

Understanding your AMU utility bill

Information on side 1 of your bill:

- 1. AMU Information:** Our Customer Service contact information and office hours.
- 2. Total Due:** Summarizes total amount or budget amount due for service addresses included on this statement along with the due date, which is the 20th of the month. Automatic bank draft would be indicated.
- 3. Billing & Service Summary:** Shows previous months bill as well as current charges per service.
- 4. Your Account Information:** Your account number and bill date for this statement.
- 5. Message Center:** Read important messages about products, services, promotional offers, notices and events.
- 6. Payment Stub:** If you are mailing your payment, bringing it into our office, or putting it in the drop box, detach this portion and send it with your check. Please note the penalty amount if paid after the due date. The rest of this page can be kept for your records.

Customer Service
Office Hours: Mon - Fri 7:30 AM - 4:30 PM
Billing inquiries: 515-295-3584
Toll Free: 877-450-3584
Electric & Water Outage or Emergency (24hrs) 515-295-3584
Email: amu@netamu.com
Web: www.netamu.com

Customer Service Tech Support (24hrs)
Cable TV, Internet, Telephone: 515-295-6901

Customer Name: ANY CUSTOMER
Account Number: 99999999
Bill Date: 11/29/2019

TOTAL DUE
\$234.70
Payment Due By: 12/20/2019

Billing Summary
Balance From Last Billing \$236.91
Payments Received - Thank you! \$236.91 CR
Balance Forward \$0.00

Service Summary
Electric Service \$151.89
Water Service \$36.62
City of Algona (Sanitary Sewer & Storm Sewer) \$46.19

Current Charges \$234.70

Total Due \$234.70
Please pay by Dec 20, 2019

Message Center
Our offices will be closed on November 28 & 29. Enjoy your Thanksgiving Holiday!

KEEP SEND Please do not staple payment.

104 West Call St
PO Box 10
Algona, IA 50511-0010

Account number 99999999
Total Due \$234.70
\$3.53 penalty applied if paid after 12/20/2019

ALGONA MUNICIPAL UTILITIES
PO BOX 10
ALGONA IA 50511-0010

640 1 AV 0 380
ANY CUSTOMER
OTHER CUSTOMER
503 ANYPLACE RD
ANYWHERE IA 99999-9999

1720100999999999000023470000023470112020196

Information on side 3 of your bill:

- 1. Electric Service Description:** Your meter number, location, and days in billing cycle. If you participate in the program, Project Share would also be noted in this section if you chose to help others with their wintertime energy bills. If you would like to contribute to this program, visit our website for more details.
- 2. Electric Graph:** Shows electric usage as well as average temperatures over the last year.
- 3. Electric Comparison Information:** Current billing as well as previous billing and last years billing are summarized in this area.
- 4. Water Service Description:** Your meter number, location and days in the billing cycle.
- 5. Water Graph:** Shows water usage as well as average temperatures over the last year.
- 6. Water Comparison Information:** Current billing as well as previous billing and last years billing are summarized in this area.
- 7. City of Algona Charges:** Sanitary Sewer and Storm Sewer are billed for the City of Algona.

Service Address: 503 ANYPLACE RD
Account: 99999999

Electric

Meter #	Rate	Services	Days	Readings	Present	Meter Multiplier	Usage	Description:
99999999	Residential	From 10/12/2019 To 11/12/2019	31	Previous 67811 Present 68995		1	1184	

Electric Service Subtotal \$151.89

Water

Meter #	Rate	Services	Days	Readings	Present	Meter Multiplier	Usage	Description:
88888888	Residential Water	From 10/12/2019 To 11/12/2019	31	Previous 49286 Present 50042		1	756	

Water Service Subtotal \$36.62

Each year AMU publishes a consumer confidence report on water quality providing details of drinking water testing conducted in the previous calendar year. For a copy of the latest report, visit our website at netamu.com.

City of Algona Charges
(515) 295-2411

AMU provides sanitary sewer and storm sewer billing services for the City of Algona. Questions about rates and policies should be directed to the City of Algona at 515-295-2411.