

HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT



Your account information including Account Number, Service Address and Statement Date are clearly displayed in the top right corner of the statement.



Detach this payment stub and return with your payment. On this pay stub, you will find your Account Number, Customer Number, Service Address, Statement Date, the Due Date and the Total Due. If the amount you are paying is different than the amount due, please write the payment amount in the Amount Enclosed space. Checks should be made payable to City of Norway, and should always include your account number. Please do not staple, tape or fold your check or payment stub.



The Previous Balance is the amount that was due on the previous month's bill. This section also displays your latest payment and any outstanding charges due on the account listed as Balance Forward.



Individual charges are displayed here. Each type of service is subtotaled.



This is the Total Amount Due, including any past due charges carried over from previous billing cycles.



This is one of three message areas that we will use to display important information each month. Additional messages are located on the back of the bill.



Track your current water and/or electric consumption with convenient graph(s) located here. Compare your current usage to your usage last year and set conservation goals.



Be sure to check the back of the billing statement for more usage details and other important information.

Coming December, 2015

City of Norway 915 Main St PO Box 99 Norway MI 49870 906-563-9961 www.norwaymi.gov		Statement	Customer: 1234-567890 Account Number: 1234-567890 Service Address: 1234 MAIN ST Statement Date: 09/12/2015 Service Period: 01/20/2015 - 03/20/2015 Bill Type: REGULAR
STATEMENT ACTIVITY			
PREVIOUS BALANCE			248.39
BALANCE FORWARD			248.39
ELECTRIC SERVICE:			
Readiness to Serve R01			12.00
Energy Charge	0.1295	1125.00	145.89
Power Cost Adjustment	0.0053	1125.00	5.65
Energy Optimization Charge			2.79
Sales Tax			5.65
Total Electric Charges			172.97
WATER SERVICE:			
Readiness to Serve W0.76			20.00
Total Water Charges			20.00
CURRENT CHARGES			192.97
AMOUNT DUE			439.26

This space is designated for InfoScan's message management tool, which is a custom built web-based application that allows you to control the messages that print here. REG

This is a message from the data file.

Electric Usage Comparison

Electric Usage Comparison

1.180
1.180
1.000
1.000
0.000
0.000

1.180
1.000
0.820

Last Month This Month

Account Number: 1234-567890
 Service Address: 1234 MAIN ST
 Statement Date: 09/12/2015

CURRENT CHARGES	
DUE DATE: 09/30/2015	TOTAL DUE: \$439.26
TOTAL DUE AFTER DUE DATE:	\$457.85
AMOUNT ENCLOSED:	

HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT CONTINUED...



In this section you will find contact and payment information.



Just like on the front, your account information including Account Number, Customer Number, Service Address, and Statement Date are clearly displayed in the top right corner of the back side of your statement.




Details related to your current and previous meter readings can be found here.



Electric and/or water usage per month will be displayed in graphs here.



These two boxes will display billing messages from City of Norway. Be sure to check here for energy conservation tips, safety information, updates, and other useful information.



City of Norway
915 Main St
PO Box 69
Norway MI 49870
906-563-9961
www.norwaymi.gov

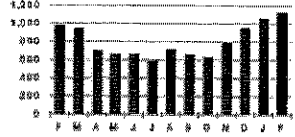
Customer: CUSTOMER NAME
Account Number: 1294-657500
Service Address: 1238 MAUI ST
Statement Date: 09/12/2015
Service Period: 01/26/2015 - 02/28/2015
Bill Type: REGULAR

Current Meter Information

METER	SERVICE	READ DATE	SEAL#	CODE	CURRENT	PREVIOUS	DELTA	USAGE	UNITS
NR0518	ELECTRIC	02/26/2015	01	EE	3054	2941	113	1102	kWh

Usage

Electric kWh per month



RES - Lowering your energy costs is easy once you know where to start. And that's what our free online energy analysis is all about. With answers to some basic questions about things like the age and condition of insulation, electronics and major appliances you can finally pinpoint the energy wasters in your home. Even better, you'll know exactly what to do about them, thanks to 24-hour access to our easy-to-use tools, including an energy library and an interactive house with practical, room-by-room advice. There are even online home improvement calculators that can figure out just how much money an upgrade (like new insulation) could save. Turns out, they can save a lot. Visit the Home Energy Site online at wppienergy.org/homeenergy.

RES - When does being local matter most? When our neighbors can count on our quick responses, especially after a storm. We'll make sure danger passes with the storm, and you can do your part, too. Turn off lights and unplug your devices while the power's out. Avoid flooded areas and debris. Stay in your home or vehicle and give us a call.

With public power, the good we do stays right here. Because we're here. For you. Learn more at whypublicpower.org.

BILL PAYMENT OPTIONS

BY MAIL OR IN PERSON
City of Norway
915 Main Street
P.O. Box 69
Norway, MI 49870

BY PHONE
First National Bank of Norway, 201 West 150 Hwy 2, Norway, MI (a branch located at Charles's Grocery Store, 520 Main Street, Norway, MI at the Red Mountain Branch, 10166 N. 1017 N. Independence Ave, Iron Mountain)


DRDP BOX
Located at City Hall, 915 Main Street, near first door entrance, or a drive-up drop box is available in the city behind City Hall

PRE-AUTHORIZED PAYMENT (ACH)
Save time and money by enrolling in our bill direct payment plan. The amount due will be automatically deducted from your checking or savings account. Contact us to learn more.

CONTACT US
Monday - Friday: 8:00 am - 5:00 pm
(906) 563-9961
info@cityofnorway.gov
www.norwaymi.gov

911 OR 911-ALERT
Get on your feet, call 911 or 911-ALERT (906) 482-1771 or visit www.911.org

POWER COST ADJUSTMENT CLAUSE (PCAC)
The PCAC is directly tied to system generation and increasing or decreasing costs of purchased power that the system needs to other generators. The PCAC will be adjusted monthly and can be either negative or positive depending on hydro generation and purchased power costs.

Shared strength through  WPPI Energy

WE ARE YOUR LOCAL RESOURCE

QUESTIONS ABOUT YOUR NEW BILL? PLEASE CALL 906.563.9961



The City of Norway
Department of Power & Light

Shared strength through  WPPI Energy

At Norway Department of Power & Light, we believe affordable public power strengthens our community and helps our neighbors. That's why, through WPPI Energy, we're partnering with other local not-for-profit utilities to share resources and lower costs.

www.norwaymi.gov • (906) 563-9961