

How to Read your Riviera Utilities Bill



Riviera Utilities
700 Whispering Pines Road
Daphne, Alabama 36526-4300

www.rivierautilities.com

Foley - 251-943-5001 | 413 East Laurel Avenue, Foley AL 36535
Daphne - 251-626-5000 | 700 Whispering Pines Road, Daphne AL 36526
Report outages and emergencies at 251-943-4999 or 251-626-4999.

Important Messages

SOCIAL MEDIA



LIKE US ON FACEBOOK!

FACEBOOK.COM/RIVIERAUTILITIES



FOLLOW US ON TWITTER!

TWITTER.COM/RIVIERAUTIL

For news, tips, outage information and more
find us on social media!

Compare
Your Usage
You can
compare
your current
usage with
the previous
month and
a year ago

	Current			Last Month			Year Ago		
	SVC DAYS	USAGE	DAILY AVG USE	SVC DAYS	USAGE	DAILY AVG USE	SVC DAYS	USAGE	DAILY AVG USE
ELECTRIC	29	54	1.9	30	59	2.0	30	57	1.9
GAS	0	0	0.0	0	0	0.0	0	0	0.0
WATER	0	0	0.0	0	0	0.0	0	0	0.0

Please Detach And Return Bottom Portion When Making Payment.



Riviera Utilities
700 Whispering Pines Road
Daphne, Alabama 36526-4300

ADDRESS SERVICE REQUESTED

0000000001 T=0000
102 0000123 00 00000002 00000003



JOHN Q PUBLIC
125 MAIN STREET
FOLEY AL 36536-1234

0900 1 1 1 1 000000 36 290000 1 23

Send us your
payment in the
envelope provided
to this address

Please reference
this account number
when calling our office

Customer Name: John Q Sample
Service Address: 125 Main Street
Invoice Date: January 01, 2018
Account Number: 01-00000-01
Past Due Balance: 0.00
Past Due Balance Due:
Current Charges: 27.55
Current Charges Due Date: January 20, 2018
Total Amount Due: 27.55

Your
Amount Due
Please pay
this amount

Information
about your
account

Important
Dates

Important
Late Fee
information

Important Information
about your Account
Status

Summary of Charges

Past Due Balance 0.00
Current Charges 27.55
Total Amount Due 27.55

This bill reflects all payments received on or before 12/29/2017
Current Charges subject to disconnect if not paid by 01/27/2018
* For Detail Charges See Reverse Side of Bill.

Total Amount Due 27.55

Bills not paid in full on or before the date due will be
charged a penalty of \$6.00 or 1.5% of the unpaid balance
whichever is greater.

We would like to thank you for being a valued Riviera
Utilities customer and also thank you for your prompt
payment.

If you have any questions or concerns about this statement,
or would like information about how you can sign up for
automatic payments, please contact a Customer Service
Representative.

Invoice Date: January 01, 2018
Account Number: 01-00000-01
Past Due Balance: 0.00
Past Due Balance Due:
Current Charges: 27.55
Current Charges Due Date: January 20, 2018
Total Amount Due: 27.55

If address or telephone number is incorrect, indicate change(s) below.

Change
of Address
area



Riviera Utilities
Payment Processing Center
P.O. Box 580052
Charlotte, NC 28258-0052



turn over to view the back of bill...

Detailed information
about your bill

Cost Adjustment
Factors for Electric
and Gas can be
found here

If you have pay per view
or other miscellaneous
charges, the detail will
be here

Detail Charges

Acct #: 01-00000-01

Bill Date: Jan 1 2018

www.rivierautilities.com

SERVICE	METER NUMBER	CURRENT Reading	STATEMENT Date	PREVIOUS Reading	STATEMENT Date	USAGE	AMOUNT
PAST DUE BALANCE							0.00
ELECTRIC GENERAL/COMM WD	101780	1551	12/29/2017	1497	11/30/2017	54	26.49
STATE UTILITY TAX							1.06
* THIS STATEMENT REFLECTS							
* ALL PAYMENTS RECEIVED							
* ON OR BEFORE 12/29/17							
Total Amount							27.55

ECA

0.0012563 KWH x ECA = 0.06

Included in electric amount

BILLING CYCLE

Utility statements are rendered on a monthly billing cycle. If you do not receive your utility statement, please contact Riviera Utilities promptly.

PAYMENTS

Payments are due when rendered and shall be paid by the Date Due printed on the front of this statement. Any account not paid on or before the Date Due will be assessed a penalty of \$6.00 or 1.5% of the unpaid balance whichever is greater. You may pay your bill by cash, check,

money order, automatic draft or credit/debit card. Credit/debit card payments may be made in person at your local office, by phone or on-line at rivierautilities.com. A drop box is located at 413 East Laurel Ave, Foley or 700 Whispering Pines Road, Daphne. Payments placed in the drop box are credited to your account the following business day. Contact a customer relations representative for more information on payment options.

NON-PAY COLLECTION FEE – SERVICE DISCONNECTION

If your statement indicates that you have a balance forward, your account is past due and subject to disconnection without further notice. Services may be disconnected for reason of non-payment of utility billings. If services are disconnected, additional charges will be applied to your account. To have services restored the outstanding balance on your account plus all additional charges must be paid in full.

ACCOUNT FINALS OR SERVICE TRANSFERS

If you are moving, remember, you are responsible for all account charges until you notify Riviera Utilities to close your account. Please have your utility account number ready when requesting a service change.