Understanding Your Bill

NEW BERN
CITY OF NEW BERN

The Service Address is the location where the meter is read, and the utilities are being provided.

The Account Number is the customer number and premise number together, separated by a hyphen (-).

Total Electric Charges ONLY in this block. Useful for comparing property statements from other utility providers that have just electric charges.

TOTAL AMOUNT DUE is the total of all un-paid balances including the Current Billing Period Amount.

The Meter # represents the physical meter at the service address. It is used to capture utility consumption.

The Electric usage is measured in Kilowatt hours (KWH). Kilowatt is the same as ten 100-watt light bulbs for one hour.

LOAD MANAGEMENT CREDITS: You can SAVE $$$ by participating.

The WATER USAGE is billed for every thousand gallons used. If this bill shows (1.788, then 1788 gallons were used and 1788 gallons for sewer were used as well. The Sewer Charges are based on the water usage.

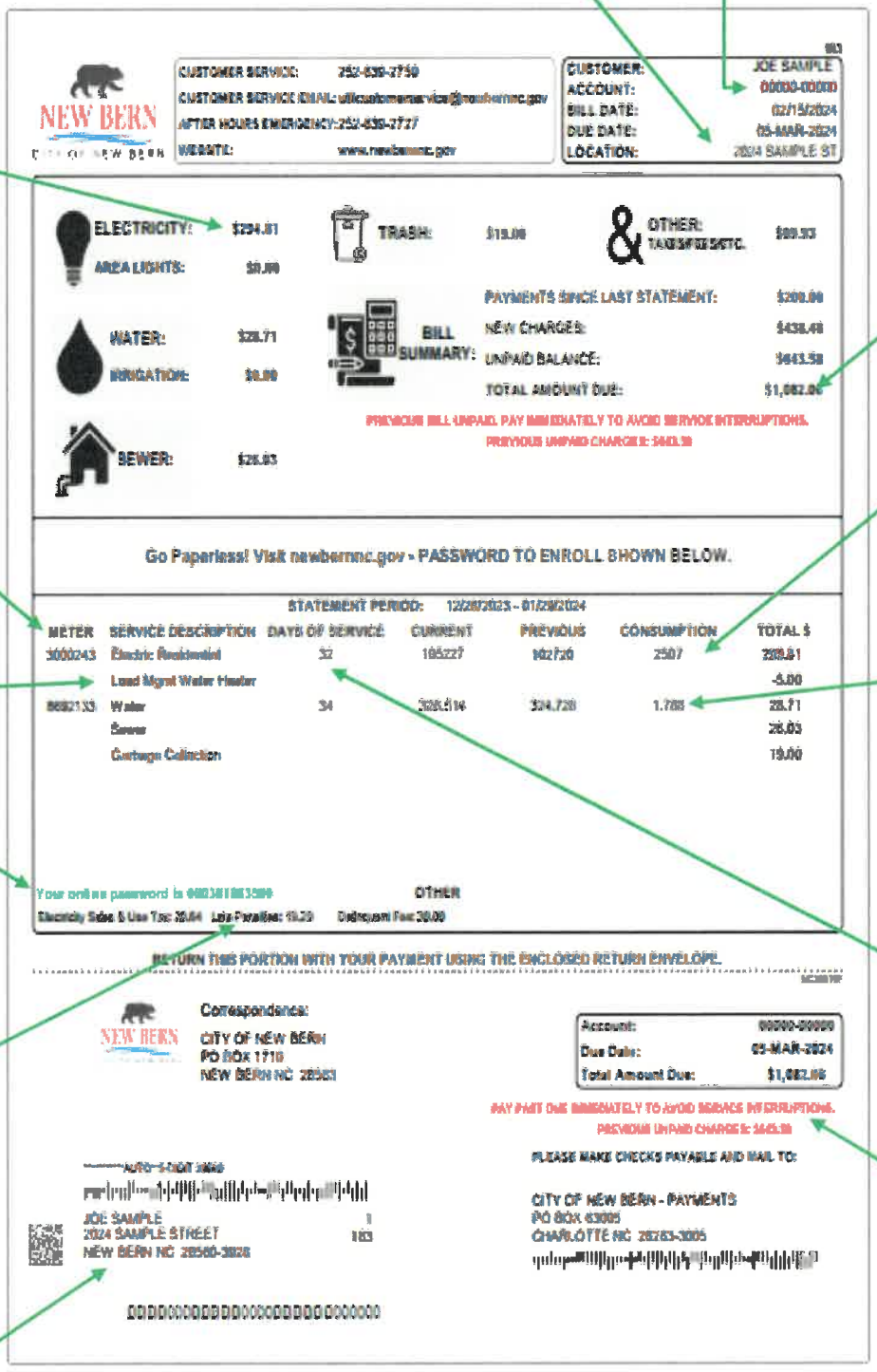
The Online Password is used to access your account information online at www.newbernnc.gov Once accessed the password can be changed.

Days of Service are the number of days between meter readings.

A 5% Late Penalty is added if the bill is not paid on or before the Due date. The penalty will appear on the next bill.

Balances appearing in RED should be paid immediately to avoid a $30 delinquent processing fee and possible interruption of service.

The Billing Address is where the bill is mailed.



Free Home Energy Audit

Contact us to schedule a free energy audit
To find ways to reduce you utility bill
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