


# How To Read Your City of Naperville Residential Utility Bill

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

**630-420-6059**  
*For questions, service problems or  
address changes, please call or visit  
www.naperville.il.us*

**1** Service Address: [REDACTED] CT Page 1

Account Number	Cycle	Bill Date	Due Date	Last Bill Amount	Payments	Adjustments	Balance Forward	Total Balance:
[REDACTED]	55-08	12/28/20	1/20/21	\$113.87	\$113.87-	\$ .00	\$ .00	\$161.23

Rate Class: RESIDENTIAL

Last Payment Amount: \$113.87- Last Payment Date: 12/21/20

Electric Meter # [REDACTED] Billing Period: 11/10/20 - 12/14/20


Water Meter # [REDACTED] Billing Period: 11/10/20 - 12/16/20  
Current Reading: 64900 Previous Reading: 64192

**2** Service Period

From	To	Days	Meter Number	Mult	Description	Usage
EL 11/10/20	12/14/20	34	01234567	1.000	FRS FLAT RES	814.64
EL 11/10/20	12/14/20	34	01234567	1.000	FRN FLAT RES NET METRG	455.02
WT 11/10/20	12/16/20	36	76543210	1.000	CF CUBIC FEET	708.00

Service	Unit Cost	Consumption Delivered/Received	Unit	Charge	Total Cost
RF RESIDENTIAL REFUSE					\$13.31
EL CUSTOMER CHARGE				15.60	
EL FLAT RES	.109000	814.64	KWH	88.80	
EL FLAT RES NET MTRG	.109000-	455.02	KWH	49.60-	
EL PURCHASED POWER ADJ	.005830	814.64	KWH	4.75	
EL RENEWABLE OPT \$5.00				.05	
<b>TOTAL ELECTRIC</b>					<b>\$59.60</b>
WT MONTHLY CUSTOMER CHG				7.30	

**3** Detach this portion and return with your payment to: City of Naperville, PO Box 4231, Carol Stream, IL 60197-4231



Service Address: [REDACTED]  
Bill Date: 12/28/20  
Please Allow 10 Days for mail delivery

Total Balance: \$161.23  
Amount Enclosed:

[REDACTED]  
NAPERVILLE IL 60540-0000

01

**1** This portion includes your service address, the account number, billing cycle, bill date, due date, rate class, last bill amount, payments, adjustments, balance forward, total balance, and electric and water meter numbers.

**2** The **Service Period** is the number of days in the billing cycle and includes the following:

**EL FRS FLAT RES (Electric Flat Rate Residential):** This rate is the only electric rate available for all residential customers. The rate is referred to as a "flat" rate because each kilowatt hour (kWh) is charged at the same price no matter when or how much is used.

**EL FRN FLAT RES NET METRG (Electric Flat Residential Net Metering):** This additional rate is only applicable to customers that have installed renewable energy production facilities (solar or wind) at their residence. The electric meter at your residence measures energy that your system produces but is not used in your home. The rate is referred to as "flat" rates because each kilowatt hour (kWh) exported to the grid is the same price credit no matter when it is exported.

**WT: CF** is the cubic feet of water used during the billing cycle.

**RF: Residential Refuse** is the monthly charge customers pay for residential garbage and recycling pickup.

**EL Customer Charge** is the minimum monthly charge that customers pay for electric service.

**EL Flat Res and EL Flat Res Net Mtrg:** This is the monthly charge that customers pay for electricity usage and the monthly credit production facilities receive based on usage as noted above.

The **Purchased Power Adjustment** is 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.

**EL Renewable Opt \$5.00:** This is for the Naperville Renewable Energy Program, which is a voluntary additional charge to your monthly electric utility bill that supports renewable energy.

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

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**4** Office Hours: M, T, Th, F 7:30 A.M. – 5:00 P.M. and Wednesday 10:00 A.M. – 2:00 P.M.  
Finance Department: 630-420-6059 www.naperville.il.us

Utility payments can be mailed to the Carol Stream address noted on the front coupon portion of the bill, made in person at the Finance Department at the Naperville Municipal Center, 400 S. Eagle St., or mailed to 400 S. Eagle St., Naperville, IL 60540. When mailing payments, please enclose the coupon and use only check or money order. **Do not send cash.** Make all checks or money orders payable to City of Naperville. Please include your account number on all correspondence. Payment can be made with a VISA, MasterCard or American Express at the above website or by calling the above telephone number.

A penalty of 3% is added if the total due is not received on or by the due date.  
Any previous balance shown is an automatic first delinquent notice.

**For Your Information**

Account: [REDACTED] Bill Date: 12/28/20 Page 2

**For Your Information**  
\*\*\*ANY PAST DUE AMOUNT IS DUE IMMEDIATELY \*\*\*  
FOR COVID-19 RESPONSE INFO VISIT WWW.NAPERVILLE.IL.US/CORONAVIRUS-RESOURCES  
FIND SERVICE IMPACTS, COMMUNITY UPDATES, EXECUTIVE ORDERS, AND MORE.  
AN "E" ON YOUR BILL NEXT TO YOUR METER READING MEANS IT'S AN ESTIMATED READ

	Electric Delivered	Water
DEC 2020	814	708
NOV 2020	667	392
DEC 2019	1095	363

**3** **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.

**Additional Payment Options:** Payment may be made online through the City's website: [www.naperville.il.us/utilityservices](http://www.naperville.il.us/utilityservices). Residents can sign up for e-bill and bank drafting. The City also takes payment with VISA, MasterCard or American Express or by calling the Finance Department at (630) 420-6059.

**4** The **Consumption History** compares the current month's water and electric usage to the previous month and to the same month of the previous year.  
*To view your energy usage in between bills, sign up for the Empower Energy Dashboard at [www.empowernaperville.com](http://www.empowernaperville.com).*

**5** **WT DWC Wholesale WT 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** is the retail rate charged based on cubic feet of water used by the customer.

**WW Monthly Customer CHG** is the minimum monthly charge for wastewater treatment.

**WW Based on Water Cons** is 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: [www.naperville.il.us/municipalcode](http://www.naperville.il.us/municipalcode)*

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**5** Account: [REDACTED] Bill Date: 12/28/20 Page 3

WT DWC WHOLESALE WT CHG	.037200	708.00	CF	26.34
WT NAPER RETAIL WT CHG	.019600	708.00	CF	13.88
<b>TOTAL WATER</b>				<b>\$47.52</b>
WW MONTHLY CUSTOMER CHG				10.07
WW BASED ON WATER CONS	.026100	708.00	CF	18.48
WW PHOSPHORUS SURCHARGE				1.80
<b>TOTAL WASTEWATER</b>				<b>\$30.35</b>
MUNICIPAL WATER TAX				2.38
MUNICIPAL ELECT TAXR				5.46
STATE TAX				2.61
<b>TOTAL TAXES</b>				<b>\$10.45</b>
<b>Total Current Charges</b>				<b>\$161.23</b>
Balance Forward				\$ .00
Past Due Amount (due immediately) - (If you have a past due amount your service is subject to termination)				\$ .00
<b>Total Amount Due</b>				<b>\$161.23</b>