

# Explanation of Your Bill

The **Electric Usage** is measured in Kilowatt hours (KWh). Kilowatt is the same as ten 100 watt light bulbs for one hour.

The **Service Address** is the location where the meter is read and the utilities are being provided.

The **Account Number** is the customer number and premise number together, separated by a hyphen (-).

The **Online Password** is used to access your account information online at [www.newbern-nc.org](http://www.newbern-nc.org). Once accessed the password can be changed.

City Of New Bern - Payments  
P.O. Box 63005  
Charlotte, NC 28263  
252-639-2750, M-F 8am to 5pm  
[www.newbern-nc.org](http://www.newbern-nc.org)  
Access statements online

Account Statement printed 09-FEB-2016

Account Name: Joe Sample  
Account Number: 000000-00000  
Service Address: 2409 Sample Street

Payments Since Last Statement: \$122.57  
Previous Billed Charges Still Not Paid: \$131.33  
**\*PAY IMMEDIATELY TO AVOID SERVICE INTERRUPTIONS\***

New Charges Since Last Statement: \$216.63  
New Charges Become Past Due If Not Paid By: 02-MAR-2016

**TOTAL AMOUNT DUE \$347.96**

CHARGES SUMMARY	Meter #	Service Rate/Description	Current Reading	Prior Reading	Amount Used	Days of Service	Charges	Usage History
01/06/2016 - 02/05/2016 Avg Temp 45.6	105662	Electric Residential Load Mgmt Water Heater Ld Mgt Heat Strip	71946	70708	1238	30	154.73 -5.00 -10.00	
01/07/2016 - 02/05/2016		Water Sewer	268	266	2	29	27.68 26.11	
		Refuse Collection					11.75	
MISC. CHARGES & ADJUSTMENTS		Storm Water Utility Fee					1.58	
		Electricity Sales & Use Tax					9.78	

**Total Electric Charges Only \$139.73 Since Prior Meter Reading**

Aldermen vote for 3rd rate drop since July 2015. ELECTRIC 1.25% lower April 1st!  
BILL VIEW-other services at [www.newbern-nc.org](http://www.newbern-nc.org) PASSWORD TO ENROLL AT TOP OF BILL

TURN OVER STATEMENT FOR HELPFUL INFORMATION AND WAYS TO PAY QUICKLY AND CONVENIENTLY.  
PLEASE DETACH AND RETURN BOTTOM PORTION IF PAYING BY MAIL. BRING ENTIRE BILL IF PAYING IN PERSON.

02-MAR-2016

Correspondence:  
City of New Bern  
P.O. Box 1710  
New Bern, NC 28563  
Return Service Requested

Account Number: 000000-00000

Previous Billed Charges Still Not Paid: \$131.33  
**\*PAY IMMEDIATELY TO AVOID SERVICE INTERRUPTIONS\***

Total Amount Due: \$347.96

PLEASE ENTER AMOUNT PAID \$

Make Checks Payable and Mail to:  
City of New Bern - Payments  
P.O. Box 63005  
Charlotte, NC 28263-3005

Joe Sample  
2409 Sample Street  
NEW BERN NC 00000-0000

00016747100865730000000216635

**TOTAL AMOUNT DUE** is the total of all unpaid balances including the **Current Billing Period Amount**.

**Usage History** graph is included on each bill. This charts the consumption of services for the last 13 months.

**Total Electric Charges ONLY** in this block. Useful for comparing to property statements from other utility providers that have just electric charges.

**Days of Service** are the number of days between meter readings.

**Balances appearing in red** should be paid immediately to avoid a \$30 delinquent processing fee and possible interruption of service.

The **5% Late Penalty** is added to the Current Bill Amount if the bill is not paid on or before the Current Bill Due date. This penalty will appear on the next bill.

The **Billing Address** is where the bill is mailed.

The **Meter #** represents the physical meter at the service address. It is used to capture utility consumption.

**LOAD MANAGEMENT CREDITS** save up to \$110 or more per year by participating.

The **Water and Sewer Charges** are based on the water usage. The more water used, the more the sewer charges. On this bill 2000 gallons of water and sewer service were used.

**Storm Water Utility fee** is billed per unit and based off E.R.U. (Equivalent Residential Unit).

The **WATER USAGE** is billed for every thousand gallons used. If this bill shows (2), then 2000 gallons were used and 2000 gallons for sewer were used as well.

Contact us today for a FREE Home Energy Audit

Visit us at [www.newbern-nc.org](http://www.newbern-nc.org)

or call 252-639-2750

