

Introducing a fresh look to your bill

You'll find the same important information as before with some new features to make managing your account even easier. Questions about your account or the new bill design? Call 937-778-2000

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City of PIQUA

2. **Make A Payment**
Pay by Phone - 844-952-2406
Pay Online - piquoh.smarthub.coop

Customer Service
Office Hours: Monday - Friday - 8:00 - 5:00
201 W Water St, Piqua, OH 45356
Billing Inquiries - 937-778-2000 - Monday - Friday 9:00 - 5:00
Website - www.piquaoh.gov

Message Center

TO AVOID DISCONNECTION FULL PAYMENT MUST BE MADE BY 5PM ON 11/25/2022

1. CUSTOMER NAME JOHN DOE
Bill Date: 11/10/2022
Service Dates: 09/23/2022 - 11/09/2022
Account Number: 12345678
Service Address: 123 Electric Avenue

3. **TOTAL DUE**
\$131.12
Payment Due By: 11/25/2022

5.


Electric Charges	Water Charges
Sewer Charges	Stormwater Charges
Refuse Charges	

Billing Summary

Balance From Last Billing	\$204.38
Payments	-\$204.38
Balance Forward	\$0.00

Service Summary

Electric	\$45.01
Water	\$28.23
Sewer	\$28.80
Refuse	\$22.38
Stormwater	\$6.70
Current Charges: Due By 11/25/2022	\$131.12

GO GREEN GO PAPERLESS SCAN TO SIGN UP ON SMARTHUB 

▲ KEEP Please do not staple payment.

▼ SEND

City of PIQUA 201 W Water St
Piqua OH 45356

Please visit SmartHub or call Customer Service to make changes to your account.

6.



526 1 AV 0.455 JOHN DOE
123 ELECTRIC AVENUE
PIQUA OH 45356-9353

5 526 C-2

Bill Date 11/10/2022
Account Number 12345678

Total Due \$131.12
Please pay by 11/25/2022
\$6.56 added if paid after 11/25/2022

City of Piqua Utilities 2
201 W Water St
Piqua OH 45356-2235

39202002&103000000001234567&01646&111020227

On the front

1 Your Account Information:

Customer name, account number and billing date.

2 Contact Us:

Our contact information and office hours.

3 Total Amount Due:

Summarizes total amount due for the account on this statement along with due date. Automatic payment is indicated if you participate in that program.

4 Message Center:

This area displays messages related directly to your account and other messages from City of Piqua Utilities.

5 Billing Summary:

Here you will find past payments, current charges and total charges due.

6 Payment Stub:

If you are paying by check or money order, please return this stub with your payment to ensure the payment is properly credited to your account.

Redesigned with You in Mind

Information on side 1 of your bill:

- 1. Metering Details** – Your meter number(s), type of service, service dates, days in billing cycle, meter readings and multiplier and usage.
- 2. Current Billing Details** - Here you will find detailed charges that make up your current billing amount.
- 3. Monthly Electric Usage Graph** - Use the monthly graph to compare the current 12 months of usage to the previous 12 months. As well as the average temperature. Use the Daily graph to see your daily usage.
- 4. Monthly Energy Use Comparisons** - Compares this month's energy use with the previous month and the same month from the previous year.
- 5. Important Information** – Billing terms, as well as the different ways you can pay your bill. Payments can also be made at various retail locations through Vanilla Direct using the barcode at the bottom left side of this section.

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Service Address: 123 Electric Avenue Account: 12345678

Electric 1.

Meter Number	Service Description	Services From	To	Days	Previous	Readings Present	Meter Multiplier	Usage
88888888	Electric Service	09/23/2022	10/23/2022	30	17677	17954	1.0	277

Electric Subtotal 2. \$45.01

Monthly Electric Usage 3.

Electric Use Comparison 4.

This Month: 277 kWh (30 Days)
Last Month: 277 kWh (28 Days)
This Month Last Year: 321 kWh (32 Days)

Electric Use Comparison 4. This Month: 277 kWh (30 Days) Last Month: 277 kWh (28 Days) This Month Last Year: 321 kWh (32 Days)

5. Billing Terms

Customer Charge - A fixed fee established to cover costs involved in providing utility service including infrastructure, equipment, maintenance, and services (e.g. lines, poles, meters, billing).

KWH - Kilowatt Hour - One 100 watt light bulb burning for ten (10) hours will consume one kWh.

Unit of Water - water/sewer is billed in 1,000 gallon units. One unit of water is included in the Customer Charge each month.

ERU - Equivalent Residential Unit - an ERU is the amount of impervious surface (measured in square feet) on a typical, single family residential property. All residential customers are charged at 1 ERU per month - equivalent to 5,400 square feet.

PCA - Power Cost Adjustment - a line item that permits utilities to adjust the price per kWh to reflect fluctuations in the cost of fuel or purchased power used to supply electricity. The PCA is a fuel adjustment charge caused by an increased or decreased cost in fuel or purchased power.

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit pay.vanilladirect.com/pages/retailer

7993664336599392020281030004

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/terms. After successful payment using this barcode, you may retrieve your full detailed receipt at vanilladirect.com/power/ercouid.

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

6. Ways to Pay Your Bill

Mobile App or Online: www.piquoh.smarthub.coop
Phone: 844-952-2406
Drop Box: 201 W. Water St. Piqua, OH 45356
In Person: 201 W. Water St. Piqua, OH 45356

Information on side 2 of your bill:

- 1. Metering Details** – Your meter number(s), type of service, service dates, days in billing cycle, meter readings and usage.
- 2. Current Billing details** - Here you will find detailed charges that make up your current billing amount.
- 3. Monthly Water Usage Graph** - Use the monthly graph to compare the current 12 months of usage to the previous 12 months.
- 4. Monthly Water Use Comparisons** - Compares this month's energy use with the previous month and the same month from the previous year.
- 5. Other Services** – Here you will find detailed information about your Sewer, Stormwater and Refuse services.
- 6. Total Current Charges** – Will reflect the total of the current charges for all services on your bill.

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Service Address: 123 Electric Avenue Account: 12345678

Water 1.

Meter Number	Service Description	Services From	To	Days	Previous	Readings Present	Usage
123456789	Water Service	09/22/2022	10/22/2022	30	70000	71000	1

Water Subtotal 2. \$28.23

Monthly Electric Usage 3.

Water Usage - 1 Unit = 1,000 Gal

Water Use Comparison 4.

This Month: 1 Units (30 Days)
Last Month: 1 Units (27 Days)
This Month Last Year: 1 Units (32 Days)

5. Other Services

Sewer	Customer Charge	\$28.80
	Total Sewer Charges	\$28.80
Refuse	Refuse Service	\$22.38
	Total Refuse Charges	\$22.38
Stormwater	Stormwater	1.0 ERU @ 6.70
	Total Stormwater Charges	\$6.70

Total Current Charges: Due By 11/25/2022 6. \$131.12