

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.

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TOWN OF CONCORD MUNICIPAL UTILITIES
ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

CUSTOMER NAME JOHN DOE
Bill Date: 04/18/2019
Account Number: 12345678

Customer Service
Office Hours: Mon - Fri 8:00 AM - 4:30 PM
Billing Inquiries: 978-318-3101
1175 Elm Street, Concord, MA 01742
Email: concordutilities@concordma.gov
Web: www.concordma.gov

Message Center

Electric Outage Mon - Fri 8:00 AM - 4:30 PM 978-318-3101
Water Issues Mon - Fri 8:00 AM - 4:30 PM 978-318-3250
After hours, weekends & holidays 978-318-3400 (Police)

Internet Outage Broadband Help Desk 978-318-3199 24 hours a day

Billing Summary
Balance From Last Billing **-\$30.19**
Balance Forward **-\$30.19**

Service Summary

Electric Service	\$77.99
Water Service	\$16.11
Telecommunications	\$74.95
Current Charges	\$169.05
Total Charges Due by 05/04/2019	\$138.86

**GO GREEN
GO PAPERLESS
SIGN UP ON SMARTHUB**

KEEP Please do not staple payment.

SEND

TOWN OF CONCORD MUNICIPAL UTILITIES
ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS
1175 Elm Street, Concord MA 01742

Bill date 04/18/2019
Account number 12345678
Total Due **\$138.86**
Please pay by May 4, 2019

If you would like to make changes to your account or update your address, please visit your SmartHub app or call Customer Service.

3128 1 AV 0.380 5 3128
JOHN DOE C-9 P-9
123 MAIN STREET RD
CONCORD MA 01742-3919

Town Treasurer
PO Box 590
Concord MA 01742-0590

1000123456787000001388695

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.

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TOWN OF CONCORD MUNICIPAL UTILITIES
ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

smart hub • PAY YOUR BILL • MONITOR USAGE • REPORT AN OUTAGE

Service Activity: 123 MAIN STREET RD Account: 12345678

Electric

Meter #	Location #	Services	From	To	Days	Previous Readings	Present	Meter Multiplier	kWh Usage	Description:
98765432	4567		02/28/2019	03/31/2019	31	44783	45235	1	452	PCA 1 Service Charge
										Underground Surcharge
										Cares Surcharge
										Capacity And Transmission Charge
										Distribution Charge
										Energy Charge
										NYP&A Power Cost Adjustment
										Electric Service Subtotal

Energy Usage Comparison

Month	Usage (kWh)	Avg Temp (°F)
This Month	452 kWh (31 days)	45°F
Last Month	452 kWh (28 days)	
This Month Last Year	388 kWh (30 days)	

Right to Dispute your Electric Bill
Call us if you believe your bill is not correct and wish to dispute all or part of it. We will research your inquiry. If you are not satisfied with the results or the payment arrangement we offer on the overdue part of your bill, you can appeal in writing or by phone to the DPU Consumer Complaints division; DPUConsumer.Complaints@state.ma.us The Consumer Division of the Department of Public Utilities (DPU) assists consumers with their utility companies through dispute resolution, evaluation of regulatory compliance and customer service, and education.

Department of Public Utilities
One South Station, 5th Floor
Boston, MA 02110
(T) 877-886-5066 (toll free) or 617-737-2836

Service Activity: 123 MAIN STREET RD Account: 12345678

Telecommunications

Service: Telecommunications

Internet

Monthly Charges - 04/10/19 to 05/09/19
Residential & Small Office Hi-Speed **\$74.95**

Internet Subtotal **\$74.95**

Total Current Telecommunications **\$74.95**