



# Understanding your bill.

## Electricity, Water, Gas and Thermal Energy Metered Services

As a customer of Metergy Solutions, you will receive a bill statement similar to the sample outlined below. This sample statement explains the line items you may see on your first bill, depending on the services delivered.



Easy-to-find account information & billing summary.



A clear snapshot of your energy use.



Bright, colorful graphics.

The sample bill statement includes the following sections:

- Header:** Metergy Solutions logo, Customer Service Center contact info (1-888-422-9319, customerservice@metergysolutions.com), and service hours (Monday to Friday, 8:30 AM to 5:00 PM EST).
- Customer Info:** John Smith, Account Number: U999999999.
- Statement Summary:** Statement Date: 03/23/20XX, Due Date: 04/13/20XX, Amount Due: \$xxx.xx.
- Service Address:** Unit X - 123 Address Street.
- Summary of Charges:** Table showing charges for Water, Electricity, and Thermal services, along with Total Charges, Amount of Last Bill, Total Payments, Balance Forward Total, and Due by date.
- Message Center:** Instructions for paying the bill, including online banking, check payment, and auto pay options.
- Payment Information:** Account Number, Bill ID, Statement Date, Due Date, Amount Due, and Amount Paid.
- Footer:** Interest rate notice and a long alphanumeric code.

- 1 Your **Account Number** identifies you as a unique Metergy customer. Please reference this number when making a payment and setting up your online account at MyMetergyPortal.com.
- 2 The **Statement date** is the date that your bill was issued. The **Due Date** is when your bill payment must be made by and the **Amount Due** is the total amount you must by the due date.
- 3 Your **Summary of Charges** is where you will see your current charges, your previous bill amount, your most recent payment, and any balances (if applicable).
- 4 The **Bill Breakdown** will display the cost breakdown for each of your services. Your electricity, water and/or thermal details will be subsequent pages of your bill.
- 5 **Message Center** will help you stay informed. Metergy will share important updates here.

Questions? Contact us at [customerservice@metergysolutions.com](mailto:customerservice@metergysolutions.com) or call us at 1-888-422-9319.

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**Account Number:** U999999999 **Bill ID:** 9999

**6 Your Water Charges**

**Charges**  
 Water \$xx.xx  
 xxxxx Gal @ \$x.xxxx/Gal  
 Sewer \$xx.xx  
 xxxxx Gal @ \$0.xxxx/Gal  
**Your Water Charges Subtotal** \$xx.xx  
**7 Taxes** \$x.xx  
**Your Total Water Charges** \$xx.xx

**Water**

Meter Number	Start Date	End Date	Service Days	Previous Read	Current Read	Multiplied By	Usage
0000-01	MM/DD/YYYY	MM/DD/YYYY	00	000.00	000.00	00	0000.00

**8 Your Electricity Charges**

**Charges**  
 Average Rate (kWh) \$xx.xx  
 xxx kWh @ \$0.xxxx/kWh  
 Admin Fee \$x.xx  
**Your Electricity Charges Subtotal** \$xx.xx  
**Taxes** \$x.xx  
**Your Total Electricity Charges** \$xx.xx

**Electricity**

Meter Number	Start Date	End Date	Service Days	Previous Read	Current Read	Multiplied By	Usage
0000-01	MM/DD/YYYY	MM/DD/YYYY	00	000.00	000.00	00	0000.00

**6 Water and Sewage Usage** is the cost of supplying and delivering water and related services to your home or business and other charges from your local water utility provider.

**7** Metergy is not the provider of electricity, water, gas, and/or thermal energy and is not required to collect and remit Sales Tax on these charges. If present, a Utility Tax/GRT amount on your bill represents an amount that was payable by your building to the provider of electricity, water, and/or thermal energy and not an amount that Metergy is collecting as Sales Tax. Metergy is merely recovering, on behalf of your building, an amount equal to the Sales Tax that was payable by your building in relation to your electricity, water, gas, and/or thermal energy consumption.

**8 Electricity** is the cost of the electricity supplied to the service address during this billing period.

# Understanding your bill.

Account Number: U999999999 Bill ID: 9999

**9 Your Thermal Charges**

Charges	
Thermal	\$xx.xx
	<hr/> \$xx.xx
<b>Your Total Thermal Charges</b>	<hr/> \$xx.xx

  

Thermal							
Meter Number	Start Date	End Date	Service Days	Previous Read	Current Read	Multiplied By	Usage
0000-01	MM/DD/YYYY	MM/DD/YYYY	00	000.00	000.00	00	0000.00

  

**10 Your Other Charges**

XX Service Charge	\$xx.xx
XX Service Charge	\$xx.xx
XX Service Charge	\$xx.xx
Deposit	\$xx.xx
<b>Your Other Charges Subtotal</b>	<hr/> \$xx.xx
	<hr/> \$xx.xx
<b>Your Total Other Charges</b>	<hr/> \$xx.xx

- 9 Thermal Usage** is the cost of supplying and delivering thermal energy to heat or cool your home or business. Your bill may show a heating charge or cooling charge, or both, depending on the usage in the month.
- 10 Standard Service Charges** are in addition to Metergy's monthly administration fees and may differ by state. The fees depend on the submetered service and may vary according to Applicable Laws. For a full list of our Standard Service Charges, please visit our [Conditions of Service](#) or contact our Customer Service Center for more information.
- 11** New customers may be required to pay a security deposit unless they meet the security deposit waiver conditions outlined in the Conditions of Service found at [MetergySolutions.com](#).

Did you know that you can find all your billing information and usage details on Metergy's Customer Portal? You can also pay your bill and register for autopay. Visit [MyMetergyPortal.com](#) to learn more.

Questions? Contact us at [customerservice@metergysolutions.com](mailto:customerservice@metergysolutions.com) or call us at 1-888-422-9319.