natural power of the wind, the sun, and the earth to create an energy source that is usable in our everyday lives. The Tennessee Valley Authority (TVA) and Florence Utilities, working in cooperation with the environmental community, developed Green Power Switch® as a way to bring green power to our customers.

Green Power Switch® is sold to residential customers in 150-kilowatt-hour blocks (about 12% of a typical household's monthly energy use). Each block adds \$4 to the customer's monthly power bill. Customers may buy as many blocks as they like. In other parts of the country, residential consumers who participate in green power programs pay an extra \$2 to \$10 per month for green power. Green Power Switch® is also marketed to commercial and industrial customers who are asked to buy blocks based on the amount of energy they use. Contact our Customer Service Department at (256) 760-6512 to sign up.



WHAT TO DO DURING A POWER OUTAGE

Stay away from downed power lines and broken utility poles! Please note the location and call us immediately. Even lines that look harmless can be dangerous!

If your power is out, check with your neighbors. If they still have electricity, check your fuses or circuit breakers.

If that does not solve the problem, call us at 256-764-4456. **Once you have called us, there is no need to continue to call.** Your request will be handled as quickly as possible. The only reason you will need to call us again is if your neighbor's power has been restored and your power is still out.

As we restore power, overloaded lines can often cause additional outages. You can help prevent this by switching off your heating and cooling equipment and other appliances during the outage. Leave a light on so you will know when service has been restored.

Do not keep checking the refrigerator and freezer. Food will keep much longer if the doors are left closed.

Prepare a "lights-out" kit. Keep a flashlight, spare fuses, and a battery-powered radio handy. Know where the electric service panel for your home is located and how to reset circuit breakers or replace blown fuses. Make sure your family knows where the kit is located and what to do if you are not at home.

SAFETY PRECAUTIONS

Electricity

Keep long metal tools, antennas, ladders, and kites away from electric lines. Before climbing a tree, check for power lines. Never climb a tree if power lines are near or run through the tree.

If you have babies or young children in the house, use snap-in covers in the outlets when they are not in use. Never touch or use electrical equipment around water. Avoid overloading a receptacle or electrical circuit. If you have any questions about safety, call Florence Utilities first!

Natural Gas

Have your gas appliances installed, serviced, and repaired by professionals. Keep chimney flues and vents for appliances clean and in good repair. Keep areas around your gas water heater and furnace clean.

Teach family members what to do if they smell gas. If you smell natural gas indoors, BE CAREFUL. Put out any cigarettes, pipes, candles, or anything with a flame. If you can not locate the source of the odor, or if the odor is strong and seems to be everywhere, get everyone out of the house immediately. Do not touch any light switches or make any phone calls. Call the Florence Gas & Water/Wastewater Department from a neighbor's house.



If you smell natural gas odor outside, even if you do not have gas service, leave the area and call the Florence Gas & Water/Wastewater Department at (256) 760-6490 during normal business hours or (256) 764-4456 after-hours.

Water

Each home should have a water cutoff valve. Be sure you and all of the members of your family know where the cutoff valve is located in case of broken water lines or plumbing problems. For more information, call the Florence Gas & Water/Wastewater Department at (256) 760-6490.

Portable Electric Generator Safety Tips

The Florence Utilities Electricity Department wants its customers to know that portable generators can be hazardous if used improperly. Observe the generator manufacturer's instructions for safe operation. Two of the main hazards are Carbon Monoxide (CO) poisoning from the toxic engine exhaust and electrocution from connecting the generator to the home electrical wiring system.

To avoid Carbon Monoxide (CO) poisoning never use a generator indoors or in attached garages. Only operate the generator outdoors in a well-ventilated, dry area, away from air intakes to the home, and protected from direct exposure to rain and snow, preferably under a canopy, open shed, or carport.



To avoid electrocution plug individual appliances into the generator using heavy duty outdoor rated cords with a wire gauge adequate for the appliance load. Do not plug the generator into a wall outlet. If connecting the generator

into the house wiring is necessary, have a qualified electrician hook up the standby electrical system.

ENERGY SAVING TIPS

There are things you can do to cut your energy use and help control your living costs by making your home more energy efficient.

When buying new appliances, compare the Energy Guide labels to determine the annual energy cost ranges. Over time, energy saving machines can be more economical purchases.

Use the microwave whenever possible. It is the most energy efficient way to cook or heat small amounts of food.

Clean out the lint filter on the clothes dryer after each load. Check the dryer exhaust ducts for leaks or plugging and make sure they are vented outside in the summer. Do not over-dry; not only does it harm clothes, it wastes energy.

Your refrigerator uses more energy than any other kitchen appliance. Limit opening refrigerator and freezer doors. Keep the refrigerator between 36 and 38 degrees and the freezer between zero and five degrees.

Heating and cooling your home is the most costly use of energy. Raising the heating thermostat or lowering the cooling thermostat by one degree increases utility costs by about 2%.



Remember to keep your heating and cooling filters clean. Filters should be replaced every month, unless you have permanent type filters.

Your furnace or central heating unit should be checked at least once a year before the heating season.

Make sure all natural gas flames burn blue. A yellow flame indicates inefficient burning and can be dangerous.

If your water heater does not contain insulating materials, proper insulation can make it highly efficient, especially if it is located in an unheated area of the home.

Wash full loads of dishes and clothes. Let dishes air dry.

Turn off lights and appliances when not needed.

Natural Gas

Have your gas appliances installed, serviced, and repaired by professionals. Keep chimney flues and vents for appliances clean and in good repair. Keep areas around your gas water heater and furnace clean.



Teach family members what to do if they smell gas. If you smell natural gas indoors, BE CAREFUL. Put out any cigarettes, pipes, candles, or anything with a flame. If you can not locate the source of the odor, or if the odor is strong and seems to be everywhere, get everyone out of the house immediately. Do not touch any light switches or make any phone calls. Call the Florence Gas & Water/Wastewater Department from a neighbor's house.

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QUICK REFERENCE TELEPHONE NUMBERS

SERVICES

Customer Service, Utility Services, New or Existing
Services and Billing Inquiries
(256) 760-6512

Collections Department, Delinquent Accounts,
Final Notices
(256) 760-6525

Bank Draft Program
(256) 718-3221

ADMINISTRATION

Electricity Department (256) 760-6300
Natural Gas Department (256) 760-6490
Water Department (256) 760-6490
Controller (256) 740-6087

EMERGENCIES, POWER FAILURES, LEAKS, DIFFICULTIES, ETC.

Electricity (256) 764-4456
Natural Gas (256) 760-6490
Water (256) 760-6490

After-Hours, Weekends and Holidays
(256) 764-4456

Energy, Marketing, Safety, Security
(256) 740-6055

Garbage Pickup (Sanitation Department)
(256) 760-6495

West Lauderdale County
Water Authority Customers (to report difficulties)
(256) 766-8787

ENGINEERING

Electricity (256) 740-6005
Natural Gas (256) 760-6490
Water (256) 760-6490
Tree Trimming (256) 760-6533
Help Locating Underground Facilities (toll-free)
1-800-292-8525 or dial 811



Florence Utilities
110 W. College Street
Florence, AL 35630
256-760-6512

www.florenceutilities.com