



# HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT

**A** Your account information including Account Number, Service Address, Statement Date and Service Period are clearly displayed in the top right corner of the statement.

**B** The Previous Balance is the amount that was due on the previous month's bill. This section also displays any outstanding charges due on the account listed as Balance Forward.

**C** Individual charges are displayed here. Each type of service is subtotaled.


**D** This is the Total Amount Due, including any past due charges carried over from previous billing cycles.

**E** This is one of three message areas that we will use to display important information each month. Additional messages are located on the back of the bill.

**F** Track your current water and/or electric consumption with convenient graph(s) located here. Compare your current usage to your usage last year and set conservation goals.

**G** Detach this pay stub and return with your payment. On this pay stub, you will find your Account Number, Service Address, Statement Date, the Due Date and the Total Due. If the amount you are paying is different than the amount due, please write the payment amount in the Amount Enclosed space. Checks should be made payable to River Falls Municipal Utilities, and should always include your account number. Please do not staple, tape or fold your check or pay stub.

**H** Be sure to check the back of the billing statement for more usage details and other important information.



222 Lewis Street  
River Falls, WI 54022  
Office: (715) 425-0906 | Emergency (715) 425-0906  
www.rfmu.org | www.rfcity.org


**Statement**

Customer: John Smith  
Account Number: 00001111-00  
Service Address: 123 Main Street  
Statement Date: 05/09/2013  
Service Period: 03/28/2013 - 04/30/2013  
Bill Type: REGULAR

STATEMENT ACTIVITY			
	RATE	USAGE	CHARGES
PREVIOUS BALANCE			599.30
LATE PAYMENT CHARGE 05/02/2013			3.67
PAYMENT 04/29/2013			-100.00
PAYMENT 04/12/2013			-145.00
BALANCE FORWARD			357.97
<b>CITY SERVICES (425-0900)</b>			
Environmental Fee			0.63
Storm Water Charge			3.14
<b>Subtotal</b>			<b>3.77</b>
<b>UTILITY SERVICES (425-0906)</b>			
Electric Customer Charges			7.00
Energy Usage			87.34
Electric PCAC Charge	0.0179	894.00	16.00
Commitment to Community Charge			1.20
Water Customer Charge			5.25
Water Usage			10.36
Sewer Customer Charge			16.50
Sewer Usage			52.10
Public Fire Protection			4.46
<b>Subtotal</b>			<b>200.21</b>
States Sales Taxes			5.52
County Sales Tax			0.55
<b>CURRENT CHARGES</b>			<b>210.05</b>
<b>AMOUNT DUE</b>			<b>568.02</b>



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**Statement**

Account Number: 00001111-00  
Service Address: 123 Main Street  
Statement Date: 05/09/2013

<b>TOTAL DUE: \$568.02</b>	<b>DUE DATE: 06/03/2013</b>
<b>AFTER LATE CHARGES APPLIED: \$574.03</b>	
<b>AMOUNT ENCLOSED:</b>	

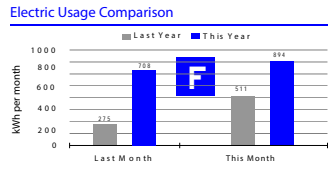
|||||  
CUSTOMER NAME  
1234 MAIN STREET  
RIVER FALLS, WI 54022-2248

|||||  
RIVER FALLS MUNICIPAL UTILITIES  
222 LEWIS STREET  
RIVER FALLS, WI 54022-2185

It's easy to forget how powerful electricity can be. But over 50,000 house fires start each year from common electrical safety mistakes. A few simple changes like checking cords for damage, using surge protectors, and scheduling appliance tune-ups can help you stay safe. For more tips, contact us today!

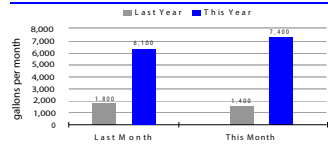
**Electric Usage Comparison**



Year	Last Month	This Month
Last Year	215	725
This Year	511	894

**Water Usage Comparison**



Year	Last Month	This Month
Last Year	1,800	4,700
This Year	1,400	7,200

Detach and return this portion. Make checks payable to River Falls Municipal Utilities.



# HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT CONTINUED...

**I**

Just like on the front, your account information including Account Number, Service Address, Statement Date and Service Period are clearly displayed in the top right corner of the back side of your statement.

**J**

Details related to your current and previous meter readings can be found here.

**K**


Electric and/or water usage per month will be displayed in graphs here.

**L**

These two boxes will display billing messages from River Falls Municipal Utilities. Be sure to check here for energy conservation tips, safety information, updates, and other useful information.

**M**

In this section you will find contact and payment information.



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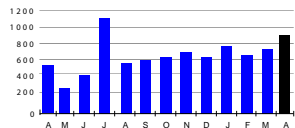
Customer: John Smith  
Account Number: 00001111-00  
Service Address: 123 Main Street  
Statement Date: 05/09/2013  
Service Period: 03/28/2013 - 04/30/2013  
Bill Type: REGULAR

**Current Meter Information**

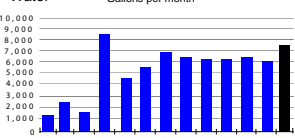
METER	SERVICE	READ DATE	# DAYS	CURRENT	PREVIOUS	MULTIPLIER	USAGE	UNITS
0000000209	ELECTRIC	04/30/2013	33	97383	96489	1	894	kWh
0059221294	WATER	04/30/2013	33	03828	03754	100	7400	gal

**Usage**

**Electric** kWh per month



**Water** Gallons per month



Lowering your energy costs is easy once you know where to start. And that's what our free online energy analysis is all about. With answers to some basic questions about things like the age and condition of insulation, electronics and major appliances you can finally pinpoint the energy wasters in your home.

Even better, you'll know exactly what to do about them, thanks to 24-hour access to our easy-to-use tools, including an energy library and an interactive house with practical, room-by-room advice. There are even online home improvement calculators that can figure out just how much money an upgrade (like new insulation) could save. Turns out, they can save a lot. Visit the Home Energy Suite online at [wppienergy.org/homeenergy](http://wppienergy.org/homeenergy).

When does being local matter most? When our neighbors can count on our quick response, especially after a storm. We'll make sure danger passes with the storm, and you can do your part, too. Turn off lights and unplug your devices while the power's out. Avoid flooded areas and debris. Stay in your home or vehicle and give us a call.

With public power, the good we do stays right here. Because we're here. For you. Learn more at [whypublicpower.org](http://whypublicpower.org).

**CONTACT US**  
Monday - Friday 8:00 am - 5:00 pm  
(715) 425-0906  
[www.rfmu.org](http://www.rfmu.org)

**DIGGERS HOTLINE**  
Before you dig, call Diggers Hotline at (800) 242-8511 or 811.

**DUE DATE**  
Your bill is due and payable by the date due on the bill. A 3% late payment charge will be applied to the current charges. Your past due amount is due upon receipt of this bill.

**POWER COST ADJUSTMENT CLAUSE**  
This adjustment reflects the variance in the cost of purchased power from the amount included for these costs in our basic electric rate.

**BILL PAYMENT OPTIONS**  
**PRE-AUTHORIZED PAYMENT (ACH)**  
Automatically deduct your utility bill from your checking or savings account on the due date. Contact our office to sign up.

**ONLINE WITH VISA, MASTERCARD, DISCOVER OR CHECK**  
[www.rfmu.org](http://www.rfmu.org)

**BY PHONE WITH CHECK OR CREDIT/DEBIT CARD**  
(877) 885-7968.

**DROP BOX**  
Located in the City Hall parking lot. No cash. Check or Money Orders only.

**MAIL or IN PERSON**  
Monday - Friday 8:00 am - 5:00 pm  
River Falls Municipal Utilities  
222 Lewis Street  
River Falls, WI 54022

Go Paperless - Use E-Bills.

A WPPI Energy community

## WE ARE YOUR LOCAL RESOURCE



### QUESTIONS ABOUT YOUR NEW BILL? PLEASE CALL 715-425-0906.

At River Falls Municipal Utilities, we believe affordable public power strengthens our community and helps our neighbors. That's why, through WPPI Energy, we're partnering with other local not-for-profit utilities to share resources and lower costs.

A WPPI Energy community

QUESTIONS ABOUT YOUR NEW BILL? CALL 715-425-0906.