



Electricity, Water, 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.

Understanding your bill.



Easy-to-find account information & billing summary.



A clear snapshot of your energy use.



Bright, colorful graphics.

Customer Care Center
1-888-422-9319
customerservice@metergysolutions.com

Monday to Friday
8:30 AM to 5:00 PM
www.metergysolutions.com

John Smith
Account Number: U111111111

Statement Date: MM/DD/YYYY Due Date: MM/DD/YYYY Amount Due: \$XXX.XX

Service Address: Unit X - XXX Street Pay Now

Summary of Charges

Your Total Electricity Charges	\$XXX.XX
Your Total Water Charges	\$XX.XX
Your Total Thermal Charges	\$XX.XX
Your Total Other Charges	\$XX.XX
Total Charges	\$XXX.XX
Amount of Last Bill	\$XX.XX
Total Payments	\$XX.XX
Balance Forward	\$XX.XX
Total Due by MM/DD/YYYY	\$XXX.XX

Message Center

Sign-up for automatic payments (AutoPay) to never worry about missing a payment. Visit [my.metergyportal.com](#) to enroll.

Metergy Offers Several Ways to Pay Your Bill:

Pay Online:
Click "Pay Now" at the top of the page to access [my.metergyportal.com](#). Payments can be made by Visa and Mastercard Credit and Debit cards or eCheck (\$2.95 convenience fee applies).

Pay Through Your Bank:
Set up bill payment through your bank's online, phone, or in-branch service. Select Metergy Solutions LLC as the payee and include your 10-digit account number from your bill (no convenience fee applies).

Pay by Mail:
Mail a check along with the perforated section at the bottom of this bill to the address provided (no convenience fee applies).

Metergy reports all payment history to the National Consumer Telecom and Utilities Exchange (NCTUE), a credit data exchange agency managed by Experian. Please note that you must call or write to Metergy within thirty (30) days if you wish to dispute your payment history; otherwise Metergy will assume that you do not dispute the accuracy of the information provided. Unless otherwise required by law, interest will be charged on any overdue amount at a rate of 1.9% compounded monthly (19.5% per annum) until receipt of such overdue amount and all accrued interest. Please refer to our Conditions of Service for further details.

Metergy is not the supplier of electricity, water, gas, and/or thermal energy to you or your building and, as such, is not required to collect and remit state and local sales tax on any electricity, water gas, and/or thermal charges. Any state and local sales tax amount shown on your bill is collected by Metergy on your building's behalf on a pass-through basis and does not constitute an amount that Metergy is collecting as sales tax for itself. Accordingly, Metergy is recovering, on behalf of your building, an amount equal to the sales tax that was payable by your building on any charges billed to you.

This submetered bill is from Metergy Solutions, which is not the regulated public utility.

For more information on your historical usage please email us at [customerservice@metergysolutions.com](#)

Other \$XX.XX

Water \$XX.XX

Thermal \$XX.XX

Electricity \$XX.XX

Please detach and return this section with your payment to: Metergy Solutions LLC, P.O. Box 820211, Philadelphia PA 19182-0211

Account Number: U111111111 Bill ID: 111111111

Statement Date: MM/DD/YYYY Due Date: MM/DD/YYYY Amount Due: \$XXX.XX

Amount Paid:

JOHN SMITH
XXX STREET
UNIT X
CITY, STATE ZIP

- 1 Your **Account Number** identifies you as a unique Metergy customer. Please reference this number when contacting our Customer Service team for support.
- 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 pay by the due date.
- 3 If you're receiving your bills via email, clicking the **Pay Now** button will direct you to your most recent bill and display your available payment options.
- 4 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).
- 5 **Message Center** will help you stay informed. Metergy will share important updates here.
- 6 The **Bill Breakdown** will display the cost breakdown for each of your services. Your electricity, water and/or thermal details will be on subsequent pages of your bill.
- 7 To set up your MyMetergy portal account at [MyMetergyPortal.com](#), you'll need to enter your personal and invoice information, including your **Bill ID** and **Amount Due**.

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

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Understanding your bill.

Account Number: U111111111
Bill ID: 111111111

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Your Electricity Charges

Charges

Average Rate (kWh) \$XX.XX
 XXX.XXX kWh @ \$X.XXXXX/kWh

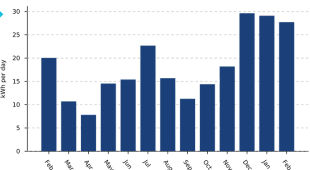
Admin Fee \$XX.XX

Your Electricity Charges Subtotal \$XX.XX

Taxes

Sales Tax (X.XXX%) \$XX.XX

Your Total Electricity Charges \$XX.XX



Electricity								A = Actual, E = Estimated
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	

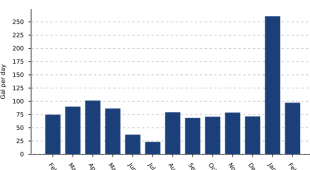
Your Water Charges

Charges

Water \$XX.XX
 XXXX Gal @ \$X.XXXXX/Gal

Your Water Charges Subtotal \$XX.XX

Your Total Water Charges \$XX.XX



Water								A = Actual, E = Estimated
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** **Electricity** is the cost of the electricity supplied to the service address during this billing period.
- 9** This graph displays the average amount of electricity you consume in kWh/day during each monthly service period.
- 10** Metergy is not the provider of electricity, water, 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, and/or thermal energy consumption.
- 11** **Your Water Charges** cover the cost of supplying and delivering water and related services to your home or business and other charges from your local water utility provider.

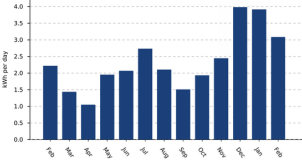
Understanding your bill.

Account Number: U111111111 Bill ID: 111111111

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Your Thermal Charges

Charges
Thermal Customer Charge \$XX.XX
Thermal Charge \$XX.XX
XXX.XXX kWh @ \$X.XXXXX/kWh
Your Thermal Charges Subtotal \$XX.XX
Your Total Thermal Charges \$XX.XX



Thermal								A = Actual, E = Estimated
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	

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Your Other Charges

Charges
Setup Fee - Electricity \$XX.XX
Setup Fee - Water \$XX.XX
Setup Fee - Thermal \$XX.XX
Your Other Charges Subtotal \$XX.XX
Your Total Other Charges \$XX.XX

- 12 Your Thermal Charges** cover 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.
- 13 Service Setup Fees** 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.

Please note, your bill may include additional federal, state, and local charges, as well as any government rebates, if applicable.