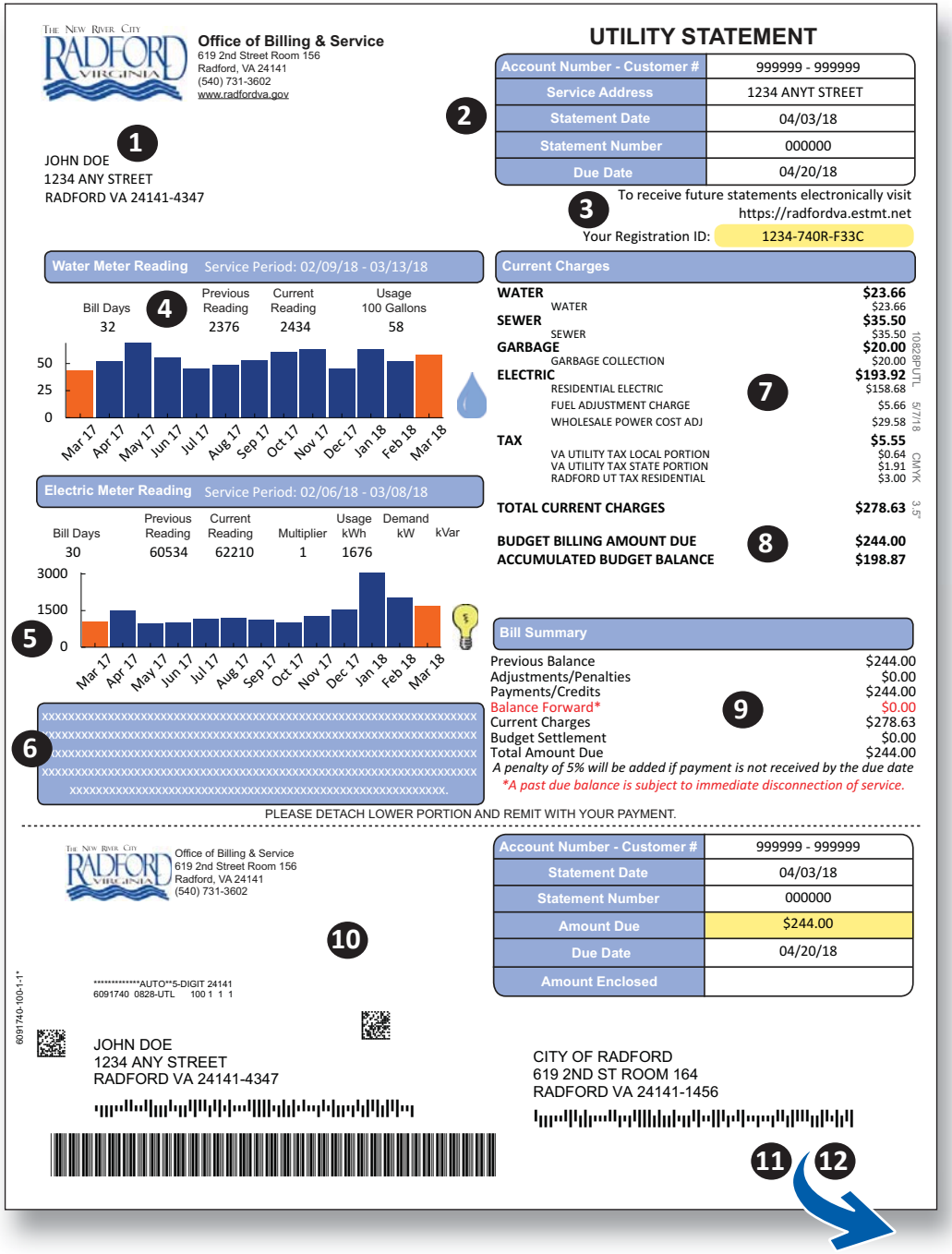
New Bill Design

1. Customer Information: Here you will find the name listed on the account along with the mailing address.
2. Account Information: This area contains your account number, customer ID, the service address, statement date and number and the date payment is due.
3. Electronic statements: If you wish to receive your statements electronically, visit this website to sign up.
4. Meter Reading Detail: This area gives a detailed listing of water or electric usage, including the service period, days in the billing cycle, the previous and most recent meter readings. Water is measured in 100 gallons and electricity is measured in kilowatt hours.
5. Usage History: The graph shows up to a thirteen month comparison of your historical water and/or electric consumption. The orange bars allow a comparison for the usage from the previous year's billing period and your current service period usage.
6. Check the message area for important information from the City of Radford. The City may use this area to share general updates, holiday garbage pickup schedules or miscellaneous bill information.
7. Current Charges: Here you will find an itemized listing of the charges for your current billing period.
8. Budget Information: If you participate in the Equal Payment Plan/Budget, this will be where your monthly payment amount and accumulated budget balance can be found.
9. Bill Summary: This area provides a summary of your account, including your previous balance, any adjustments or penalties applied, previous payments or credits, past due balance from previous billing cycles, current charges and your total amount due. If you participate in the Equal Payment Plan/Budget, your budget settlement or closeout amount will also show here.
10. Bill Remittance Stub: Detach this stub and return it with your payment. When mailing your payment, please make sure the address on the remittance stub shows through the window on the return envelope.
11. Contact Information: Contact information for billing and payment inquiries, hours of operation and emergency contact number.
12. Payment Options: This section provides information about the various bill payment options available to City of Radford utility customers.



THE NEW RIVER CITY RADFORD VIRGINIA

Office of Billing & Service
619 2nd Street Room 156
Radford, VA 24141
(540) 731-3602
www.radfordva.gov

UTILITY STATEMENT

Account Number - Customer #	999999 - 999999
Service Address	1234 ANYT STREET
Statement Date	04/03/18
Statement Number	000000
Due Date	04/20/18

JOHN DOE
1234 ANY STREET
RADFORD VA 24141-4347

To receive future statements electronically visit https://radfordva.estmt.net
Your Registration ID: 1234-740R-F33C

Water Meter Reading Service Period: 02/09/18 - 03/13/18

Bill Days	Previous Reading	Current Reading	Usage 100 Gallons
32	2376	2434	58

Electric Meter Reading Service Period: 02/06/18 - 03/08/18

Bill Days	Previous Reading	Current Reading	Multiplier	Usage kWh	Demand kW	kVar
30	60534	62210	1	1676		

Current Charges

WATER	**$23.66**
WATER	$23.66
SEWER	**$35.50**
SEWER	$35.50
GARBAGE	**$20.00**
GARBAGE COLLECTION	$20.00
ELECTRIC	**$193.92**
RESIDENTIAL ELECTRIC	$158.68
FUEL ADJUSTMENT CHARGE	$5.66
WHOLESALE POWER COST ADJ	$29.58
TAX	**$5.55**
VA UTILITY TAX LOCAL PORTION	$0.64
VA UTILITY TAX STATE PORTION	$1.91
RADFORD UT TAX RESIDENTIAL	$3.00
TOTAL CURRENT CHARGES	**$278.63**
BUDGET BILLING AMOUNT DUE	**$244.00**
ACCUMULATED BUDGET BALANCE	**$198.87**

Bill Summary

Previous Balance	$244.00
Adjustments/Penalties	$0.00
Payments/Credits	$244.00
Balance Forward*	$0.00
Current Charges	$278.63
Budget Settlement	$0.00
Total Amount Due	$244.00

A penalty of 5% will be added if payment is not received by the due date
**A past due balance is subject to immediate disconnection of service.*

PLEASE DETACH LOWER PORTION AND REMIT WITH YOUR PAYMENT.

Office of Billing & Service
619 2nd Street Room 156
Radford, VA 24141
(540) 731-3602

Account Number - Customer #	999999 - 999999
Statement Date	04/03/18
Statement Number	000000
Amount Due	$244.00
Due Date	04/20/18
Amount Enclosed	

**********AUTO**5-DIGIT 24141
6091740 0828-UTL 100 1 1 1

JOHN DOE
1234 ANY STREET
RADFORD VA 24141-4347

CITY OF RADFORD
619 2ND ST ROOM 164
RADFORD VA 24141-1456