

DPU went live with new utility billing software on July 1, 2018.

MY UTILITY BILL

Understanding what's on the bill and how to verify if it is correct.

LOS ALAMOS
 County of Los Alamos
 Customer Care (505) 662-8333, customercare@lacnm.us
 Pay your bill online: <https://rebrand.ly/DPUmyaccountportal>

ACCOUNT#
CUSTOMER ID

Cycle 10

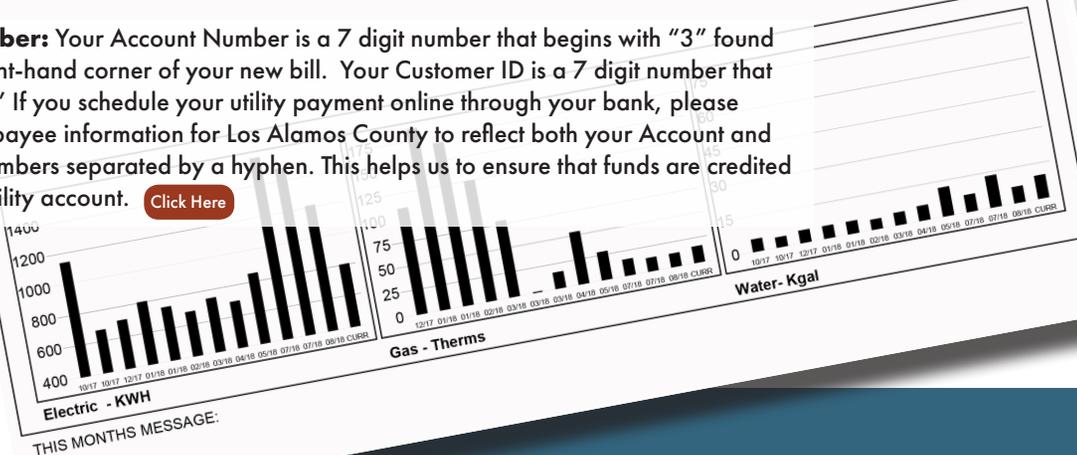
Account Summary	
Bill Date	10/12/2018
Due Date	11/06/2018
Service Period	10/01/2018
Account Number	3XXXXXX
Customer ID	2XXXXXX
Previous Balance	337.25
Adjustments	0.00
Payments	337.25
Current Billing Amount	271.54
TOTAL AMOUNT DUE	271.54

Customer Name: CUSTOMER NAME
 Service Address: 1111 STREET NAME
 Bill Number: 1111

Description	Meter	Read Type	Previous Meter Reading	Current Meter Reading	Demand	Demand Rate	Multi.	Usage	Commodity Rate	Charge
ELECTRIC	KWH	000XXXXXX	82051	82851			1	800	0.115200	92.16
	Service Charge									12.00
	Total									104.16
GAS	THERM	XXXXXX	145	165			0.81	12	0.490000	5.88
	Service Charge							5	0.540000	2.70
	Total									18.08
WATER	KGAL	7XXXXXX	2088	2184			1	9.6	4.980000	48.02
	Service Charge									9.42
	Total									57.44
SEWER								1		51.24
	Service Charge									25.00
	Total									25.00
REFUSE										8.94
	Service Charge									6.68
	Total									271.54
	7.3125% Electric and Gas GRT									0.00
	5.0% Water, Sewer and Refuse GGRT									

- A Service Period:** This is the period between meter reads and the total number of days that the bill is covering. Typical bills range 28 - 35 days.
- B Read Type (Actual or Estimate):** The letter "A" indicates that this is an actual meter read. The letter "E" indicates that the meter reader was not able to read the meter for a variety of reasons and has estimated the read.
- C Previous and Current Meter Readings:** This is how the commodity usage is determined, by subtracting the previous read from the current read.
- D Previous and Current Meter Readings - natural gas:** While DPU's gas meters register in CCF (100 Cubic Feet), the DPU bills in therms. Therefore the difference between meter reads is converted to therms.
- E Multiplier - natural gas:** To convert CCF into therms, DPU applies two conversion factors: 1) elevation 0.81 for White Rock & 0.78 for the Los Alamos townsite, and 2) heat content of the gas, which varies by calendar month. For example the heat content was 1.079 in August and 1.066 in September. For information on the factors that affect the conversion, visit: [Rebrand.ly/CCF-Therms](https://rebrand.ly/CCF-Therms) [Click Here](#)
- F Usage and Commodity Rate - natural gas:** DPU is on a pass-through rate. We pass along the actual cost of gas to customers, which fluctuate from month to month. Most bills will have a certain number of therms under one rate, and the remainder of therms under another rate. DPU posts these monthly rates on its website: [Rebrand.ly/DPUGasRateSchedule](https://rebrand.ly/DPUGasRateSchedule) [Click Here](#)
- G Previous and Current Meter Reading - water:** While DPU's water meters register in 100 gallons, the DPU bills in 1000 gallons. The difference between meters reads is converted into 1000 gallons in the "Usage" column.

Account Number: Your Account Number is a 7 digit number that begins with "3" found in the upper right-hand corner of your new bill. Your Customer ID is a 7 digit number that begins with "2." If you schedule your utility payment online through your bank, please update the bill payee information for Los Alamos County to reflect both your Account and Customer ID numbers separated by a hyphen. This helps us to ensure that funds are credited to the proper utility account. [Click Here](#)



THIS MONTHS MESSAGE:

HOW DO I VERIFY MY BILL IS CORRECT

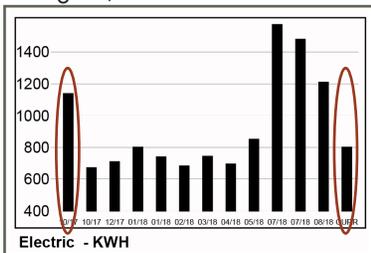
If you've received your utility bill from the Los Alamos Department of Public Utilities, and you want to verify that it is correct, the following spot check recommendations will help you determine if further investigation by the Customer Care Center is warranted.

Account Summary	
Bill Date	10/12/2018
Due Date	11/06/2018
Service Period	08/29/2018 to 10/01/2018
Account Number	3XXXXXX
Customer ID	2XXXXXX

Service Period: Check the number of days that the bill is covering. The standard service period is between 28 and 35 days. Your bill may appear larger than normal if the service period goes beyond the typical time frame.

To test if your consumption appears normal, divide the number of days into the total usage to arrive at an average daily consumption and compare this with the average daily consumption of other utility bills.

Graphs: Some commodities have seasonal peaks. Water generally peaks during hot, summer months and natural gas generally peaks in cold, winter months. Check the graphs at the bottom of the bill to compare consumption levels during similar months and seasons to see if consumption levels appear normal.



Description	Meter	Read Type	Previous Meter Reading	Current Meter Reading
ELECTRIC	KWH	000XXXXXX	82051	82851
Service Charge				
Total				

Read Type: Verify that your meter is an actual "A" read and not an estimated "E" read. If you believe that the actual read is incorrect or the estimated read is too high or too low, you can compare it to what is currently registering on your electric and gas meters. (Unfortunately, it is not possible for you to read the water meter as special equipment is needed.)

How to Read My Meter (Electric and Gas): DPU has two types of meters, digital and dial meters.

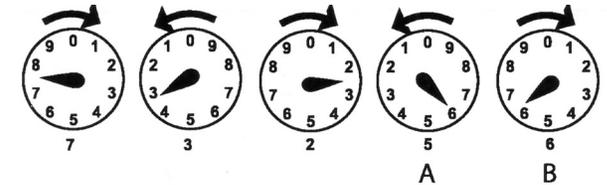
If your meter is a digital meter, simply write down the numbers from left to right.



If your meter is a dial meter, start with the dial on the far right. Write down the number the hand has passed. Notice that some hands turn right and some hands turn left. If a hand is directly on a number, look to the dial to the right to determine which number to write.

For example, see dial A in the diagram in the upper right corner of this document. The hand is pointing at the 6. The read becomes a 6 for this dial once the hand on dial B (to the right of dial A) passes 0, or when you see it between 0 and 5. However, looking

at dial B to the right of dial A, you see that B's hand has not yet passed 0. (In other words, it has passed 5 but not yet reached 0). In this case, you will write down the next lower number on dial A, which is 5.



My Bill Still Doesn't Look Correct: If your bill still does not look correct, notify the Customer Care Center. Stop by our office at 1000 Central Avenue, call us at 505 662 8333 or email us at CustomerCare@lacnm.us.

Explain which portion of your bill does not look correct. Email us a picture of the dials on your meter or request that a meter reader come back to your property to reread the meter. Our staff will investigate the matter and get back with you.

It is always our intent to bill customers accurately for services and commodity consumption. We appreciate customers bringing concerns to our attention. If we have erred, we will correct the problem immediately and make the necessary adjustment on the next bill if appropriate.