

FACT SHEET 5 - HIGH UTILITY BILLS

IF A BILL, OR SET OF BILLS, SEEMS UNUSUALLY HIGH, CHECK THEM OUT!!!

1. The bill may be based on estimated meter readings, not actual usage.
 - Ask for a meter reading
 - Use the postcards or phone in a meter reading
 - If you have an inside meter, ask for a new AMR device
2. The bill may include charges for other unregulated services, such as appliance and service contracts.
 - Your service cannot be terminated for these charges
3. The bill may be based upon a wrong meter reading or a meter may not be working properly.
 - Check the meter reading
 - Ask your utility for a meter test
 - If you are not satisfied with the utility meter test, request a referee test from the Commission (for a small fee)
4. The bill may reflect a lump sum “transfer” of charges:
 - Outstanding bills at prior residences
 - Multiple residences
 - Landlord/prior tenant bills
 - Prior co-occupant bills
 - Current co-occupant bills

Make sure these are really your bills.

5. The household may have a defective furnace or appliances.
6. The household structure or appliances may be very inefficient.
 - Efficiency programs are available from your utility and state agencies
7. The bill may include charges more than seven (7) years old.
 - Your service cannot be terminated for these old bills – if you challenge these charges.