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.
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!

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.
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