

UNDERSTANDING YOUR BILL



- A** Your account information including Account Number, Service Address and Statement Date are clearly displayed in the top right corner of the statement.
- B** The Previous Balance is the amount that was due on the previous month's bill. This section also displays your latest payment and any outstanding charges due on the account listed as Balance Forward.
- C** This area is used to display important information each month and the payment details for customers enrolled in our Budget Billing Plan.
- D** Individual charges are displayed here. Each type of service is subtotaled.
- E** Track your current electric and water consumption with convenient graphs. Compare your current usage to your usage last year and set conservation goals.
- F** This is the Total Amount Due, including any past due charges carried over from previous billing cycles.
- G** Detach this payment stub and return with your payment. On this payment stub, you will find your Account Number, Service Address, Statement Date, the Due Date and the Total Due. If you are signed up for our Pre-Authorized Electronic Bill Payment Service, that will be shown here and you do not need to send in the payment stub.
- H** Be sure to check the back of the billing statement for more usage details and other important information.



222 Lewis Street
River Falls, WI 54022
Office (715) 425-0906
After Hours Emergency (715) 852-1715
www.rfmu.org | www.rfcity.org

Statement

Customer: JOHN SMITH
Account Number: 0000-00
Customer Number: 00037113
Service Address: 123 MAIN STREET
Statement Date: 11/10/2025
Service Period: 10/01/2025 - 11/03/2025
Bill Type: REGULAR00

[1/2]

STATEMENT ACTIVITY			
	RATE	USAGE	CHARGES
PREVIOUS BALANCE			158.35
PAYMENT 10/24/2025			-158.35
PAYMENT 10/30/2025			-1.00
PAYMENT 10/30/2025			-2.00
BALANCE FORWARD			
CITY SERVICES			
Garbage Charges			21.00
Storm Water Charge			3.14
CORE Fee			1.25
Streetlight Charge			2.00
Subtotal			27.39
UTILITY SERVICES			
Electric Customer Charge RG1			14.00
Energy Usage	0.125700	434.00	54.55
Electric PCAC Charge	0.014200	434.00	6.16
Commitment to Community Charge			1.05
Water Customer Charge RW:75			6.90
1st Block Water Usage	0.001710	2260.00	3.86
Sewer Customer Charge RS.75			17.80
Sewer Usage	0.007040	2260.00	15.91
Public Fire Protection			7.91
Subtotal			129.94
CURRENT CHARGES			157.33
AMOUNT DUE			155.33

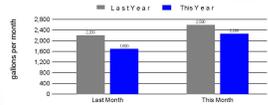
PAYMENT NOTICE
Payments made by MyAccount (myaccount.rfmu.org), by phone (1-877-885-7988), in our drop box, by mail, or in person must be received in our office by the due date shown. Payments received after the due date will be charged a late fee.

Follow us on Facebook and our website for up-to-date information. REMINDER: City Hall will be closed November 18 for an in-service day. City Hall will be closed November 27-28 for Thanksgiving.

Electric Usage Comparison



Water Usage Comparison





222 Lewis Street
River Falls, WI 54022
www.rfmu.org | www.rfcity.org

Account Number: 0000-00
Service Address: 123 MAIN STREET
Statement Date: 11/10/2025

CURRENT CHARGES		
DUE DATE: 11/30/2025	TOTAL DUE:	\$155.33
	TOTAL DUE AFTER DUE DATE:	\$156.62
AMOUNT ENCLOSED:		

REMI107A 2478 1 AV 0.593
7000005108 00_0010_0061 2478/1

JOHN SMITH
123 MAIN STREET
RIVER FALLS WI 54022

00003659011302025 000001553300000156624

Note: Sewer service is a City service, which the City sets the rates for.

H

UNDERSTANDING YOUR BILL

(CONTINUED)



I Electric and water usage based on monthly meter readings is shown here. Your bill will appear to have two electric charges - this is simply a way for us to track "on-peak" and "off-peak" hours which is when energy is more or less expensive throughout the day. For more information on our Nights & Weekends Plan and on- or-off-peak hours, visit our website.

J These two boxes display billing messages from River Falls Municipal Utilities. Be sure to check here for energy conservation tips, safety information, events and other useful information.

K In this section you will find contact and payment information.



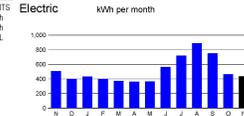
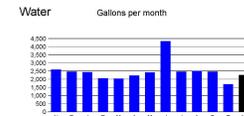
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Customer: JOHN SMITH
Account Number: 0000-00
Customer Number: 0001234
Service Address: 123 MAIN STREET
Statement Date: 11/10/2025
Service Period: 10/01/2025 - 11/03/2025
Bill Type: REGULAR

Current Meter Information

METER	SERVICE	READ DATE	# DAYS	CODE	CURRENT	PREVIOUS	MULTI	USAGE	UNITS
400000437	ELECTRIC	11/03/2025	33	MR	00562	00097	1	166	kWh
400000437	ELECTRIC	11/03/2025	33	MR	001788	001509	1	279	kWh
420000001	WATER	11/03/2025	33	MR	019410	017210	1	2260	GAL

Usage

MAKE SURE YOUR HOUSE IS READY FOR THE SNOW

POWERFUL CHOICES
an sustainable energy project for river falls

Follow some energy-saving tips to warm your home: Tighten or lock storm windows, keep your heating system in good repair with a check-up, and close the chimney damper. You can keep your house cozy and comfortable, while saving energy.

Visit us at rfmu.org for more ways to stay comfortable all season long.

FOCUSSED ON CUSTOMERS NOT PROFITS
As your locally owned, not-for-profit utility, our focus is on service and people, not profits. Together through WPPI Energy, we work with 50 other locally owned utilities to help us hold the line on costs, keeping our rates as affordable as possible. We also offer many programs to help you lower your energy usage.

We're focused on customers, not shareholders, and all decisions about the utility are always made locally. Find out more at rfmu.org.

CONTACT US
Business Office Hours: Monday - Friday 8:00 am - 5:00 pm
Phone: (715) 425-0906
Email: rfmu@rfcity.org
Website: rfmu.org
After hours emergency: (715) 852-1715

DIGGERS HOTLINE
(800) 242-8511 or 811; diggerhotline.com

DUE DATE
Payments made after the due date printed on the bill may incur up to a 1% late fee. Any past due balance is due immediately.

POWER COST ADJUSTMENT CLAUSE (PCAC)
This adjustment reflects the variance in the cost of purchased power from the amount included for these costs in our basic electric rate.

METER READING CODES
MR = Meter Read
CE = Computer Estimate
ME = Manual Estimate

PAYMENT OPTIONS
PAY BY MAIL: Mail your payment and payment stub in the return envelope included with your bill. Remember to apply postage.

PHONE: Call (877) 885-7968 with check or credit/debit card* information.

AUTO PAY: Set up convenient automatic due-date payments* at myaccount.rfmu.org.

ONLINE: Set up one-time or recurring payments* at myaccount.rfmu.org.

24/7 DRIVE-UP DROP BOX: Pay with check or money order in the City Hall parking lot drive-up drop box at 222 Lewis Street. Include your payment stub in the envelope with your payment.

IN PERSON: Pay with cash, check, money order, debit/credit card* during office hours at 222 Lewis Street.

*NOTICE: Credit/debit card processing fee is 3% of the payment amount, plus \$5.00 for payments under \$100.

A WPPI Energy community

**QUESTIONS ABOUT YOUR BILL?
GIVE US A CALL OR VISIT OUR WEBSITE**



rfmu.org • (715) 425-0906

At River Falls Municipal Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.