

# Guide to understanding your new DU bill statement



You probably noticed that this month's billing statement looked quite a bit different from the format we've used for the past several years.

The new updated format will provide you with a wealth of information regarding your account, the services you have with DU, your usage patterns and much more.

Use this reference guide to understand your DU bill and to make the most of the information presented. Analyzing your usage can help you identify potential problems or the need for additional energy efficiency measures.

If you have a question about your bill, call us at 256-552-1400 Opt. 4. Our CSRs will be glad to help!

**This is your NEW DU Account Number.**  
You will need this to register for SmartHub, make payments, etc.

Customer Name and Service Address

Dates of Service for this billing cycle and meter readings

Services you have with DU and the meter number for each

Payment coupon. Tear off and include with your payment

QR Code. Scan this when using a kiosk.

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**DU DECATUR UTILITIES**  
P.O. Box 2232 • Decatur, AL 35609

Manage your account with SmartHub!  
• Make Payments  
• Track Electric Usage  
Sign up today at [www.decaturutilities.com](http://www.decaturutilities.com)

**JOHN DOE**  
123 ANY ST  
GREENFIELD IN 46140-0000

This section of the bill will print BP Informational Messages entered by the utility. This can be used to notify customers of upcoming holidays, scheduled maintenance, or any other information that the customers need to know.

**SERVICE ADDRESS: 123 ANY ST**

Electric Service Dates	07/10/18 - 08/07/18	Previous Electric Read	54542	Current Electric Read	55641
Gas Service Dates	07/10/18 - 08/07/18	Previous Gas Read	18946	Current Gas Read	18991
Water Service Dates	07/10/18 - 08/07/18	Previous Water Read	18946	Current Water Read	18991

**Electric Usage**

**Gas Usage**

**Water Usage**

Provider	Meter Number	Bill Code	Meter Multiplier	Billed Usage	Unit of Measure	Charges	Tax	Total
ELECTRIC	999999		1	1099	kwh	224.54	7.83	119.70
ELECTRIC KW	999999			50	kW	224.54	7.83	119.70
GAS	999999			26	ccf	224.54	5.50	68.00
WATER	999999			450	cgal	224.54	1.23	18.81
SEWER	999999			450	cgal	224.54	.00	18.03
REFUSE	999999			450	cgal	10.00	.00	10.00

**CURRENT CHARGES FOR THIS LOCATION 224.54**

**ACCOUNT NUMBER**  
99999

**ACCOUNT NAME**  
JOHN DOE

**ACCOUNT SUMMARY**

Previous Balance	111.70
Payments Received	-111.70
Balance Forward	0.00
Current Charges - Due 09/15/2018	224.54
<b>TOTAL AMOUNT DUE</b>	<b>224.51</b>
<b>TOTAL DUE IF PAID AFTER 09/15/2018</b>	<b>229.54</b>

Account Number and Registered Account Holder's Name

Summary of Recent Activity

DU Message Area

Usage Graphs Current vs. Historical

Usage for each utility service and current billing charges

Return this portion with your payment.

Customer Name: JOHN DOE  
Primary Service Address: 123 ANY ST  
**NOT RESPONSIBLE FOR MAIL DELIVERY**

For assistance in interpreting this document, please contact Customer Service at (256) 552-1400, option 4. Para obtener ayuda con la interpretacion, por favor comuniquese a Servicio al cliente, llamando al (256) 552-1440, Opcion 4.

ACCOUNT #	AMOUNT DUE
99999	224.54
<b>AMOUNT DUE IF PAID AFTER 09/15/2018</b>	<b>\$229.54</b>

DECATUR UTILITIES  
PO BOX 2232  
DECATUR AL 35609

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