



# UNDERSTANDING YOUR BILL

## INFORMATION ON PAGE 1 SIDE 1:

### 1. CONTACT INFORMATION:

Our Customer Service and Helpdesk contact information and office hours.

### 2. YOUR ACCOUNT INFORMATION:

Your account number, invoice number, and bill date for the current bill.

### 3. TOTAL AMOUNT DUE:

Summarizes the total amount or budget amount due for service addresses included on this statement, along with the due date, which is the 21st of the month. Automatic debit/credit or bank draft would be indicated if you participate in one of these programs.

### 4. MESSAGE CENTER:

Read important messages about products, services, promotional offers, notices, and events.

### 5. PAYMENT STUB:

If you are mailing your payment, bringing it into our office, or putting it in the drop box, detach this portion and include it with your check. The rest of this page can be kept for your records.

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**1** SELCO  
ATTN: CUSTOMER SERVICE  
100 MAPLE AVENUE  
SHREWSBURY, MA 01545-5348

CUSTOMER NAME: YOUR NAME  
Bill Date: 02/28/2023  
Invoice Number: 300

**2** Budget Due  
**\$844.55**  
PAST DUE AMOUNT \$258.37

**3** Billing Summary  
Budget Balance from Last Billing: \$349.74  
Payment Received - Thank You!: -\$94.37  
Balance Forward: \$494.87

**4** Service Summary  
Electric: \$333.00  
Cable: \$169.79  
Internet: \$39.95  
Phone Service: \$43.44  
Current Charges: \$586.18  
Budget Due By 03/23/2023: \$586.18  
Past Due Balance - Due Immediately: \$258.37  
Total Charges Due by 03/23/2023: \$844.55

**5** Message Center  
FIBER IS COMING  
CLICK HERE TO VISIT SELCOUPGRADE.COM

Bill Date: 02/28/2023  
Invoice Number: 300

Service Description: Payment Due Amount Paid (if different)  
Past Due Balance - Due Immediately: \$258.37  
Electric Services: \$333.00  
Broadband Services: \$251.18  
Total Payment Due: \$844.55  
Total Amount Enclosed: \$

1 1 58 0 600 5 1  
YOUR NAME C-18 3  
YOUR ADDRESS # 8  
SHREWSBURY MA 01545-3104 # 8

**1** RESIDENTIAL ACCOUNTS ONLY  
Bills are due in 30 days.

**2** NON-RESIDENTIAL ACCOUNTS  
Non-residential bills are due and payable upon receipt, and are subject to interest charges of 1.5% per billing period, and termination of service.

**3** PAYMENT PLANS  
If you are having difficulty paying your electric bill, a Payment Plan may be arranged. For information call, come in person, or write the credit and collections specialist.

**4** RIGHT TO DISPUTE YOUR BILL APPEAL PROCESS  
If for any reason, you believe your bill is inaccurate, you may call, come in person, or write a Customer Service Rep. If after receipt of decision, you still consider your bill to be inaccurate, you have the right to appeal. If you continue to dispute the written decision, you have the right to appeal to the Dept. of Public Utilities:

**5** YOUR RIGHT TO ELECTRIC SERVICE  
If you have a financial hardship you have a right to electric service in the following situations:  
(a) The customer is unable to pay any overdue bill because of financial hardship plus one of the following:  
1. The customer or someone living in the customer's home is seriously ill  
2. If the customer has a child under the age of 12 months  
3. Between November 15 and March 15, the customer's service provides heat or operates the heating system.  
(b) If the residents in your household are 65 years of age or older, the light plant cannot terminate electric service without written approval from the Dept. of Public Utilities.

Write: Dept. of Public Utilities  
1 South Station  
Boston, MA 02110  
Or Call: (877) 886-5066 or (617) 737-2836  
CUID# MA 0202  
Franchise Authority: Consumer Division  
Department of Public Utilities

How Your Payment is Applied  
Payments will be applied to the oldest balance on a customer's account, regardless of service type. To make a payment specifically to your electric, cable, internet, or phone balance, please refer to the options below or visit: SELCO.ShrewsburyMA.gov/smarthub

Unable To Pay Your Bill?  
If you are unable to pay your bill in full, call Customer Service at 1 (508) 841-8500. You may qualify for an electric payment plan arrangement and protection from electric shut-off during financial hardship.

Other Ways to Pay Your Bill  
Pay with cash at participating retailers. \$1.50 fee will be applied. Find a location near you, visit [pay.vanilladirect.com/pages/retailers](http://pay.vanilladirect.com/pages/retailers)

Online  
Pay your bill at SELCO.ShrewsburyMA.gov

Mobile App  
Download the SmartHub app on iTunes or Google Play Store

In-Person  
SELCO  
100 MAPLE AVENUE  
SHREWSBURY, MA 01545

By Phone  
Call (833) 636-2655 to pay by phone

799366433650002321200001217144  
For full terms and receipt visit: [vanilladirect.com/pay/terms](http://vanilladirect.com/pay/terms) and [vanilladirect.com/pay/receipt](http://vanilladirect.com/pay/receipt)

Walgreens CVS Walmart 7 ELEVEN

## INFORMATION ON PAGE 1 SIDE 2:

### 1. IMPORTANT INFORMATION:

For further details on all our rules and guidelines, please visit [SELCO.ShrewsburyMA.gov/policies](http://SELCO.ShrewsburyMA.gov/policies)

### 2. RIGHT TO DISPUTE YOUR ELECTRIC BILL:

If you believe your bill is incorrect after discussing your bill with customer service, you have the right to contact the Public Utilities Consumer Division.

### 3. PAYMENT APPLICATION:

If you do not specify your payment allocation to each service, this is how your payment will be posted.

### 4. UNABLE TO PAY YOUR BILL:

If you are in need of electric payment assistance, please contact Customer Service at (508) 841-8500.

### 5. WAYS TO PAY YOUR BILL:

In addition to the remittance slip, you may pay your bill via these other options.

## INFORMATION ON PAGE 2 SIDE 1:

### 1. ELECTRIC SERVICE DESCRIPTION:

Your meter number, service location, and days in the current billing cycle.

### 2. ELECTRIC GRAPH:

Shows your average electric usage for the past year, as well as average temperatures for each month.

### 3. CURRENT CHARGES:

A detailed listing of the electric usage charges will be listed here. This will also include any credits, customer charges, and standby charges.

### 4. ENERGY USAGE COMPARISON:

This helpful chart will show this month's usage, last month's, and the same month last year, along with average daily use, cost, and outside temperature.

### 5. ADDITIONAL SERVICES:

If you have internet, cable, or phone with SELCO, the current package and monthly charges will be listed here, along with bill cycle.

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**Service Activity: YOUR ADDRESS** **Account: 123456**

**Electric**

Meter #	From	To	Days	Previous	Readings	Present	Meter	kWh	kW
12345	11/03/22	12/03/22	30	54,954		55,750	1.0	1,592 kWh	0.0

Category	Rate	Amount
Current Charges		
Distribution Charge	1,592 kWh @ 0.0412	\$65.59
GTA	1,592 kWh @ 0.0200	\$31.84
Transmission Charge	1,592 kWh @ 0.0253	\$41.87
Generation Charge	1,592 kWh @ 0.0660	\$105.07
Adjustment - Passty Credit	1,592 kWh @ -0.0066	-\$10.51
Customer Charge		\$11.55
<b>Total Electric</b>		<b>\$245.41</b>
Current Month Budget		\$333.00

**Energy Usage Comparison**

Category	This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg Daily Temp
Electric	1592 kWh (30 days)	1592 kWh (30 days)	2574 kWh (30 days)	53 kWh	\$8.18	41°F

**Total Current Charges: Due By 03/25/2023** **\$333.00**

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**Service Activity: YOUR ADDRESS** **Account: 123456**

**Cable**

Service: Primary

Digital TV

Monthly Charges - 11/07/22 to 11/25/22	
BASIC SERVICE	\$28.60
DIGITAL BASIC	\$18.75
BASIC EXPANDED SENSOR	\$52.20
DIGITAL HIGH DEFINITION TV	\$13.90
FRANCHISE FEE	\$6.25
DIGITAL HBO	\$17.95
DIGITAL SHOWTIME UNLIMITED	\$10.39
DIGITAL CINEMAX	\$14.35
Digital TV Subtotal	<b>\$169.79</b>
<b>Total Current Cable</b>	<b>\$169.79</b>

**Internet**

Service: Primary

Internet

Monthly Charges - 11/07/22 to 11/25/22	
INTERNET SILVER	\$59.95
TRIPLE PLAY DISCOUNT	-\$20.00
Internet Subtotal	<b>\$39.95</b>
<b>Total Current Internet</b>	<b>\$39.95</b>

**Past Due Balance is subject to disconnect.**

**Phone Service**

Service: Primary - HOME PHONE

Telephone

Monthly Charges - 11/07/22 to 11/25/22	
TELEPHONE MONTHLY SERVICE	\$39.95
TELEPHONE WIRE MAINTENANCE PLAN	\$1.99
TELEPHONE E911 DISABILITY ACCESS FEE	\$1.50
Telephone Subtotal	<b>\$43.44</b>
<b>Total Current Phone Service</b>	<b>\$43.44</b>

**Total Current Charges: Due By 03/25/2023** **\$253.18**

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## INFORMATION ON PAGE 2 SIDE 2:

### 1. OVERFLOW INFORMATION:

This page of the bill is used as an overflow from the page before, listing the additional services used during this billing cycle.

**Service Activity: YOUR ADDRESS**

**Account: 123456**

**Electric**

Meter #	From	To	Days	Readings	Meter Multiplier	kWh Usage	kW Demand
12345	11/03/2022	12/03/2022	30	Previous 54158 Present 55760	1.0	1592	0.0



<b>Total Current Charges: Due By 03/25/2023</b>	<b>\$333.00</b>
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**Service Activity: YOUR ADDRESS**

**Account: 123456**

**Cable**

Service: Primary	
Digital TV	
Monthly Charges - 11/07/22 to 11/25/22	
BASIC SENIOR	\$28.80
DIGITAL BASIC	\$18.75
BASIC EXPANDED SENIOR	\$52.20
DIGITAL HIGH DEFINITION TV	\$19.30
FRANCHISE FEE	\$6.25
DIGITAL HBO	\$17.35
DIGITAL SHOWTIME UNLIMITED	\$10.99
DIGITAL CINEMAX	\$14.95
Digital TV Subtotal	<u>\$169.79</u>
Total Current Cable	<b>\$169.79</b>

**Internet**

Service: Primary	
Internet	
Monthly Charges - 11/07/22 to 11/25/22	
INTERNET SILVER	\$59.95
TRIPLE PLAY DISCOUNT	-\$20.00
Internet Subtotal	<u>\$39.95</u>
Total Current Internet	<b>\$39.95</b>

Past Due Balance is subject to disconnect.

**Phone Service**

Service: Primary - HOME PHONE	
Telephone	
Monthly Charges - 11/07/22 to 11/25/22	
TELEPHONE MONTHLY SERVICE	\$39.95
TELEPHONE WIRE MAINTENANCE PLAN	\$1.99
TELEPHONE 911 DISABILITY ACCESS FEE	\$1.50
Telephone Subtotal	<u>\$43.44</u>
Total Current Phone Service	<b>\$43.44</b>

<b>Total Current Charges: Due By 03/25/2023</b>	<b>\$253.18</b>
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