UNDERSTANDING YOUR BILL

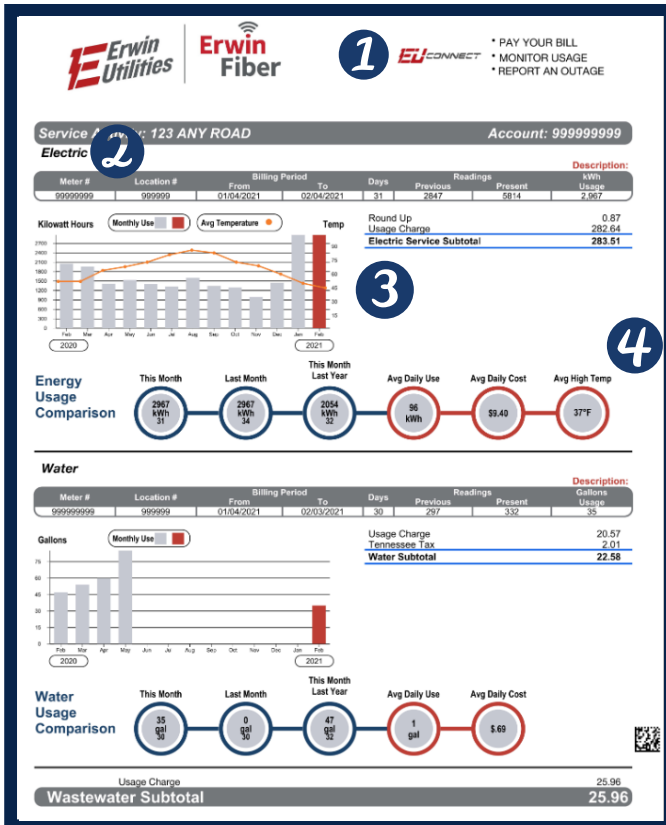**Erwin Utilities | Erwin Fiber**

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.

Page 1 of 4

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

Customer Service
Office Hours: Mon – Fri 8:00 AM – 4:30 PM
Phone: (423) 743-1820
244 Love Street, PO Box 817, Erwin, TN 37650

Email: customerservice@e-u.cc
Web: e-u.cc

Message Center

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

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

KEEP *Please do not staple payment.*
SEND

244 Love Street, PO Box 817, Erwin, TN 37650

Bill date 03/13/2021
Account number 999999999

Total Due
Please pay by Mar 28, 2021 **$382.00**
$13.81 penalty applied if paid after 03/28/2021

If you would like to make changes to your account or update your address, please visit your EUConnect app or call Customer Service.

ERWIN UTILITIES
PO BOX 817
ERWIN TN 37560-0817

JOHN DOE
123 ANY ROAD
ERWIN TN 37650

Subsequent Pages of Your Monthly Bill

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 comparsion 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.

EUCONNECT
* PAY YOUR BILL
* MONITOR USAGE
* REPORT AN OUTAGE

Service Address: 123 ANY ROAD   Account: 999999999

Electric
Meter #	Location #	Billing Period From	To	Days	Readings Previous	Present	Description: kWh Usage
99999999	999999	01/04/2021	02/04/2021	31	2847	5814	2,967

Kilowatt Hours | Monthly Use | Avg Temperature | Temp
Round Up 0.87
Usage Charge 282.64
Electric Service Subtotal 283.51

Energy Usage Comparison
This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg High Temp
2967 kWh 31	2967 kWh 34	2054 kWh 32	96 kWh	$9.40	37°F

Water
Meter #	Location #	Billing Period From	To	Days	Readings Previous	Present	Description: Gallons Usage
999999999	999999	01/04/2021	02/03/2021	30	297	332	35

Gallons | Monthly Use
Usage Charge 20.57
Tennessee Tax 2.01
Water Subtotal 22.58

Water Usage Comparison
This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost
35 gal 30	0 gal 34	47 gal 32	1 gal	$.69

Usage Charge 25.96
Wastewater Subtotal 25.96

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.

Delivering safe, reliable, and efficient services to the community since 1945.