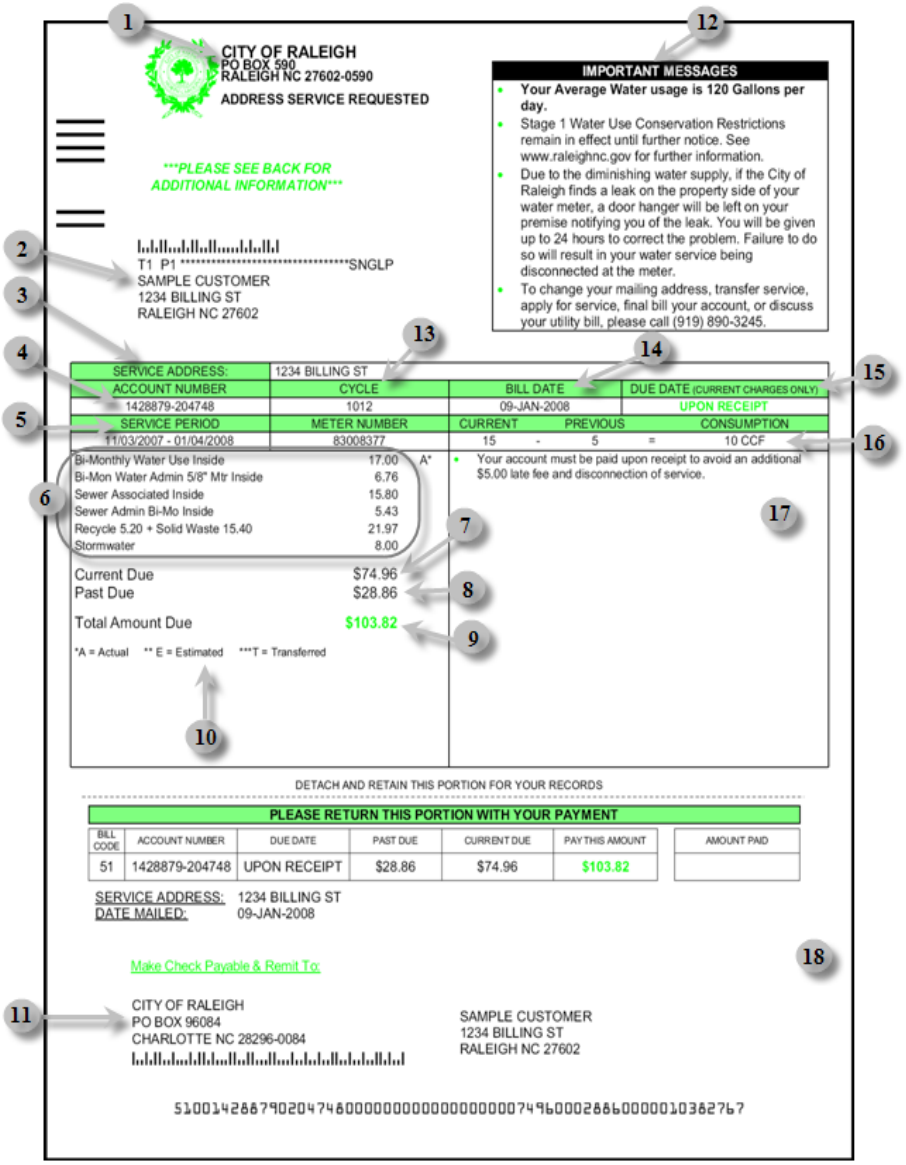
How to Read Your City of Raleigh Utility Bill

This is a sample City of Raleigh Utility bill that will aid you in understanding the layout of your bill.



1. City of Raleigh mailing address (do not mail payments to this address – please refer to item 11)
2. Customer name and mailing address (name of entity or person on record responsible for paying bill)
3. Service address (address of property receiving services – water/sewer, Stormwater, solid waste, recycling, etc)
4. Account number – unique identification number associated with services that are being received by the service address
5. Service period – provides the beginning and ending dates for the time the service was provided
6. Billing block – lists individual line item and applicable charges
7. Current due – total of all current charges in the billing block including late fees and additional fees, if added
8. Past due – total of all past due charges
9. Total amount due – current balance due plus the past due amount*****
10. Meter reading descriptions:
    a. A (actual meter reading)
    b. E (estimated meter reading)
    c. T (transfer from one service address to another)
11. Remittance address – location to send Utility payments
12. Important messages form the City of Raleigh
13. Cycle – used for internal purposes to determine when meters are read
14. Bill date – date the bill is printed and mailed
15. Due date – date the billed charges are due******
16. Meter and Consumption information:
    a. "Meter number" is the identifying serial number on the meter located at the address
    b. "Current" is the current meter reading
    c. "Previous" is the last reading from the previous billing and/or an initial reading from installation of service
    d. "Consumption" is the difference between the current and previous readings. The consumption is measured in CCF, GAL, and TGAL or HGAL
17. Additional information – area is reserved for additional information relevant to the customer account
18. Remittance slip – detach the remittance slip and mail with payment using the window envelope enclosed with the bill

***** Note: If the amount of the bill is a credit (shown as "CR" beside the total) and is due to overpayment or an adjustment made to the account you do not need to make a payment. The credit will be applied to the balance on the following bill.

****** A Due date displaying "Upon Receipt" means there are past due charges that need to be paid immediately.