Understanding Your Utility Bill

Page 1 - Bill Summary, Messages & Pay Stub



Section A: page number, total pages of the bill, and customer account number

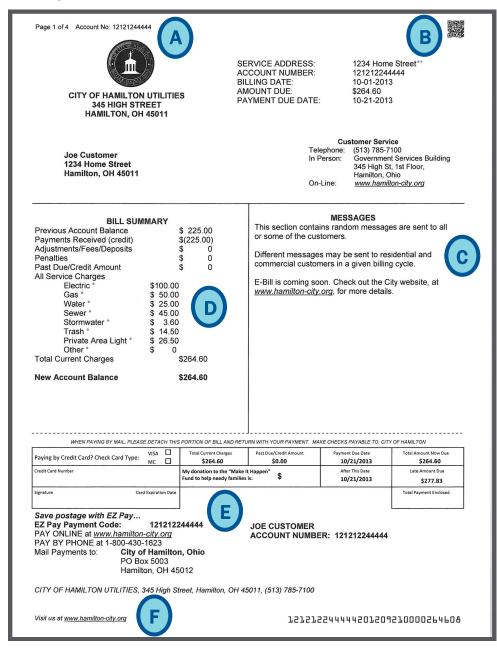
Section B: 2-D bar code used by the bill printing software and mail service to ensure accuracy in sorting and delivery

<u>Section C:</u> messages that may be specific to the customer or general messages intended for all customers or customers within a customer category

<u>Section D:</u> summary of the current month's bill, including the previous month's balance and any payments, credits, adjustments, penalties, etc. Section D also includes the current month's charges for each utility on the account and other monthly charges, such as fees for trash collection, storm water and private area lighting.

Section E: bill pay stub to be returned with the customer's payment if paying by mail or in person.

Section F: address for the City's website



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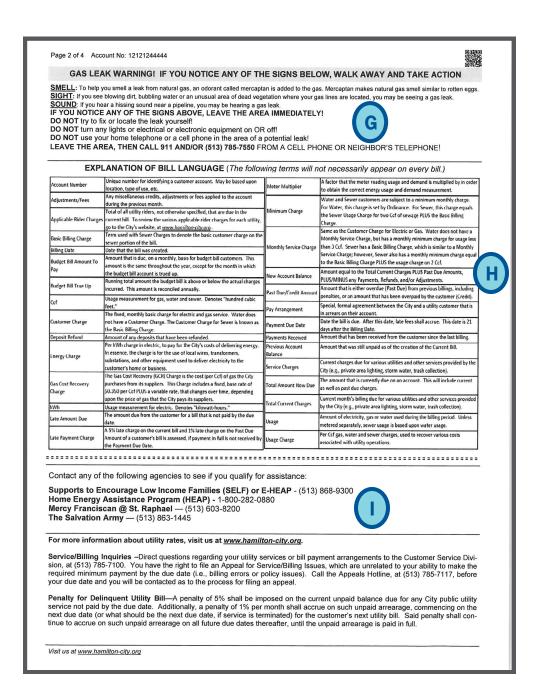
Page 2 - General Information & Explanations



Section G: information for what customers should do if they suspect a natural gas leak

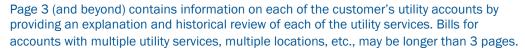
<u>Section H:</u> explanation of language and terms found on the utility bill, such as item titles, technical terms and other valuable information for utility customers

<u>Section I:</u> contact information for various agencies in the community that can assist customers in need with their utility payments, as well as contact information for who customers should contact if they have questions about their bill, feel their bill is incorrect, or would like to appeal charges on their bill. Section I also contains information on the penalty and delinquency policies of the City, due to late payments and arrearages.



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Page 3 - Customer Utility Accounts





<u>Section J:</u> meter read date, period of the latest meter reading, number of days in the period, and date of the next scheduled meter reading

<u>Section K:</u> information related to every electric, gas, and water meter on the utility account(s). Section K includes usage data, as well as details of the various charges associated with that usage, to generate the total charge for that utility. Commercial/general service electric customers will also receive additional information on demand and other pertinent data.

<u>Section L:</u> graphs showing the last 13 months of usage for the electric, gas and water meters. This information shows overall and seasonal usage trends, while providing a visual explanation as to why a customer's bill may have gone up or down.

<u>Section M:</u> sanitary sewer charges based upon usage on an associated water meter. Sewer usage is the same as the water meter reading; therefore, no information is provided on a pervious or current reading.

