



How to Read Your New Utility Bill

This new billing format represents a major but necessary change. With our new Customer Information System (CIS) we are able to provide more information about your account on your utility bill. Use this handy reference to guide you through the bill with information on how to read and understand the information presented. The numbered information item refers to the numbered area on the bill diagram shown on the next page.

1. **Who do I call if I have questions?** Call NU at the phone number listed or visit us at our website.
2. **What information should I provide if I have a question?** Providing the specific account number will help greatly in our ability to assist you. This area also shows the date your statement was issued and the date your bill is due.
3. **Did NU receive my last payment?** This ***Billing Summary*** section shows the total activity since your last bill, ending with your current amount due. If any of this information does not match your records, call the NU office.
 - a. **Is my bill PAST DUE?** If your account is past due, a statement will appear indicating a payment must be received in our office by the date shown to keep your service connected.
4. **Messages from NU** Issues pertaining to you and NU will be found in this area.
5. **What location is this bill for?** This is the physical address for this service location. If incorrect or blank please provide the correct information on the back of the return stub. It also shows the service map location which is your old account number.
6. **What time period is this bill for?** The dates that are covered within this billing cycle can be found here.
7. **What are my meter numbers, readings and usage for this bill?** All of your meter information will be shown here.
8. **What have I been billed?** Details of usage and billing are provided for each service.
9. **Graphs** This is a new feature that will show your usage for the past 13 months within a graph for each metered service.
10. **Comparisons** This is a new feature that will show you a comparison in usage for the current month, last month and the same month last year.
11. **Is my personal information correct?** The phone number(s) and information that we have on file for your account will show here. Our automated Outage Call Management System verifies this information when you call in. Please keep this information current so that we may serve you more efficiently in the event of a power outage.
12. **What do I owe and when is it due?** The total amount due upon receipt of this bill is shown. If this amount is not paid by the due date your account is subject to disconnection.
13. **Important Information** Relevant information concerning bills and payments will be shown here.
14. **Where do I send my payment?** Mail your payment to the NU address shown. Return envelopes are available for your convenience at your request by calling our office or stopping by in person.

000062191



PO Box 519
Newport, TN 37822
423-625-2800

www.newportutilities.com

*****Auto**SCH 5-Digit 37821

Mr. John Q. Customer
Mrs. Susie Q. Customer
123 Smith ST
Newport, TN 37821-4114

Account Number	62191
Statement Date 02/10/2008	Due Date 03/01/2008

Billing Summary	
Previous Bill	129.33
Payment Made 01/25/08 Thank You	129.33 CR
Balance Prior to Bill	0.00
Current Charges	129.33
Total Amount Due	129.33

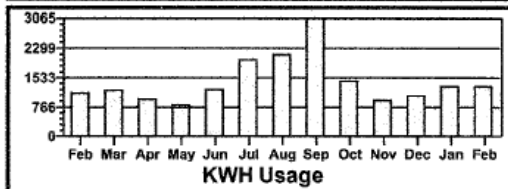
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Service Details
123 Smith ST

LOC: 012-11100

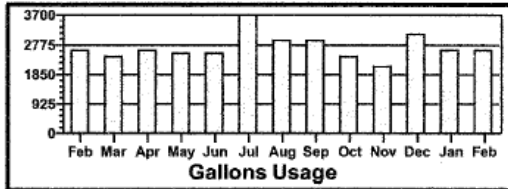
Service From/To: 01/02/2008 02/02/2008

Service	Meter #	Prev Rdg	Pres Rdg	Days	Mult	Usage	Demand	KVAR	Rate
ELECTRIC	22898	34516	35801	31	1	1285	n/a	n/a	RES
WATER	52925486	4669	4695	31	100	2600	n/a	n/a	WI



Electric Charge	\$105.04
Water Charge	\$9.34
Hydrant Fee	\$0.94
Tax	\$1.00
Sewer Charge	\$13.01
Total Current Charges	\$129.33

Comparisons	Days of Service	KWH Used	Gallons Used
Current Month	31	1285	2600
Last Month	30	1285	2600
Month Last Year	30	1126	2600



Customer Phone Numbers on File with NU
423-623-1234

RETURN THIS PORTION WITH YOUR PAYMENT

Total Amount Due: **\$129.33**
 Due Date: **03/01/2008**
 After Due Date: **\$129.33**
 Account: 62191

DO NOT PAY - BANK DRAFT

Note any changes on back

Mr. John Q. Customer
Mrs. Susie Q. Customer
123 Smith St
Newport, TN 37821-4114

Failure to receive bill does not exempt consumer from timely payment or late charges.

- Account is considered paid when payment is received in our office. We are not responsible for the mail service.
- This statement is now due and payable. Service may be disconnected without further notice if current amount remains unpaid 5 days after due date.
- Bills are considered past due if payment has not been received by the due date. Past due accounts are subject to a 5% late charge.

Newport Utilities
PO Box 519
Newport TN 37822-0519



IMPORTANT NOTICE REGARDING CHANGES TO YOUR UTILITY BILL AND LATE FEE PROCEDURES

Newport Utilities is changing some billing procedures on your utility account with Newport Utilities. Please read the following carefully and retain this document for future reference.

The terms of this notice will apply to existing and new balances on your utility account.

The effective date of the changes stated in this notice is January 2, 2008.

I. Payments

- We are changing the payment process for all utility bills. Under the new terms a payment will be considered late if not received in our office by the close of the business day of your scheduled due date.
- Failure to receive your bill does not exempt consumer from timely payment or late charges.
- Account is considered paid when payment is received in full in our office. We are not responsible for the mail service.
- Past due accounts are subject to a 5% late charge.
- Payments made after the scheduled due date must be made in our office to avoid the possibility of service being disconnected.
- Any bill left unpaid six days after the due date will be subject to disconnection without further notice.

II. Payment Options:

- **Pay by Mail** – Mail your payment along with the bottom portion of the bill. Please allow time for payment to be received by the due date. NU is not responsible for mail service delivery.
- **Automatic Bank Draft** – Your payment can be drafted from your checking/savings account on the due date. You will still receive a monthly statement and your payment is always paid on time.
- **Banks** - National Bank of Tennessee, US Bank & Tennessee State Bank- Payment can be made at any branch of these banks.
- **Night Deposit Box** – We have a night deposit box open after hours which is located at our main office for your convenience.
- **Pay in Person** – Payment can be made in person at our main office location inside or at the convenient drive thru window.
- **Online**- Visit our website at www.newportutilities.com to view additional ways to pay your bill online.

III. Customer Appeals Procedure

- The Customer should take any dispute to a Customer Service Representative first. The representative will do their best to answer any questions or dispute the customer has. This will include re-checking the account for accurate readings and charges.
- If the Customer Service Representative does not appease the Customer, the Customer may speak with the Customer Service Manager. The Customer Service Manager will review the Customer's complaint and the Customer Service Representatives findings.
- The final step in the appeal procedure is the General Manager.