


HOW TO READ YOUR UTILITY STATEMENT

- A** Your account information including Account Number, Service Address and Statement Date are clearly displayed in the top right corner of the statement.
- B** The Previous Balance, due immediately, 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.
- C** This area is used to display important information each month.
- D** Individual charges are displayed here. Each type of service is subtotaled.
- E** Track your current electric and water consumption with convenient graphs. Compare your current usage to your usage last year and set conservation goals.
- F** This is the Total Amount Due, including any past due charges carried over from previous billing cycles.
- G** Detach this pay stub and return with your payment. On this pay stub, you will find your Account 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 Shawano Municipal Utilities, and should always include your account number. Please do not staple, tape or fold your check or pay stub.
- H** Be sure to check the back of the billing statement for more usage details and other important information.



SHAWANO
MUNICIPAL UTILITIES
P.O. Box 436
122 North Sawyer Street
Shawano, WI 54166-0436
Website: www.smutilities.com

Statement

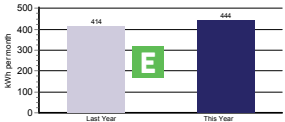
Customer: XXXXXXXXXXXX
Account Number: 1400270-10
Service Address: 5 SAWYER ST HOUSE
Statement Date: 12/12/24
Service Period: 12/1/2024 - 1/1/2025
Bill Type: REGULAR

[2 of 2]

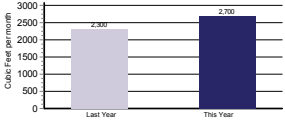
SMU Office Hours
Our office hours for Monday through Thursday are 7:30AM - 4:30PM. Office hours for Friday are 7:30AM - 12:00PM.
Payments can be made by phone any time. Call 715-526-3131 Select Option 1. Pay online with MyAccount. Payments can be made at Abby Bank, Charlie's County Market, or our Drop Box.

Statement Activity			
	Rate	Usage	Charges
PREVIOUS BALANCE			\$380.47
LATE PENALTY 12/27/2024			\$11.41
PAYMENT 12/30/2024			\$-380.47
BALANCE FORWARD			\$11.41
ELECTRIC SERVICE:			
GENERAL SERVICE (GS1)			\$15.00
Minimum Customer Charge			\$54.30
Energy Charge	0.122300	444	\$0.22
Power Cost Adjustment Charge	0.000500	444	\$0.22
Sales Tax			\$3.82
WI Low-Income Assistance Fee			\$1.33
Total Electric Service			\$74.67
WATER SERVICE:			
Customer Charge			\$33.50
Usage Block 1	0.026000	1000	\$26.00
Usage Block 2	0.023000	1700	\$39.10
Public Fire Protection Charge			\$46.71
Total Water Charges			\$145.31
SEWER SERVICE:			
Customer Charge			\$18.70
Usage	0.064000	2700	\$172.80
Total Sewer Charges			\$191.50
CURRENT CHARGES			\$411.48
TOTAL AMOUNT DUE			\$422.89

Electric Usage Comparison



Water Usage Comparison



Detach and return this portion. Make checks payable to Shawano Municipal Utilities.

Shawano Municipal Utilities
Electric, Water & Sewer
P.O. Box 436
122 North Sawyer Street
Shawano, WI 54166-0436
Phone: (715) 526-3131

Account Number: 1400270-10
Service Address: XXX S SAWYER ST HOUSE
Statement Date: 1/3/2025

\$11.41 PAST DUE - PLEASE PAY IMMEDIATELY

CURRENT CHARGES
DUE DATE: 1/27/2025 **TOTAL DUE:** **\$422.89**

AMOUNT ENCLOSED:

AFTER DUE DATE: **\$435.24**

SMU0103D
200000312 29/2

XXXXXX
XXXXXXXXXX
3120 GATEWAY RD
BROOKFIELD WI, 53045-5112

SHAWANO MUNICIPAL UTILITIES
PO BOX 436
SHAWANO, WI 54166-0436

HOW TO READ YOUR UTILITY STATEMENT (CONTINUED)



I Meter information is found in this section. If you see a meter with the same meter number, this means you have a new AMI meter. These meters measure on and off peak usage. This information could help determine if you would benefit from being on the Nights & Weekends rate.

J Electric and water usage based on monthly meter readings is shown here.

K This section displays billing messages from Shawano Municipal Utilities. Be sure to check here for energy conservation tips, safety information, dates and other useful information.

L In this section you will find terminology definitions and bill payment information.

Current Meter Information

Meter	Service	Read Dates		Billing Days	Read Type	Code	Meter Readings		Multiplier	Usage	Units
		Previous	Present				Previous	Present			
5237230	ELECTRIC	12/01/2024	01/01/2025	31	ON KWH	MR	2249	2249	1	0	kWh
5237230	ELECTRIC	12/01/2024	01/01/2025	31	OF KWH	MR	115318	115762	1	444	kWh
64495162	WATER	12/01/2024	01/01/2025	31		MR	9903	9930	100	2700	cu ft

Meter Reading Codes: MR = Meter Reading, CE = Computer Estimate, ME = Manual Estimate, RR = Reread

Your Electric Usage

Your Water Usage

MYACCOUNT - YOUR ONLINE ACCOUNT ACCESS

Managing your energy and water usage and paying your monthly bill online is quick and easy with MyAccount. It comes with many benefits:

- 1) Save time and hassle.
- 2) Get alerts to know when new statements are posted and due date reminders.
- 3) Ensure payments are on time.
- 4) Sign up for paperless billing and auto-pay.
- 5) Easily see your billing history.
- 6) See energy and water usage trends.

Please visit www.myaccount.cityofshawano.com to sign in. You will need to enter your account number and your name as it appears on your bill.

Deposit Requirement: Customers whose service has been disconnected may be required to make a cash deposit or other guarantee as a condition of continued service.

Prompt Payment of Bills: Bills for service are issued monthly and payable for service rendered in the previous month. A late payment charge of 3% will be added to bills not paid within 20 days of issuance. Customers who fail to make payment by the due date are subject to procedures provided in Shawano Municipal Utilities rules covering disconnection of electric/water services. Payment to a third party, other than to an authorized pay station below, does not constitute payment. SMU will not be responsible for disputes regarding payments to third parties which are not authorized pay stations.

Insufficient Fund Charge: When a payment made to SMU and credited to a customer's account is reversed for insufficient funds or invalid information, a charge plus applicable late payment charges will be applied to the customer's account.

<p>Customer Service Information Hours: Mon. - Thur. 7:30 am - 4:30pm Fri. 7:30am - 12:00pm Phone: 715-526-3131 Diggers Hotline 800-242-8511 After Hours Service or Outages Electric: 800-952-6268 Water: 715-526-3512</p>	<p>Pay By Mail or In Person Shawano Municipal Utilities PO Box 436 122 N Sawyer St Shawano WI</p>	<p>Pay By Phone 855-748-3078 Have your account # ready Payment Stations in Shawano Abby Bank Charlie's County Market</p>
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SMU - Your Community Owned Public Power Provider

**QUESTIONS ABOUT YOUR NEW BILL?
CALL (715) 526-3131**



smutilities.com • (715) 526-3131

At Shawano Municipal Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.