

Understanding your Utility Bill

The top banner lists:

Account number- This is unique to every customer.

Invoice number- This is different every month.

Billing type- regular if the account remains active or final if the account is closed.

Bill date- this is the date your bill printed. Current

Bill due date- when current bill is due (if the bill reflects a past due balance this current bill date does not apply to the past due amount).

Total amount due- includes past and current amounts.

Your Charges:

This section breaks down the charges. The City of Idaho Falls provides Electric, Water, Wastewater (sewer) and Sanitation. For residential accounts the only service that is metered is electric.

Our records show your account is past due. If your account is not paid in full or payment extension processed, your utility service will be disconnected. (See reverse side for additional details)

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For online payments go to portal.idahofallsidaho.gov

If you see this red verbiage on you bill please review our disconnect policy and/or call the credit office to avoid a disconnect.

Period covering- service period for current charges

Days- how many days are included in your current billing cycle

Previous balance- this is the amount due from your previous bill

Payments- lists all of the payments received during the current service period

Adjustments- list any manual adjustments during the current billing cycle.

Penalties- list any late fees or disconnect/reconnect fees

Current Charges- charges from your current bill summary

Amount Due: Past due charges plus current charges (the due date on the current bill is only applicable for the current charges not the past due balance)

Usage History:

Graphic Depiction of your Electric consumption listing the previous year's usage. Customers who sign up for digital billing can also access multiple years of historical usage.

Compare Your Use.

This includes: Meter number, Service period for current bill, days in current billing cycle as well as last years usage and days in last year's billing cycle.