

HAVE QUESTIONS? WE'RE HERE TO HELP!

At Starkville Utilities, we know you may have questions from time to time — and we've got answers ready. Our Frequently Asked Questions section covers topics like billing, service requests, outages and more. And if you don't find what you need, our customer service team is always just a call or click away. **We're committed to making your experience as simple and convenient as possible.**



support@starkvilleutilities.com



662-323-3133

NEW SERVICE AND BILLING

How much is a deposit for RESIDENTIAL new service?

- \$150 - Electric
- \$35 - Water/Sewer
- \$185 - For both Water/Sewer and Electric
- \$25 - Connection fee

How quickly can my service be turned on after I submit my application?

Applications for service will be processed as close to the requested date as possible. Applications are not processed on weekends or holidays. Same-day service cannot be accommodated.

Apply for new service form:

www.starkvilleutilities.com/residential/start_service.phtml



What if I want to sign up for a new service but have an outstanding balance on a old/previous account?

All outstanding balances on any old or previous accounts must be paid in full before a new application can be processed.

I live in a location with multiple tenants. Can all tenants be listed on the account?

You may add one additional billing contact to the account.

When will I receive my first bill?

It depends on your service connect date and billing cycle. This is typically within two to six weeks from your service connect date. Due to billing cycles, the first bill may include more than one months usage and the total bill may be higher than expected.

What happens if my payment returns?

\$40 is charged to an account when we receive a returned check. Customers must pay the total amount due plus the \$40 charge to avoid service interruption. A customer's account will automatically become ineligible for e-check or physical check payments after receiving two returned checks in a year. Once an account is ineligible, it is our policy to accept only cash, cashier's check, credit/debit cards or money order.

When am I charged for a returned payment fee?

\$40 is automatically charged when a check is returned for these reasons:

- Returned Check – Non-Sufficient Funds
- Returned Check – Account Closed
- Returned Check – No Account with Bank
- Returned Check – Other
- Returned Check – Payee Error
- Returned Check – Refer to Maker
- Returned Check – Stop Payment
- Returned Check – Uncollectible Fund
- Returned Check – Account Frozen
- Returned Check – Customer Advises Unauthorized
- Returned Check – Incorrect Account Number
- Returned Check – Invalid ACH Routing Number
- Returned Check – Non-Transit Account
- EFT – Account Closed
- EFT – Non-Sufficient Funds
- EFT – Other EFT – Refer to maker
- EFT – Uncollectible Fund
- EFT – Account Frozen
- EFT – Customer Advises Unauthorized
- EFT – Payment Stopped
- EFT – Unable to Locate Account
- EFT – Beneficiary Deceased Signature

If your check is returned for any of these reasons, contact Starkville Utilities for details.



If my power is disconnected due to non-payment and I pay my bill that day, when will my power be turned back on?

We work to restore service as quickly as possible in the order of payments received. Typically, electric service will be restored within 30 minutes after full payment is made. If full payment is made and service is not restored within an hour, please contact our main office for assistance, 662-323-3133.

How do I get a payment extension?

An extension form must be submitted before the due date. Each residential customer can have four extensions per calendar year. Applying for an extension does not exempt you from late penalties, and your account will still be subject to disconnection of services if it is not up to date by the new disconnection date listed on the delinquent notice.

Extension form: www.starkvilleutilities.com/residential/extensions.phtml

How much more time will I be given to pay the bill with an extension?

If your extension is approved, your new disconnect date will be two weeks from your bill's due date.



TRANSFERRING SERVICE

Can I transfer my utility services to my roommate?

No. For a roommate to take over the account, the primary account holder must terminate services, and the deposit will be applied to the final bill. The new primary account holder will need to apply for new services and pay a new deposit.

Terminate service form:

www.starkvilleutilities.com/residential/stop_service.phtml

Apply for new service form:

www.starkvilleutilities.com/residential/start_service.phtml

Can I transfer my service with Starkville Utilities to another location in the city?

If a customer is moving out of their current residence to another location within the Starkville Utilities service area, they must submit a request for transfer of service to turn off all their utility services at their current location and move utilities to their new location. If these steps are not taken, utilities will stay in the customer's name as well as responsibility for any charges/usage that occur at the old service location.

Transfer form: www.starkvilleutilities.com/residential/transfer_service.phtml

Do I have to wait until the day I move to transfer services?

If you have an executed lease with the service address including apartment number, you can submit an application to transfer services. The utility services will be connected as close to the date listed on the application as possible.

Transfer form: www.starkvilleutilities.com/residential/transfer_service.phtml

TERMINATING SERVICE

How do I terminate my service?

Complete and sign the termination form. Make sure you bring your existing account up to date and list a forwarding address to receive your final bill. If your final bill is less than your deposit, a refund check will be mailed to your forwarding address.

Terminate service form:

www.starkvilleutilities.com/residential/stop_service.phtml



Do I get my deposit back after terminating service?

The deposit is applied to the final bill. The remaining balance from the deposit is returned to the forwarding address within 4-6 weeks.

Why do I have a balance after my deposit was applied to my account?

When your deposit was applied to your final bill, your balance due was greater than your deposit.

My service was disconnected. Why have I not received my deposit?

Refund checks are processed once a month on the 20th for the prior month. Depending on your billing cycle, it can take 4-6 weeks to process deposit refunds.

Why is my refund check such a small amount?

The deposit was applied to your final bill, and your refund was the remaining amount.

What happens if I forget to terminate my service before moving?

When moving from their current residence to a location outside of the Starkville Utilities service area, customers need to submit a termination application to turn off all their utility services.

Terminate service form:

www.starkvilleutilities.com/residential/stop_service.phtml

By failing to take these steps, the utilities will remain in the customer's name as well as responsibility for any charges/usage that occur at the service location. Likewise, landlords are not responsible for disconnecting services after the lease is ended. If the tenant does not terminate services after they move, services will stay in their name until Starkville Utilities is notified.



SMARTHUB AND E-SERVICES

What is SmartHub and what are some of its features?

SmartHub is our online account management system. In addition to viewing and paying bills, customers can track utility usage and costs, receive account notifications, enroll in AutoPay and paperless billing, and benefit from other time- and money-saving features.

Learn more and register at www.starkvilleutilities.com/smarthub/

How do I track and monitor utility usage through SmartHub?

Customers can review and compare historical usage, download usage data, and set up alerts if usage exceeds a certain threshold. To view historical usage, go to SmartHub, click "Usage" on the left, click "Usage Comparisons," and then select dates you want to compare.

How do I sign up for a \$2 credit for paperless billing?

In addition to free sign-up, customers receive a \$2 credit on monthly bills for going paperless. Learn more at

www.starkvilleutilities.com/residential/go_paperless.phtml

How do I sign up for AutoPay?

1. Register for SmartHub at this address: <https://sud.smarthub.coop/ui/#/login>
2. After registering, sign in to SmartHub and navigate to the "Paperless Billing" section under "Settings" on the sidebar.

3. Complete the "Add New Bank Account" fields and select "I Agree" to the terms and conditions.

If you have a current balance and enroll in AutoPay, the current balance will NOT be drafted using AutoPay. You will need to pay the current balance; after that, all future bills will be drafted as long as you are enrolled in AutoPay.



GARBAGE PICKUP

What day is my garbage picked up?

Check the city's Sanitation and Environmental Services page for pickup schedules:

www.cityofstarkville.org/204/Sanitation-and-Environmental-Services

WATER METERS AND LEAKS

How do I request a water meter re-read?

Call 662-323-3133 or email support@starkvilleutilities.com. We make every effort to read meters as accurately as possible. A \$5 meter fee is assessed if the reading is found to be correct.

I have discovered a water leak. How do I apply for a water leak adjustment?

To request a water leak adjustment, you'll need to report the leak, get it repaired, and then provide documentation to Starkville Utilities. If the leak is verified and the consumption increase is deemed due to the leak, we will adjust your bill accordingly. This typically involves a partial credit or refund for the excessive water usage.

Water leak adjustment form:

www.starkvilleutilities.com/residential/water_leak.phtml



UTILITY RATES

Where can I find out more information about residential utility rates?

- Electric: www.starkvilleutilities.com/rates/residential_rates.phtml
- Water/Sewer: www.starkvilleutilities.com/residential/water_rates.phtml
- Sanitation: www.starkvilleutilities.com/residential/sanitation_rates.phtml

OUTAGES AND DOWNED POWER LINES

How do I report outages or find out about widespread outages?

Call 662-323-3133 to report all utility outages, streetlight outages, and downed power lines. If a downed power line is potentially life-threatening, call 911. Stay away from downed power lines!

For updates on widespread power outages or utility service disruptions, follow Starkville Utilities on social media.

SOCIAL MEDIA

Where can I find Starkville Utilities on social media?



Facebook:
www.facebook.com/starkutilities



Twitter:
x.com/COSTarkville



Instagram:
www.instagram.com/starkutilities/



Nextdoor:
nextdoor.com/pages/starkville-utilities-starkville-ms/