

HOW TO READ YOUR NEW UTILITY BILL



PAGE 1

1. ACCOUNT INFORMATION

This section includes your account number, bill date, due date, last bill amount, payments, adjustments, balance forward and total balance due at the time of billing.

2. CONTACT INFORMATION

This section includes in-person and call center contact information and a new message center for important City news.

3. SERVICE PERIOD DETAILS

The **Service Period** section has been broken into two sections to make charges easier to identify.

The first box in this section contains your electric (EL) and water (WT) meter readings for the current billing cycle.


The second box in this section is a breakdown of standard monthly fees. *(Definitions of these fees are provided in a glossary section below.)*

4. REMITTANCE PORTION

If you are mailing a payment, detach this portion of the utility bill and return it to the City of Naperville, PO Box 4231, Carol Stream, IL 60197-4231 or drop it in the box located in the lower parking deck at 400 S. Eagle St.

Customers using bank draft will see the word **Bank Draft** in the *Amount Enclosed* section.

If you have a credit on *your account*, it will appear in the *Total Balance* section.



City of Naperville
Finance Department
400 S. Eagle Street
Naperville, IL 60540
www.naperville.il.us

In-person hours: Monday-Friday 8 a.m. to 4:30 p.m.
For billing/payment questions:
Contact the Call Center at (630) 420-6059
Monday-Friday 7 a.m. - 7 p.m.
Saturday 8 a.m. - Noon
Outages or After Hours Reporting (630) 420-6060

MESSAGE CENTER

Your utility bill has a new look!

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Account Number	#####-####
Name	CUSTOMER NAME
Service Address	SERVICE ADDRESS
Bill Date	5/13/24
Due Date	6/10/24
Last Bill Amount	\$135.81
Payments	-\$135.81
Adjustments	\$0.00
Balance Forward	\$0.00
TOTAL BALANCE	\$143.58

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Page 1


Service Period

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Rate Class:	From	To	Days	Meter Number	Usage
RESIDENTIAL EL	4/01/24	4/30/24	29	#####	424.61
RESIDENTIAL WT	4/01/24	4/30/24	29	#####	400.00

Service	Unit Cost	Consumption Delivered/Received	Unit	Charge	Total Cost
RF RESIDENTIAL REFUSE					\$14.45
EL CUSTOMER CHARGE				\$17.00	
EL FLAT RES	.107620	424.61	KWH	\$45.70	
EL PURCHASED POWER ADJ	.000740	424.61	KWH	\$0.31	
TOTAL ELECTRIC					\$63.01
WT MONTHLY CUSTOMER CHG				\$9.31	
WT DWC WHOLESALE WT CHG	.040269	400.00	CF	\$16.11	
WT NAPER RETAIL WT CHG	.024300	400.00	CF	\$9.72	

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City of Naperville
Finance Department
400 S. Eagle Street
Naperville, IL 60540

Please detach and return this portion with your payment to ensure proper credit.

Service Address:	SERVICE ADDRESS
Account:	#####-####
Bill Date:	5/13/24
Current Charges Due Date:	6/10/24
Total Balance:	\$143.58
Amount Enclosed:	

Please Allow 10 Days for mail delivery



CUSTOMER NAME
STREET ADDRESS
CITY, STATE ZIP

REMIT TO:

City of Naperville
PO Box 4231
Carol Stream, IL 60197-4231

PAGE 2: RESOURCES

Page two offers a variety of helpful resources including:

- A list of all the different bill payment methods.
- How to add or disconnect services or change your contact information.
- View and understand your utility usage throughout the month.
- Information about commonly used City services.


A VARIETY OF METHODS TO PAY YOUR BILL

- IN PERSON:** Make payments in person at the Finance Department counter during normal business hours of Monday through Friday, 8 a.m. to 4:30 p.m.
- 24/7 DROP-OFF BOX:** Drop off payment in the 24/7 drive-thru drop-off box in the lower parking garage of the Municipal Center, 400 S. Eagle St.
- MAIL:** Mail payments to Finance Department, 400 S. Eagle St. Naperville, IL 60540-5279
- PHONE:** Pay by phone 24/7 with a credit card by calling (877) 831-6386

MAKE PAYMENTS ONLINE

SIGN UP FOR EBILL ONLINE PAYMENTS: Pay your bills online 24/7,

SIGN UP FOR BANK DRAFT: Have your utility bill automatically deducted from your checking or savings account.




Scan the QR Code or visit naperville.il.us/payment

ADDING OR DISCONNECTING SERVICES?


Add electric or water service at another property, stop service or update your contact information online.

If you prefer to call, a customer service representative can be reached during business hours by dialing (630) 420-6059.



Scan the QR Code or visit naperville.il.us/utilityservices

VIEW YOUR USAGE Enroll in **Empower**, the City of Naperville's online utility dashboard, and monitor your utility usage throughout the month. Visit empowernaperville.com to sign up.



STAY CONNECTED

- ▶ Sign up for Naper Notify and receive City of Naperville information that matters to you the most when you want it, the way you want it. Options include a phone call, text message, email or app notification. Sign up at napernotify.com.
- ▶ Need garbage and recycling-related information? Visit naperville.il.us/garbagerecycling.
- ▶ Have more questions? Visit the Help Center at naperville.il.us.
- ▶ Read resident news online. Visit naperville.il.us/connected for a new issue of Naperville's resident newsletter, *Naperville Connected*, posted online the first of each month.

PAGE 3: CONSUMPTION HISTORY

Page three includes information about your **Consumption History**, which compares the current month's water and electric usage to the previous month.

Enroll in **Empower**, the City of Naperville's online utility dashboard, and monitor your utility usage throughout the month. Visit empowernaperville.com to sign up.



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 Finance Department
 400 S. Eagle Street
 Naperville, IL 60540
www.naperville.il.us

Account: #####-#### Bill Date: 5/13/24 Page 2

For Your Information
 ***ANY PAST DUE AMOUNT IS DUE IMMEDIATELY ***
 FOR NAPERVILLE eBILL VISIT HTTP:NAP.INETBILLER.COM
 FOR OTHER CITY INFORMATION VISIT WWW.NAPERVILLE.IL.US
 AN "E" ON YOUR BILL NEXT TO YOUR METER READING MEANS IT'S AN ESTIMATED READ

Consumption History		
	Electric Delivered	Water
MAY 2024	424	400
APR 2024	417	300
MAY 2023	411	300

PAGE 4: MONTHLY FEES BREAKDOWN

Page four includes a breakdown of standard monthly fees and a recap of total current charge, balance forward, past amount due and total amount due. (Definitions of these fees are provided in a glossary section below.)

Account: #####-#### Bill Date: 5/13/24 Page 3

Service	Unit Cost	Consumption Delivered/Received	Unit Charge	Total Cost
WT MONTHLY CAPITAL CHG			1.09	
TOTAL WATER				\$36.23
WW MONTHLY CUSTOMER CHG			11.04	
WW BASED ON WATER CONS	.031500	333.00	CF 10.49	
WW PHOSPHORUS SURCHARGE			2.04	
TOTAL WASTEWATER				\$23.57
MUNICIPAL WATER TAX			1.81	
MUNICIPAL ELECT TAXR			3.15	
STATE TAX			1.36	
TOTAL TAXES				\$6.32
Total Current Charges				\$143.58
Balance Forward				\$.00
Past Due Amount (due immediately) - (If you have a past due amount your service is subject to termination)				\$.00
Total Amount Due				\$143.58

*** Bank Draft ***

GLOSSARY - SERVICE FEES EXPLAINED: PAGE 1

The **Service Period** is the number of days in the billing cycle.

RF RESIDENTIAL REFUSE: The monthly residential garbage and recycling pickup charge.

EL CUSTOMER CHARGE: The minimum monthly charge customers pay for electric service.

EL FLAT RES: This is the monthly charge that customers pay for electricity usage and the monthly credit production facilities receive based on usage as noted above.

EL PURCHASED POWER ADJ: Either a credit or a charge on the utility bill to help close the gap between estimated and actual power costs. It is based on a rolling six-month average.

TOTAL ELECTRIC: The sum of all charges that include EL Customer Charge, EL Flat REs and EL Purchased Power Adj.

WT MONTHLY CUSTOMER CHG: The minimum monthly charge all customers pay for water service. The amount is based on the size of the customer's water meter.

WT DWC WHOLESALE CHG: Naperville has a two-tiered water rate structure: a wholesale rate component which is a straight pass-through of the City's cost from its wholesale water supplier, the DuPage Water Commission, and a retail rate, or the cost-of-service rate that the City charges for providing clean potable water to its utility customers.

WT NAPER RETAIL WT CHG: The retail rate charged based on cubic feet of water used by the customer.

GLOSSARY - SERVICE FEES EXPLAINED: PAGE 4

WT MONTHLY CAPITAL CHG TOTAL WATER: The Fixed Monthly Water Capital Charge helps fund Capital Improvements to the water utility assets. Funds collected under the charge are restricted to capital improvements including, but not limited to, preliminary engineering, engineering, and construction of said improvements.

WW MONTHLY CUSTOMER CHG: The minimum monthly charge for wastewater treatment.

WW BASED ON WATER CONS: The monthly charge for wastewater treatment based on water consumption.

WW PHOSPHORUS SURCHARGE: Assessed to all wastewater utility customers to fund 50% of the Illinois Environmental Protection Agency-mandated future improvements to the Springbrook Water Reclamation Center to remove phosphorus nutrients.

Note about how Wastewater Charges are calculated: From Oct. 1 through March 31, residential customers shall be charged for wastewater volume based on actual monthly water meter readings. From April 1 through Sept. 30, residential customers shall be billed based on an average of the individual customer's monthly water meter readings for the previous period from Oct. 1 through March 31. Where the customer's actual usage for the summer period is less than the average use from the previous winter, the lower number is used for the volume calculation. There is also a Municipal Water Tax, a Municipal Electric Tax and a State Tax. *Rates and charges are subject to change. For more information, visit naperville.il.us/municipalcode.*