

FACT SHEET 5 - HIGH UTILITY BILLS

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

1. 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. See **Fact Sheet 1** for co-occupancy rules.

2. The household may have a defective furnace or appliances.

3. The household structure or appliances may be very inefficient.

- Efficiency programs are available from your major electric and gas utilities and DHCD (LIEEP, a low-income efficiency program)

4. The bill may include charges more than seven (7) years old.

- Your service cannot be terminated for these old bills, unless exceptions apply – but you must challenge the old bills.

5. The bill may include charges for unregulated services, such as appliances or service contracts.

- Your bill cannot be terminated for these charges

6. The bill may be based on *estimated* meter readings, not actual usage. For non-AMI (smart meters):

- Ask for, or phone in, a meter reading to get a bill adjustment

7. For non-AMI meters, the bill may be based upon a wrong meter reading or a meter may not be working properly (this is not common)

- 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 Public Service Commission (for a small fee)