

How to Read Your Utility Bill

Use this legend to understand your new bill:

- A.** This is your Reynolds Utilities **account number**. Customers sending a payment online without the payment stub will need to indicate this account number when processing their payment.
- B.** The **service address** is the location services are provided.
- C.** The **due date** is the date that your bill is due on, or before.
- D.** This is the total **amount due**, including past due charges from previous billing cycles, recent payments, and adjustments.
- E.** This easy-to-read graph provides 13 months of **usage history**. This information is helpful for conservation purposes, and in alerting you to possible excessive usage.
- F.** You will find a **detachable stub** located at the bottom of your utility bill. Detach this stub and return it with your payment. Indicate changes in mailing address and other contact information on this stub.
- G.** Be sure to check the **reverse of the bill** for **payment options** and other relevant information.

Sample bill



301 Arlington Drive
Greenville, PA 16125
(724) 646-1144
Fax: (724) 646-1162

THIS IS SAMPLE
115 TEST ST
GREENVILLE, PA 16125

Current Usage for Bill Period: 8/31/22 - 9/30/22

Description	Prior Read	Current Read	Gallons
WATER	870	890	2000
SEWER	870	890	2000
SEWER PENNVEST			2000

Message Center

OUR CUSTOMER PORTAL IS NOW AVAILABLE!!
VIEW / PAY ONLINE AT:
www.greenvillereynolds.com

Account Summary

Account Number 1673
Service Address 115 10TH ST
Bill Date 10/03/2022

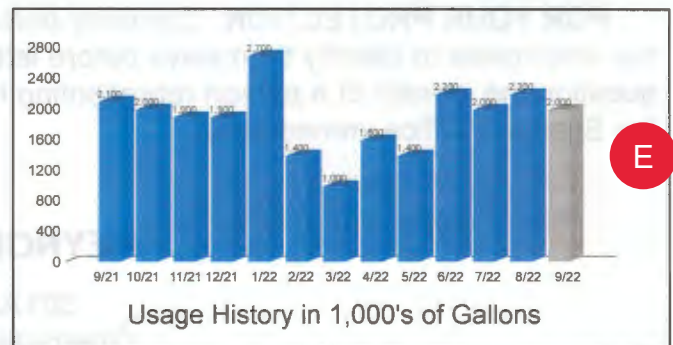
Due Date 10/31/2022

WATER	30.66
SEWER	27.25
SEWER PENNVEST	4.66
Current Charges	62.57
<u>Other Transactions</u>	
Previous Balance	66.67
Payment	-73.67

Amount Due 55.57

A 1.5% late charge will be charged on all outstanding balances.

Recurring Payment - DO NOT PAY



Supplement No. (8) to Sewer-Pa. P.U.C. No. (4)
Supplement No. (10) to Sewer-Pa. P.U.C. No. (4)

Any questions or complaints regarding the billing shown please call (724) 646-1144 **before** the due date.

Please detach bottom portion and return with your payment or write account number on check.



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THIS IS SAMPLE
115 TEST ST
GREENVILLE, PA 16125

Account Number

1673

Due Date

10/31/2022

Total Due

55.57

AMOUNT ENCLOSED

**Recurring Payment
DO NOT PAY**

Please make check payable to: Reynolds Utilities

Please charge my credit card entered on the back ☐

There is a 2% processing fee for credit card transactions over \$250.00

Payments can be made at the business office during regular business hours or after hours in the secured night slot in the front of the office. You can also pay by mail or you can call to make a payment with your debit or credit card. If you are unable to pay the full amount call **BEFORE** the due date to make payment arrangements.

IMPORTANT INFORMATION ABOUT YOUR BILL

A copy of each rate schedule, an explanation of how to verify the accuracy of a bill, and an explanation of the various charges is available at the business office. Please telephone (724) 646-1144 or visit our business office if you have a request, inquiry, or complaint. Please bring billing inquiries to our attention **BEFORE** the due date of the bill.

Failure to receive a bill is no excuse for non-payment. Normal billing date will occur by the 10th of each month. Bills are considered delinquent if not paid within twenty (20) days of the bill date.

If, for whatever reason, we are unable to read your meter, you will receive an estimated bill. An "E" will be printed on your bill if it is estimated.

IF YOU PLAN TO MOVE, you have the responsibility to notify the Company at least seven days prior to your moving date. If you fail to do this, you may have to pay for service at your old address even after you vacated the premises.

FOR YOUR PROTECTION, Company personnel carry identification cards. Do not hesitate to ask our employees to identify themselves before letting them into your home or on our property. If you question the identity of a person representing him/herself as a Reynolds Utilities employee, contact the Business Office immediately.

REYNOLDS UTILITIES

301 Arlington Drive
Greenville, PA 16125-8214
Telephone (724) 646-1144
Fax (724) 646-1162

Please check the type of card your are using:



VISA



DISCOVER

Card Number: _____

Expiration Date: _____ (MM/YY) Security Code: _____ (3 digit code on back of card)

Signature: _____ Date: _____

Your signature authorizes Reynolds Utilities to charge the account you have listed above the amount due.

☐ One-time Payment

☐ All future bills charged to the above card on the 20th of each month

There is a 2% processing fee for credit card transactions over \$250.00