


# Understanding your utility bill

## Information on side 1 of your bill:

- 1. Austin Utilities Information** - General contact information is provided here.
- 2. Amount Due & Due Date** - This area shows your current amount due and billing due date. The surrounding pie chart reflects the percentage of your bill which belongs to each service.
- 3. Account Messages** - This area reflects any monthly messages specific to your account.
- 4. Austin Utilities Information Center** - This feature, updated monthly, will notify you of upcoming events, available programs, useful tips, & more!
- 5. Billing/Service Summaries** - The Billing Summary reflects any previous balance and account activity since your last billing. The Service Summary details your billed amounts in relation to each service provider.
- 6. Customer Information** - Customer name and mailing address. If incorrect, please note any updates on your remittance stub.
- 7. Remittance Stub** - Please include the bottom portion of your bill with your payment. For a listing of convenient ways to pay, please refer to the rear side of your statement stub.

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**1**

**CUSTOMER NAME** | JOHN A DOE  
**Bill Date:** 02/20/2020  
**Account Number:** 123456789

**Customer Service**  
 Office Hours: Mon 8:30 - 5:00 Tue-Wed 8:00 - 5:00  
 Thu 8:00 - 6:00 Fri 8:00 - 3:30  
 Billing Inquiries: (507) 433-8886  
 1908 14th Street NE - Austin, MN 55912

Email: talk2au@austinutilities.com  
 Web: www.austinutilities.com

**Message Center** **3**

Your bill format has changed to provide more information and make it easier to understand your bill. You can provide feedback at Talk2AU@AustinUtilities.com or by calling 507-433-8886

**2**

**TOTAL DUE**

**\$273.00**

Payment Due By:  
03/10/2020

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Electric Charges

Gas Charges

Water Charges

Sewer/Stormwater

**Billing Summary**

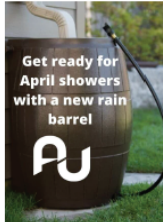
Balance From Last Billing	246.70
Payments Received - Thank you!	246.70 CR

**Service Summary**

Austin Utilities	236.55
City of Austin	30.58
Taxes	5.87
<b>Total Current Charges</b>	<b>273.00</b>

**4**

**Get ready for April showers with a new rain barrel**



**Rain Barrel Sale \$79 + tax**


1) Purchase your 45 gallon Rain Catcher online at [www.austinutilities.com](http://www.austinutilities.com) or [www.austinutilities.com](http://www.austinutilities.com)

2) Pick up your barrel on April 30th.

3) Get a \$10 bill credit when picked up (water customers only).

Full details in the March issue of Connections or at [www.austinutilities.com](http://www.austinutilities.com)

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**1908 14th Street NE**  
**Austin MN 55912**

**HeatShare Donation** \$ \_\_\_\_\_  
Add donation to Total Due

**6**

1513 1 AV • 0.386  
 JOHN A DOE  
 JANE B DOE  
 1234 N MAIN ST  
 AUSTIN MN 55912-4805

5 1513  
 C-8 P-8

**Bill date** 02/20/2020  
**Account Number** 123456789

**Total Due** **\$273.00**  
**Please pay by Mar 10, 2020**

13.65 added if paid after 03/10/2020

Remit and make check payable to:  
 AUSTIN UTILITIES  
 1908 14TH STREET NE  
 AUSTIN MN 55912-4904

Account Number: 123456789

Service Address: 1234 N MAIN ST

Service Location: 205430

Meter Number	Service Description	From	To	Days	Previous Readings	Present Readings	Meter Multiplier	Usage
6720	Residential Service - Elec	01/10/2020	02/12/2020	33	14526	15093	1	567
9792	Residential Service - Gas	01/10/2020	02/12/2020	33	2998	3181	1	183
8278	Residential Water	01/10/2020	02/12/2020	33	156	160	1	4
	Sewer Service	01/10/2020	02/12/2020	33	0	4	1	4

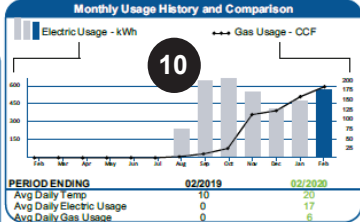
**9**

**Current Service Detail**  
 For questions on these charges call 507-433-8886

Electric Service	
Service Availability	14.00
Electric Usage	567 KWH @ 0.1135
Purchase Cost Adjustment	567 KWH @ 0.00225
Sales Tax	5.87
<b>Total Electric Charges</b>	<b>85.50</b>
Gas Service	
Service Availability	17.00
Gas Usage	183 CCF @ 0.8032
Purchase Gas Adjustment	183 CCF @ -0.1684 CR
<b>Total Gas Charges</b>	<b>133.17</b>
Water Service	
Service Availability	15.50
Water Usage	4 CCF @ 1.110
Water Service Fund	3.00
State Water Tax	0.81
<b>Total Water Charges</b>	<b>23.78</b>
<b>Total Austin Utilities Charges</b>	<b>242.42</b>

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**Monthly Usage History and Comparison**



PERIOD ENDING 02/2019 02/2020

Avg Daily Temp	10	20
Avg Daily Electric Usage	0	17
Avg Daily Gas Usage	0	0

**9**

**Current Service Detail**  
 For questions on these charges call 507-437-9940

Sewer Service	
Service Availability	13.14
Sewer Usage	4 CCF @ 3.360
<b>Total Sewer Charges</b>	<b>26.58</b>
Stormwater Service	
Stormwater Fee	4.00
<b>Total Stormwater Charges</b>	<b>4.00</b>
<b>Total City of Austin Charges</b>	<b>30.58</b>

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**Billing Terms**

Service Availability - Covers costs involved in providing utility service including equipment and services (e.g. lines, poles, meters, billing).

KWH (Kilowatt hour) - One 100 watt light burning for ten (10) hours will consume one kWh.

CCF - One CCF equals 100 cubic feet of natural gas or 100,000 Btus.

CCF - One CCF equals 100 cubic feet of water or approximately 750 gallons.

Sewer charges are based on CCF of water usage.

Storm water fees are fixed based on property type and used to protect water quality and educate.

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**Ways to Pay Your Bill**

Mobile App or Online  
[www.austinutilities.com](http://www.austinutilities.com)

Phone 24/7  
844-262-2442

Drop Boxes  
Hy Vee • City  
Sterling Main St  
Jims Marketplace Foods

In Person  
1908 14th St NE  
Austin, MN 55912

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**Billing Programs**

**Budget**  
No surprises. Make even payments all year.

**Reminders**  
Never make a late payment again. Sign up for reminders on SmartHub.

**Page Billing**  
Go Green • Go Paperless  
Sign up on SmartHub

**Auto-Pay**  
Your payment is automatically made on time each month.

## Information on side 2 of your bill:

- 8. Meter/Service Detail** - Each service will be listed individually on your bill. Also included will be your specific meter details, including service description, service dates, meter readings, and monthly usage.
- 9. Current Month Charge Detail** - The current month charges will be displayed and summed for each service you use. Contact information is provided for any questions regarding each service.
- 10. Usage History Graph/Comparison Chart** - Provides a quick glance reference for your previous year's usage.
- 11. Important Terms/Definitions** - A brief explanation of the terms and acronyms used throughout your statement.
- 12. Convenient Ways to Pay** - A variety of payment options are available for your convenience.
- 13. Billing Programs** - We offer a variety of billing programs to meet your needs. Contact us or visit SmartHub to sign up!

