

Understanding Your Energy Bill

Your energy bills contain a lot of information and may be difficult to figure out. Bills from different energy companies may look slightly different, but will contain the same basic information. No matter what energy company you have, it is important to remember:




- You have the right to understand and ask questions about your energy bill.
- You should review your bill every month, and if there is something on it that you do not understand or don't agree with, you should call your energy company right away and ask for an explanation. Your CHANGES organization can help you call and resolve your concerns.

What to Look for on Your Bill

Your energy bill will have the following information:

- **Summary Information:** This will include your account number, your name and address, payments received since your last bill, current charges, and the payment due date.
- **Company Information:** This will have information about how to contact the company if you have questions or concerns about your bill.
- **An Explanation of Charges:** Information will include the amount of energy used and the price or rate charged for the energy. You may also find charts that show a comparison of the amount of energy you used to previous months, or at different times of the day.
- **Charges from Other Companies:** If you receive energy or services from another company, those charges will be detailed in this section.
- **Payment Stub:** If you pay your bill by mail, you should tear off and include the stub with your payment.



Your electricity bill	
Your service plan: Standard Rate	
Charges for electricity services	
Cost of electricity you used	\$14.95
Customer account charge	\$4.73
Delivery service charge	\$0.09
Environmental benefits surcharge	\$1.60
Environmental improvement surcharge	\$0.90
Federal environmental improvement surcharge	\$2.70
System benefits charge	\$1.80
Power supply adjustment*	\$2.10
*Metering	\$36.00

When You Receive Your Bill

When you receive your bill, be sure to review it immediately and look for the following:

- Check the amount due and the due date. If you think you may have difficulty paying your bill then request assistance from your CHANGES organization immediately. Do not wait until the last minute.
- Make sure your previous payments have been credited to your account.

- Check to be sure there are no charges from companies you do not recognize or did not authorize.



You have a right to understand all of the charges on your bill and dispute any charges you think are incorrect.

Paying Your Bill

Pay your bill before the due date to avoid late fees or disconnection. If you have difficulty making your payment, your CHANGES organization can help you request a payment extension or a payment plan. They may also be able to find payment assistance programs for which you may qualify.

Your CHANGES organization can check your bills, help you fill out paperwork, talk to the utility company for you, and answer your questions and/or concerns.

Contact your local CHANGES organization for assistance:



CHANGES is a program
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