Understanding your electric bill

Information on side 1 of your bill:

1. Concord Municipal Utilities – Customer Service contact information and office hours.
2. Message Center – read important messages about how to report an outage, products, services, rebate programs, and other notices.
3. Total and Payment Due – billing summary of amount or budget due by service including current and past due balances. Bank draft and recurring credit card would be indicated, if you participate in those programs.
4. Your Account Information – your account number, customer name, and bill date.
5. Payment Remittance Stub – if you are mailing your payment, detach this portion and send with your check.

Information on side 2 of your bill:

1. Service Activity – detail activity broken out by service and account number.
2. Metering Details – your meter number(s), location, reading dates and number of days, readings, and meter multiplier if applicable.
3. Billing Detail – detailed billing information by service and may include optional and miscellaneous charges.
4. Monthly Usage Graph – shows current month and previous 12 months of usage displayed with average monthly temperature.
5. Usage Comparisons – shows this month, last month, and this month last year usage and average daily information.