

# how to read your utility bill

Please follow this guide to understand how to read your utility bill.

Because this is a sample, some items (office hours, locations, payment options, etc.) may not apply to your service or our utility.

**We appreciate your business!**



Street Address 1  
Street Address 2  
City, State ZIP  
(999) 999-9999

ACCOUNT # 0000-000000-000

Net Due On or Before 06/30/2024	\$40.03
Amount Due After 06/30/2024	\$43.89
Amount Enclosed	

If you have made changes on the back of the stub, please checkmark. ☐

Please make checks payable and remit to:

Utility Company  
Street Address 1  
Street Address 2  
City, State ZIP

100000 000000

JOHN Q. CUSTOMER  
100 MAIN STREET  
ANYTOWN, KY 00000

TS0000 P00000

Service Address:  
100 MAIN STREET, ANYTOWN, KY 00000

Billing Cycle: 01 Customer Type: R Date issued: 06/18/2024

RETURN THIS PORTION WITH PAYMENT

RETAIN THIS SECTION FOR YOUR RECORDS

Utility Company  
Street Address 1  
Street Address 2  
City, State ZIP

Office Hours: Monday-Friday 8:00 am to 4:30 pm  
Drive-Thru Hours: Monday-Friday 7:30 am to 4:30 pm

(999) 999-9999  
(999) 999-9998  
www.anytownutility.com

ACCOUNT NAME						
JOHN Q. CUSTOMER						
ACCOUNT #		SERVICE ADDRESS				
0000-00000-000		100 MAIN STREET				
DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
WTF Water	33137-0	5/6/24 - 5/30/24	247300	248700	1400	\$10.23
TXF State Tax						\$0.61
SWF Sewer						\$13.20
TXF State Tax						\$0.79
SAF Sanitation Pick-Up						\$15.20

Have you signed up for a web portal account yet? Scan the QR code below to get started from your mobile device!

Net Due On or Before 06/30/2024	\$40.03
Amount Due After 06/30/2024	\$43.89

Payments are due in our office by 4:30 pm on the due date. Service may be disconnected without further notice if unpaid 15 days after the due date. A \$50 Service Fee will automatically be applied to any account if not paid by midnight on the 15th day past the due date.

**Simplify your utility experience**

Pay online, go paperless, sign up for autopay, and access usage and payment history 24/7 by creating a web portal account

Scan the QR code to get started!



**1 Remittance stub:** If paying by mail, send this portion with your payment. Or avoid the hassle of mailing and go paperless and utilize one of our faster and more automated payment types.

**2 Billing inquiries:** Contact us via the info provided on your bill.

**3 Account info:** This displays your Account Name, Account Number, and Service Address.

**4 Service descriptions:** This lists the services being used at your service address. For more details of each service, please contact our office.

**5 Service details:** This details the meter number, reading dates, previous and present reading, and the usage total.

**6 Charges and amount due:** This lists the charge for each service on your bill, followed by the total due by your due date and the total in paying after the due date. For more details of each charge, please contact our office.

**7 Message(s) from the utility:** Look here for any message about your specific account, general information about the utility, etc.

**8 Banner reminders:** We will use this space to remind you about services available to you, such as our customer web portal and payment options. If available, scan this QR code to go directly to the web portal from a mobile device.

## UTILITY COMPANY

PLEASE NOTE ANY CHANGES IN MAILING ADDRESS OR INCORRECT SPELLING FROM THE REVERSE SIDE.

Name \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number ( ) \_\_\_\_\_ Cell Phone Number ( ) \_\_\_\_\_

Email Address \_\_\_\_\_

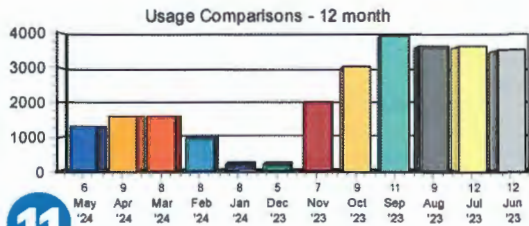
THANK YOU

### EXPLORE YOUR BILL PAYMENT OPTIONS!

- Sign up for a WEB PORTAL ACCOUNT today to give yourself the most convenient methods for paying your bill! Scan the QR code at right or visit our web portal!
- Tired of receiving a paper bill in the mail? PAPERLESS BILLING will help you save on postage and ensure you'll never have to wait for (or fool with!) a paper bill again.
- Want an easy, safe, and stress-free way to pay your bill? Set it and forget it with AUTOPAY! Autopay allows you to pay automatically on or near the due date!



USAGE COMPARISONS			
Period	Days	Usage	Daily Avg.
Current Billing Period	24	1400	58.333
Previous Billing Period	27	1300	48.148
Same Period Last Year	33	3500	106.061



Watch for important messages from the utility here!

12

**Customer contact information:** If your contact information has changed, please note in this area on the back of your remittance stub so we may update our records.

**Web portal QR code:** Scan this QR code to go directly to the web portal from a mobile device.

**Usage history:** This area allows you to compare your current usage versus the previous billing period and the same period last year while also viewing a 12-month usage comparison.

**Message(s) from the utility:** Look here for any general information about the utility, the community, etc.

## Additional tips for understanding your bill

- Your bill may include just one service or a combination of services as you see in the above sample bill. Taxes, additional fees, and penalties may also be included.
- Note the payment due date, as late payments may incur penalties or service disruptions.
- Track your usage over time to identify patterns and take any action on irregularities. A sudden spike in usage might indicate leaks, faulty appliances, or inefficiencies at your location.
- Understand seasonal variations to plan accordingly for higher costs in summer/winter.
- Mistakes happen, so please don't hesitate to reach out if you see an unusual charge or unexplained increase.