

**Customer Service** 

Representatives are available Monday - Friday 7am - 7pm

 Customer Service
 719-448-4800

 Toll-Free
 1-800-238-5434

 Hearing Impaired
 711 or 1-800-659-2656

**Payment** 

Telephone Payments 719-448-4800

My Account access and more information www.csu.org

Your Service Address

1871 Glen Eyrie St

Colorado Springs, CO 80904

William J. Palmer		Account Number 1234 5678 90	
Amount Due \$177.40	Bill Date 05/23/2017	Due Date 06/06/2017	Late By 06/16/2017
Billing Summary Service Period: Previous Balance: Payments Received: Previous Balance Due: Adjustments & Fees Outstanding Balance		04/23/17 - 05/22/17 \$101.61 \$101.61 CR \$0.00 \$0.00 \$0.00	
Current Utility Charges Electric: Gas: Water: Waste Water: New Account Balance:			\$68.15 \$27.17 \$47.40 \$33.47 <b>\$176.19</b>

### **Electricity Usage**



Your usage increased by 22% in the past month and is 38% higher than the average of your neighbors.

Installing and using blinds can help keep your home cool.

Daily Averages	2016	2017
Temperature Electricity (kWh)	65°F	63°F 18.9
Electricity Cost	\$2.40	\$2.35

# Your Monthly Electricity Usage (kWh)



# Gas Usage



You have been an **efficient user**; your usage was on track this month.

Daily Averages	2016	2017	
Temperature	65°F	63°F	
Gas Therms	1.3	1.1	
Gas Cost	\$0.87	\$0.88	

#### Your Monthly Gas Usage (CCF)



Detach this portion of bill to mail with your payment.

To pay online, by phone, or in person, see reverse side for information.

Account Number Please Pay By Amount Due 1234 5678 90 June 6, 2017 \$177.40z

123456 1244 864

WILLIAM J. PALMER 1871 GLEN EYRIE ST

COLORADO SPRINGS, CO 80904



Service Type:
Electric Residential (E1R)

Meter Number: 307980

Reading 06/15/17 47218 kWh
Reading 05/15/17 46670 kWh
Usage Billed 548 kWh

 Access Charge
 29 days
 ×
 \$0.5010
 =
 \$14.53

 Access Charge
 548 kWh
 ×
 \$0.0763
 =
 \$41.81

 Electric Cost Adjustments
 122 kWh
 ×
 \$0.0222
 =
 \$2.93

 Electric Cost Adjustments
 416 kWh
 ×
 \$0.0195
 =
 \$8.11

 Capacity Charge
 548 kWh
 ×
 \$0.0014
 =
 \$0.77

 Total Charge
 \$68.15

 $\Omega$  On average, you are using 150.9 kWh of electricity more thn your neighbors. That equates to \$18.77 in lost savings.



Service Type:

Gas Residential (G1R)

Reading 06/15/17

Reading 05/15/17

7969 CCF

Reading 05/15/17

7938 CCF

Usage Billed

31 CCF

Meter Number:

166358

Access Charge 29 days × \$0.3930 = \$11.79
Access Charge 31 CCF × \$0.1645 = \$5.10
Gas Cost Adjustments 31 CCF × \$0.2367 = \$7.34

Total Charge \$27.17

🗣 You should have at least one working carbon monoxide detector for each level of your home to help prevent carbon monoxide poisoning.



 Service Type:
 Reading 06/15/17
 66770 CCF

 Water Residential (W1R)
 Reading 05/15/17
 66000 CCF

 Usage Billed
 770 CCF

 Meter Number:
 285565

On average, 10 gallons per day is lost to leaks. Repairing leaky faucets and toilets is one of the easiest ways to reduce your water consumption.



**Service Type:**Wastewater Residential (S-R)

Wastewater Billed 770 CCF

 $\Omega$  Pouring grease down your drain can cause clogs in your pipes and backups in the sewers.

Inside City Service Charge Commodity Charge Total Charge

29 days × \$0.5034 = \$14.60 770 CCF × \$0.0245 = \$18.87 \$33.47



### **ECO Program**

If you qualify for ECO, we will install a free smart thermostat in your home valued at \$300. With it, you can:

- Easily adjust your home's temperature using your smart device or computer
- Save up to \$100 per year on heating and cooling costs
- Receive a one time \$25 credit on your utilities (one year participation required)
- Be automatically entered to win an iPad mini



#### Pay Online

Access your account online to set up automatic payments, enroll in paperless billing, or pay online at **www.csu.org**.



### Pay on the Phone

Make an easy payment with a credit card, debit card or your bank account over the phone at 1-888-287-4592 (Fees apply).



## Pay in Person

Pay your bill in person at many of the CSU authorized locations, kiosks, and agents. Find locations at www.csu.org.



#### **Project COPE Restores Hope!**

Project COPE is the only local agency that helps families with utilities payment assistance. Your gift, no matter what size, will make a big difference. Visit **projectcopecs.org** or call **719-448-4800** for details.

Check one of these k	boxes to start your
monthly contribution	n. Use black ink only.

\$5	\$15	\$25	\$50	\$75
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