

# The New Lebanon Utilities Bill

Over the past several months, we have been working diligently to upgrade our billing design and format.

Numerous amounts of data had to be transferred to the new program, and numerous tests were run to verify the new billing format was working correctly.

The new bill design is a result of our desire to provide our customers with the most information possible in the best format available.

A return envelope is provided for your convenience to mail payment to Lebanon Utilities.

Beginning with this new bill, those customers that normally pay via automatic checking/credit card/etc. withdrawal will no longer receive a return envelope for mailing payments.

**Office Hours: 7:30am - 4:30pm  
Monday through Friday**

## We offer several convenient methods to pay your bill:

Return by mail with courtesy envelope

Walk-in Office

Night Deposit Drop Box in front  
of Municipal building 24/7

MasterCard/Visa/Discover/E-Check

Cash/Check/Money Order

Pay by Phone 1-877-598-2695

Pay On-Line at [www.lebanon-utilities.com](http://www.lebanon-utilities.com)

## Important Service Numbers

### Lebanon Utilities

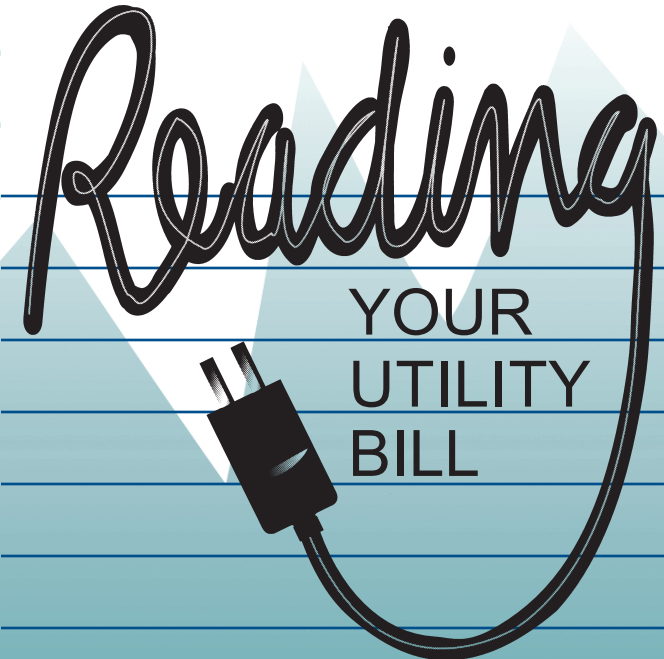
Office (24/7) . . . . . 765-482-5100

Fax . . . . . 765-482-8848

Website . . . [www.lebanon-utilities.com](http://www.lebanon-utilities.com)

Email. . [service1@lebanon-utilities.com](mailto:service1@lebanon-utilities.com)

**401 S. Meridian Street • P.O. Box 479  
Lebanon, IN 46052**



# How To Read Your Bill

## Who do I call if I have questions?

Call Lebanon Utilities at the phone number indicated, or stop by our office.

## Information and messages.

Issues pertaining to you and your utility will be found in this area.


## For what service is this bill?

This is the detail of service for your service location. All meters, service dates, readings, and usage are shown in this area

## How do I make my payment?

Be sure to return the bottom portion of the bill with your payment.

1. Mail your payment in the return envelope provided **OR**
2. Pay in person at our office **OR**
3. Place your payment in the drop box at our office **OR**
4. Pay by bank draft. Make arrangements at our office **OR**
5. Pay online at [www.lebanon-utilities.com](http://www.lebanon-utilities.com)



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**Lebanon UTILITIES**  
 PO Box 479 • Lebanon, IN 46052-0479

Phone: (765) 482-5100  
 After Hours Emergency: (765) 482-5100  
 Visit us online at [www.lebanon-utilities.com](http://www.lebanon-utilities.com)

12 1 SP 0,480 5 12  
**CUSTOMER NAME**  
**ADDRESS LINE 1**  
 LEBANON IN 46052

**Statement Date** 07/04/2014  
**Account Number** 9999999-01  
**Payment Due** 07/19/2014

**Service Summary**

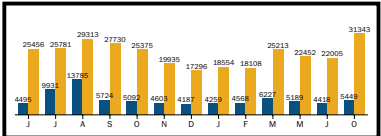
PREVIOUS BALANCE	200.00
PAYMENT 06/16/2014	-200.00
BALANCE FORWARD	0.00
CURRENT CHARGES	200.00

**Total Amount Due 07/19/2014** 200.00  
**Total Due After 07/19/2014** 205.00

**Message from Lebanon Utilities**  
 Don't forget to call in your sprinkler meter readings!

Service Description	Meter Number	Reading Present	Reading Previous	Dates	Days	Read Type	Meter Present	Meter Previous	Mult.	Usage	Units
Electric	0000099999	06/30/2014	05/28/2014		33	MR	3449	2677	40	30880	kWh
Electric	0000099998	06/30/2014	05/28/2014		33	MR	139	139	40	56.60	kVa
Electric	0000099997	06/30/2014	05/28/2014		33	MR	4313	4036	40	11080.0	KVAR
Water	0099999991	06/30/2014	05/28/2014		33	MR	0350039	0344590	1	5449	cubic ft

**Usage History**



Month	Usage
J	4495
J	9993
J	25496
J	25761
J	11789
J	29313
A	27730
S	5724
O	5052
O	4605
N	19935
D	17296
J	18554
J	4329
F	4558
M	6227
M	25213
M	22450
M	6189
J	4114
J	20060
O	5449

**Comparisons**  
 Avg Daily kWh: Previous Year 849, Current Year 950  
 Avg Daily Gals: Previous Year 150, Current Year 165

**Current Service Detail**

ELECTRIC	100.00
SALES TAX	10.00
TOTAL ELECTRIC	110.00
WATER	60.00
TOTAL WATER	60.00
SEWER	20.00
TOTAL SEWAGE	20.00
STORM WATER DEVELOPED	10.00
TOTAL STORM WATER	10.00
CURRENT CHARGES	200.00
TOTAL AMOUNT DUE	200.00

**Account Number** 9999999-01  
**Total Amount Due 07/19/2014** 200.00  
**Total Due After 07/19/2014** 205.00  
 SUBJECT TO DISCONNECT 14 DAYS AFTER DUE DATE

**Lebanon Utilities**  
 PO Box 479  
 Lebanon IN 46052-0479

01 09999999 01 071914 0000020000 0000020000 9

## Account Number and Due Date

The Statement Date, Account Number and due date are conveniently located at the top of the bill.

## Did Lebanon Utilities receive my last payment?

This section shows total activity since your last bill, ending with your balance forward, if any. If any of this information does not match your records, call the Lebanon Utilities office.

## Is my account past due?

In order to avoid paying a late fee please make your payment by the due date highlighted on the bill.

## What have I been billed?

A detailed list of charges for this bill will be shown for your information. Also appearing on your statement will be your current KWH usage and number of days in this billing.

## What do I owe and when is it due?

The total amount due upon receipt of this bill is shown. If this amount is not paid, your account is subject to disconnect.