

South Alabama Utilities

P.O. Box 428
Citronelle, AL 36522-0428

Address Service Requested

| | |
|---------------------------|----------------|
| Customer Account No. | 00-00000-00 |
| Net Amount Due | 42.05 |
| Due Date | 09/16/2011 |
| Late Charge Amount | 4.21 |
| Amount Due After Due Date | 46.26 |
| Billing Date | 09/02/2011 |
| Telephone Number | (000) 000-0000 |



Please check box if address or telephone number is incorrect and indicate change(s) on reverse side.

0000000019



DOE, JOHN
P O BOX 00
CITRONELLE, AL 36522-0000



South Alabama Utilities
Dept #2529
P.O. Box 2153
Birmingham, AL 35287-2529



020040001000000420500000046267

PLEASE RETURN TOP PORTION WITH YOUR PAYMENT OR BRING ENTIRE STATEMENT WHEN PAYING IN PERSON

| | |
|-----------------------------|--------------|
| Customer Account No. | 00-00000-00 |
| Customer Name | DOE, JOHN |
| Service Address | 00000 DOE ST |
| Previous Meter Reading Date | 07/20/2011 |
| Current Meter Reading Date | 08/22/2011 |
| BTU Factor (Gas Only) | 1.0140000 |
| Payments Posted Through | 08/31/2011 |
| Due Date | 09/16/2011 |

PLEASE PAY BILL BY THE DUE DATE. IF NOT PAID SERVICE MAY BE DISCONNECTED WITHOUT FURTHER NOTICE IF NOT PAID BY: 09/21/2011

Citronelle Office: 251-866-2365 **Semmes Office:** 251-649-1503

Business Hours - Monday - Friday 8:00 A.M. - 5:00 P.M.
24 Hour Emergency Number - 251-649-4316

| Service | Previous Reading | Present Reading | Amount Used | Amount |
|---------------------------|------------------|-----------------|-------------|--------|
| WATER-RESIDENTIAL | 17180 | 20526 | 3346 | 13.79 |
| SEWER CITRONELLE | | | | 18.04 |
| GAS-RESIDENTIAL | 8345 | 8345 | 0 | 0.00 |
| CITRONELLE VOLUNTEER FIRE | | | | 1.00 |
| GARBAGE-SENIOR CITIZENS | | | | 8.67 |
| STATE UTILITY TAX | | | | 0.55 |

Total Current Charges 42.05

Balance Due From Previous Bill 0.00

COMPARE YOUR USAGE

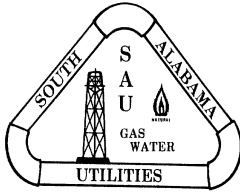
| PERIOD | DAYS | GAS | WATER |
|------------|------|-----|-------|
| CURRENT | 33 | | 3346 |
| LAST MONTH | 29 | | 1075 |
| YEAR AGO | 29 | | |

Net Amount Due \$ **42.05**

Late Charge Amount 4.21

Amount Due If Late \$ **46.26**

BALANCE DUE FROM PREVIOUS BILL IS DUE IMMEDIATELY, OR SERVICE MAY BE DISCONNECTED WITHOUT FURTHER NOTICE! SAU BOARD MEETINGS WILL BE HELD THE 2ND AND 4TH WEDNESDAYS OF EACH MONTH, IN THE CITRONELLE OFFICE BOARD ROOM AT 1:00 PM. BE SURE TO BRING YOUR BILLING STATEMENT WHEN PAYING YOUR BILL. THANK YOU! SAU OFFICES WILL BE CLOSED MONDAY, SEPTEMBER 5TH IN OBSERVANCE OF LABOR DAY.



South Alabama Utilities

Please make any changes below:

Address: _____

City/State/Zip: _____

Telephone Number: _____

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- Please make check or money order payable to – South Alabama Utilities.
 - Payment must be received in office by the “Due Date” on statement to avoid a 10% late charge that will be added to your account. Payments received after 12:00 P.M. will be credited to your account on the following business day.
 - Failure to receive a statement does not exempt the customer from timely payment or late charges.
 - For your convenience a night deposit service is available at both Citronelle and Semmes office locations.
 - A \$40.00 fee will be charged for returned checks from the bank.
 - If you feel that there is an error or another legitimate complaint, you must notify the utilities office of your position in person or in writing prior to the due date of the statement. This does not exempt you from paying your statement by the due date.
 - If your service is turned off for non-payment the reconnect charge is \$50.00 for normal working hours of 8:00 A.M. to 5:00 P.M., Monday through Friday. Re-connect charge for after hours, weekends and holidays is \$100.00. There is a \$10.00 collection fee if an employee arrives at a service location to effect a disconnection of service and a payment is then made. If your service is turned off for nonpayment the total amount owned on account will become due and payable before service can be reinstated.
 - At any time discontinuance of service(s) is desired, the customer must notify South Alabama Utilities. The customer will be responsible for any usage up to the time that South Alabama Utilities is notified.
 - We now offer to our customers the option of bank draft. Please continue to pay your statement until “THIS ACCOUNT WILL BE PAID BY BANK DRAFT” appears on your statement.
 - The option to pay your statement over the phone or internet is provided by Western Union® Speedpay® for a fee of \$3.95. Simply call (866) 848-8545 to access Speedpay and follow the touch-tone prompts or access the Speedpay web site at <https://internet.speedpay.com/southalabama>, enter account number and follow the prompts.
You can also go to our web site at www.southalabamautilities.net, select Payment Options, go down and select Speedpay and follows the prompts.
 - A \$10.00 fee will be charged if a customer requests the meter to be re-read and there is not an error. If there is an error on your meter reading the fee will be waived.
 - If you do not pay your statement in full there is a payment priority that the payment will be distributed by on your account. The payment distribution is garbage, gas, water, sewer, and then other set charges like volunteer fire and community center, etc. If account is never at a zero balance you may owe several months of set charges on your account.

Citronelle:
P. O. Box 428
8100 Joy Street
Citronelle, AL 36522
251-866-2365

Semmes:
P. O. Box 809
4800 McCrary Road
Semmes, AL 36575
251-649-4316