HOW TO READ YOUR
Utility Bill

The first page of your bill contains a brief overview of the following:

ACCOUNT SUMMARY

Includes your utility account number, mailing address, due date and total charges. This may also be used as a payment stub for mailed checks.

BILLING SUMMARY

Includes customer name and service address, utility account number, service dates for current charges, date the meter(s) were read, date the statement is printed, and an itemized list of active services and charges including tax.

The second page shows meter reading information, breakdown of services and charges including a summarized two-year comparison graph of usage.

BILLING DETAILS FOR CURRENT PERIOD

① This is the amount of usage by units during this billing period.

② **METER READS** The differential reading from the prior billing period to the current billing period determines the monthly charges.

③ **METERED SERVICES** Includes Electric, Gas and Water. Metered services are charged based on consumer usage during the billing period.

④ **FLAT RATE SERVICES** Includes Sewer (Wastewater), Refuse and Storm Drain. These services are not measured by consumption but charged by the billing period regardless of usage.

⑤ The bar graph(s) show a simple comparison of the current billing period compared to a similar period last year.

For more information, go to cityofpaloalto.org/readyourbill