



**CITY OF MONROE**  
300 West Crowell Street  
Monroe, NC 28112

## **UTILITY BILLING/METER READING SERVICES**

*The mission of the City of Monroe Utility Billing Division is to provide our customers with clear, accurate utility bills in a timely manner. We pledge to do this by constantly monitoring variances in your consumptions, meter readings and bill calculations and resolving these issues promptly.*

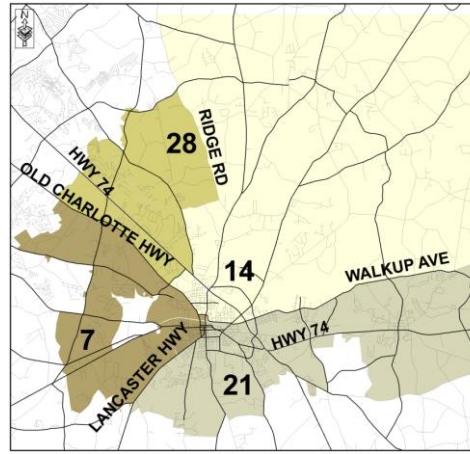
### **UTILITY BILLING**

The Utility Billing Division issues over 16,000 bills each month in four billing cycles. Your bill date is determined by your service location, and billing cycles are arranged to make our meter reading process as efficient as possible.

### **BILLING CYCLES/METER READING SCHEDULES**

The City of Monroe service area is divided into quadrants, and we currently bill on the 7<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup> and the 28<sup>th</sup> of each month. The area you live in determines when your meter is read and your monthly bill date. Your meter is read approximately one week prior to your bill date and will contain from 28 to 32 days of service. A map follows

illustrating the meter reading/monthly billing schedule.



### **METER READING SERVICES**

The City of Monroe uses electronic meter reading devices to record your monthly meter readings. We refer to the device installed on your meter that transmits the reading to our collector as the ERT. We refer to meters that are equipped with an ERT as AMR (automatic meter reading) meters. We collect your readings each month with a mobile collection system called the MC-Lite. The MC-Lites are mounted in our service trucks and we are able to collect the readings by doing a “drive by” of your location. It is not necessary for our technicians to access your meter for us to obtain your meter reading. Collected meter readings are uploaded into our Billing system, where information gathered from each meter is processed and maintained and appropriate consumption data recorded.

If you make changes in your heating and/or water heating system, or if you make other changes that significantly affect your utility consumption, please contact us. Since you are responsible for your own equipment and consumption, it is your responsibility to

notify the City of Monroe of such changes that might result in a different rate being applied.

### **ACCESSING YOUR METERS**

According to the City of Monroe service policies, you are required to allow us access to your meters at all times. If you have a meter that is located inside a gated area, you are required to furnish the City of Monroe Utility Billing Division a key to your lock; or the City will come out and install one of our locks on your gate. If you have any questions regarding our ability to access your meters, please contact the City of Monroe Utility Billing Division at (704)282-4541.

### **HOW TO READ YOUR METERS**

Knowing how to read your meters will help you keep an eye on your utility usage and keep your bills low. You may want to monitor your usage by recording the readings and the dates on a regular basis and then subtract the earlier one from the next one to get your actual usage.

Electric Meters: – Your electric meter has a digital display and reads from left to right. All City of Monroe electric meters read in kWh (kilowatt hours), and we bill in kWh.

Natural Gas Meters: – Your gas meter has four readable dials and reads from left to right. The visual reading on the meter is in ccf’s (hundred cubic feet), and we bill in ccf’s.

If the hand is between two numbers, always select the lower number. When the hand is between "9" and "0," then "9" is considered the lower number.

When the hand looks as though it is directly on the number, look at the dial to the right. If the dial on the right has passed "0," use the number that the hand is on. If the dial on the right has not passed "0," use the number less than what the hand is on.

Water Meters: Your water meter is a straight-read dial meter much like the odometer on older cars. All City of Monroe water meters read in gallons, and we bill in hundreds of gallons. The meter reads from left to right.

The first dial (farthest to the right) is a stationary 0. The first moving dial is in the tens (10's) place. As this dial rotates, each number represents ten (10) gallons of water used. The next dial to the left represents one hundred (100) gallons and so on.

**The following examples show how to determine your utility usage:**

Electric: If your meter shows a reading of 40721 today and reads 40793 tomorrow then your electric usage for this period of time total would be:

40793 kWh  
- 40721 kWh  
72 kWh

Natural Gas: If your meter shows a reading of 7659 today and reads 7662 tomorrow then your natural gas usage for this period of time total would be:

7662 ccf's  
- 7659 ccf's  
3 ccf's

Water: If your meter shows a reading of 0057720 today and reads 0057920 tomorrow then your water usage total would be:

0057920 gallons  
- 0057720 gallons  
200 gallons

***The Billing Division can help you locate and read your meters.***

***Call (704)282-4541 for more information.***

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**USING YOUR WATER METER TO HELP DETECT LEAKS**

Your water meter can help you determine if you have a leak. It is the best place to begin your search.

1. Turn off all faucets and water consuming appliances. Make sure your toilets are all filled.
2. Carefully lift the lid of your water meter and note the meter reading.
3. Check the meter reading again after 15 – 30 minutes. If the reading has changed, you may have a leak. Consider contacting a plumber to check the problem.

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**HOW CAN I GET A COPY OF MY BILL?**

The easiest way to view or print a copy of your bill is to log on to [www.monroenc.org](http://www.monroenc.org). There you can view and print out your account history (billing, payments and consumption) for the last three years. You can also pay your bill -- all on-line. Or, if you'd prefer, you may contact our Customer Service Division.

For more information about accessing your account on-line, call Customer Service at (704)282-4511.

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**ADJUSTMENTS TO PRIOR BILLINGS**

Based on the City of Monroe Customer Service Policy "If the City has inadvertently overcharged or undercharged for utility

service, the City will notify the active customer of the error and a billing adjustment will be made as follows:

- a. Amount will be refunded or billed to the customer for the period of overcharge or undercharge, not to exceed one year.
- b. Usage and demand will be estimated if exact usage cannot be determined.
- c. The reimbursement to the City resulting from underpayments may be paid out no longer than over the same period of time that the underpayment occurred."

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**METER TAMPERING**

Tampering with utility meters is prohibited by NC General Statute 14-151.1, and is punishable by fines and imprisonment. If you steal utilities by tampering with a meter, you risk arrest and your life. Any person who makes an unauthorized, unsafe or unmetered connection to any City utility service is subject to the penalties for meter tampering. The penalties range from \$225 to \$550, and the penalty must be paid in full prior to service being restored.

If you see anyone tampering with a meter, please call us at (704)282-4511.

***For more information, please visit our website at [www.monroenc.org](http://www.monroenc.org) or you may contact our Customer Service Division at (704)282-4511.***