

Florence Energy News

GAS LINE INSPECTIONS ENSURE SAFETY AND RELIABILITY



As part of the City of Florence Utilities Natural Gas Department's ongoing efforts to ensure safe, reliable delivery of natural gas to your home or business, we inspect all customer service lines and our own gas mains on a regular basis.

The instruments that check for outside leaks are extremely sensitive. They are capable of detecting one part per million of gas in the air. You might see one of our Leak Survey Technicians using a wand-like instrument in your neighborhood.

If a leak is found, it might be necessary to interrupt your gas service temporarily until repairs are made. If there is a leak in the gas main or service line, we will perform repairs and restore the site as quickly as possible to avoid any inconvenience to you.

If you think you have a leak, please call the City of Florence Utilities Gas Department at **767-3430**.

THE CITY OF FLORENCE UTILITIES PAYMENT METHODS

We offer you different ways to pay your utility bill to make your monthly bill-paying easier and to save you time.

MAIL

Use the return envelope included with your monthly bill. Be sure to return the remittance stub to ensure payment is credited to the proper account.

IN PERSON

Pay by driving through our outside teller lines or come to our lobby teller windows. For paying after regular business hours, use our night deposit boxes. Also, the following banks accept complete utility payments of current bills: AmSouth, Compass, Regions, and SunTrust.



BANK DRAFT PROGRAM

This method automatically deducts your payment each month from your bank account on the due date. Call **718-3221** for more information.

ONLINE OR BY PHONE

To use our SpeedPay program, just call **1-866-678-8869** or log on to our website at **florenceutilities.com** and pay using your checking account or credit card. There is a 2.8% fee for SpeedPay service.

The City of Florence Utilities also offers a Budget Billing Program that allows you to pay the same amount for your utility bill each month. This program 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). This allows you to know what your utility payment will be - just like you know what your housing or car payments will be.

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. To sign up for Budget Billing, or if you have questions about this program call **718-3210**.

ATTENTION

FLORENCE UTILITIES WILL BE CLOSED
THE FOLLOWING HOLIDAYS

NOVEMBER 10

VETERANS DAY

NOVEMBER 23-24

THANKSGIVING

DECEMBER 25-26

CHRISTMAS

November - December Calendar of Events

November 3 - December 29

Mixed Media Works by Darius Hill

Location: Kennedy-Douglass Center
Hours: 9 am - 4 pm Monday - Friday
1 pm - 3 pm Sunday

Admission: Free
Contact: 760-6379

November 15 - December 14

Quilt Challenge '06

Location: Kennedy-Douglass Center
Hours: 9 am - 4 pm Monday - Friday
1 pm - 3 pm Sunday

Admission: Free
Contact: 760-6379

November 16 - 20

Shakespeare's Romeo & Juliet

Location: Florence High School Auditorium
Hours: 7 pm
Contact: 760-8693, Lisa Morris

December 1

LifeSouth Blood Drive

Hosted by A & E Hospice and A & E Medical

Location: A & E Hospice
Hours: 9 am - 1pm
Contact: 764-5579, Alice



December 17

Guinness World Record for the Largest Number of Carolers at One Location

Location: Braly Stadium
Hours: 2 pm
Admission: Free
Contact: 760-9191

PROJECT HELP



This holiday season consider a gift for someone in need.

You can help provide warmth and light for the elderly, disabled, or those on low fixed incomes by participating in Project Help.

In 2005, the City of Florence Utilities collected a total of **\$46,647** from customers who wanted to help. Your 2005 contributions helped **877** customers! If you'd like to contribute to Project Help, simply **sign** the below authorization form, indicate the **amount** you would like to help, and **return** your completed form with your utility payment to the City of Florence Utilities. This amount will be included on your monthly utility bill for Project Help until you ask that it be removed.

(If you feel you could benefit from this program, visit the Help Center at 621 S. Court Street, Florence, AL.)



Project Help

P. O. Box 877 · Florence, Alabama 35631

Yes, I wish to contribute to Project Help.

You are authorized to add a minimum of \$1.00 or \$_____ to my Florence Utilities bill each month until I notify you to discontinue this authorization.

Name _____
(As it appears on the account—Please Print)

Signature _____
Address _____
Account # _____ Telephone # _____

- Your Gift of Warmth and Light is Tax Deductible.
- The City of Florence Utilities serves only as the collection service for this fund.
- Every dollar given to Project Help will go through the Help Center.
- Project Help contributions are not used to pay Help Center workers or any other expenses.



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Florence ENERGY

NEWS YOU CAN USE FROM FLORENCE UTILITIES

This holiday season consider a gift for someone in need. You can help provide warmth and light for the elderly, disabled, or those on low fixed incomes by participating in Project Help. If you would like to contribute, please complete the form on the back and mail in with your utility bill payment.

As part of the City of Florence Utilities Natural Gas Department's ongoing efforts to ensure safe, reliable delivery of natural gas to homes or businesses, customer service lines and gas mains are inspected on a regular basis. If a leak is found in the gas main or service lines, repairs will be made to restore the site as quickly as possible. More details about these inspections are included inside.

For your convenience, the City of Florence Utilities provides our customers different ways which are listed inside to submit their utility payments. In addition, we offer Bank Draft and Budget Billing programs. For more details about Budget Billing call 718-3210, and for information about our Bank Draft program call 718-3221.

www.florenceutilities.com