



UNDERSTANDING YOUR BILL

The First Page of Your Monthly Bill

1. The customer name and account number are located at the top of your billing statement. **Please note that your utility account number has changed.** The bill date is the date on which your bill was generated.
2. The large circle will show your total due and the due date. If you have registered for bank draft, it will be shown here. A red circle indicates a past due amount.
3. This field will include important messages from Erwin Utilities or notices about your account. If you have a past due amount, your total past due amount and last day to pay information will be shown here in red.
4. Your previous month's payments, adjustments, and past due balances will show in the Billing Summary section. This section will also detail charges for your current bill. Your "Total Amount Due" will match the "Total Amount Due" listed in the circle. An amount with a minus (-) sign indicates there is a CREDIT balance on your account.
5. Please detach the billing stub at the perforated line and provide it with your payment if paying in-person, after normal business hours in the drop box, or by mail.

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1 CUSTOMER NAME: JOHN DOE
 Bill Date: 03/13/2021
 Account Number: 999999999

2 TOTAL DUE: \$382.00
 Payment Due By: 03/28/2021

3 Message Center

4 Billing Summary
 Balance From Last Billing: \$645.29
 Late Charge: \$17.81
 Payments Received - Thank you!: -\$663.10
 Balance Forward: \$0.00

Service Summary
 Electric Service: \$283.51
 Water: \$22.58
 Wastewater: \$25.96
 Internet: \$49.95

Current Charges Due by 03/28/2021: \$382.00
 Total Charges: \$382.00
 Total Amount Due After 03/28/2021: \$395.81

GO GREEN
 GO PAPERLESS
 SIGN UP ON EUConnect

5 Bill date: 03/13/2021
 Account number: 999999999
 Total Due: \$382.00
 Please pay by Mar 28, 2021
 \$13.81 penalty applied if paid after 03/28/2021

ERWIN UTILITIES
 PO BOX 817
 ERWIN TN 37650-0817

Subsequent Pages of Your Monthly Bill

1 EUCONNECT • PAY YOUR BILL • MONITOR USAGE • REPORT AN OUTAGE

Service: Electric 123 ANY ROAD Account: 999999999

Meter #	Location #	From	Billing Period To	Days	Previous Readings	Present	Description:
99999999	999999	01/04/2021	02/04/2021	31	2947	5914	KWh Usage 2,967

2 Kilowatt Hours (Usage Chart) Avg Temperature (Temp Line)

3 Energy Usage Comparison: This Month (2967 kWh @ \$1.29), Last Month (2967 kWh @ \$1.29), This Month Last Year (2054 kWh @ \$1.29). Avg Daily Use: 96 kWh, Avg Daily Cost: \$9.40, Avg High Temp: 37°F.

Meter #	Location #	From	Billing Period To	Days	Previous Readings	Present	Description:
99999999	999999	01/04/2021	02/04/2021	30	2947	352	Gallons Usage 20.57

4 Water Usage Comparison: This Month (35 gal @ \$0.69), Last Month (0 gal @ \$0.69), This Month Last Year (47 gal @ \$0.69). Avg Daily Use: 1 gal, Avg Daily Cost: \$6.90.

Usage Charge: 25.96
 Wastewater Subtotal: 25.96

1. The EUConnect logo refers to the online portal that is accessible on the web at www.e-u.cc or through the EUConnect app, which is available for download through the Apple Store or Google Play Store. Please remember to use your new account number when registering for an EUConnect account.
2. Meter and billing information for each of your Erwin Utilities services are detailed under the corresponding service section header.
3. A usage chart provides a visual representation of current and previous usage. The orange average temperature line (for electric service only) represents the average temperature for the billing period.
4. The "bubble line" shows an electric and water (if applicable) usage comparison for the current billing period, last billing period, and the same billing period one year ago. Averages for Daily Use and Monthly Cost are included as well. Average temperature data is included in the last bubble for electric usage only.

Paperless billing is available for customers through the EUConnect website and mobile app. If you were an existing paperless billing customer, you will need to re-register through EUConnect.