Lexington Utilities

How to Read Your Billing Statement

Sample Statement
Header Information

Beginning at the top, there are two important features, one being our website:

https://citisenportal.com/Account/Login

Office hours:

Monday – Friday

8:00 a.m. – 5:00 p.m.

Closed: Saturday and Sunday.

Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.
Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: **$4.2690**
Current PGA Rate: **$4.0590**

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities

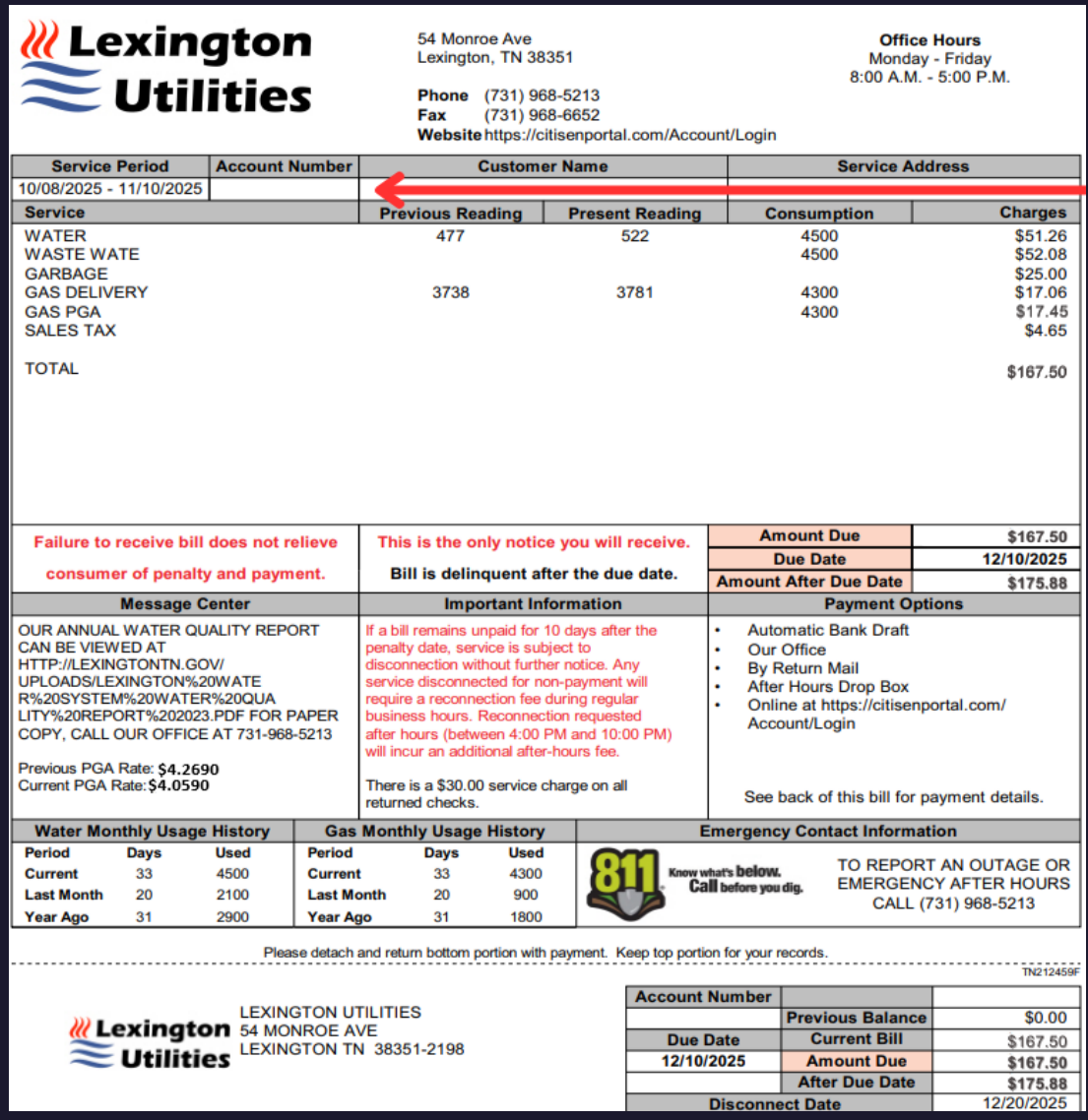
LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

Sample Statement

The Service period is simply the dates this statement is based upon (10/08/2025 – 11/10/2025).

Your Account Number, Name, & Service Address completes this line.



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.

Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities
LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

Sample Statement

Water Consumption

This customer located inside the City consumed 4,500 gallons of water during this service period.

To calculate the charge, we start with the base rate of $28.51 for the first 1,000 gallons.

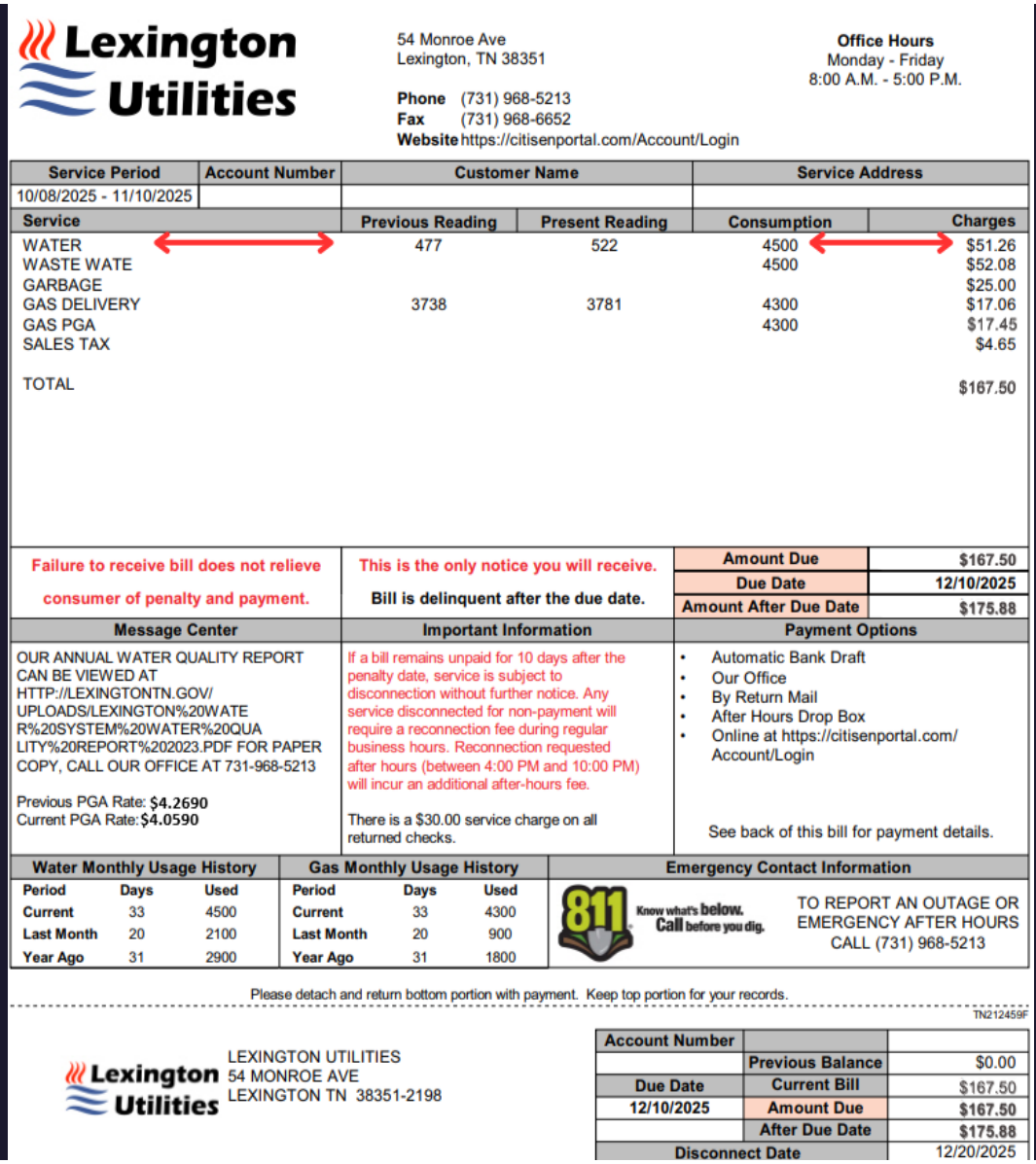
The remaining 3,500 gallons is charged at a rate of $6.50 for each additional one thousand gallons.

This is calculated by multiplying rate times 3,500 or 3.5 thousand ($6.50 x 3.5 thousand = $22.75).

We then add the base rate of $28.51 + $22.75 = $51.26.

Inside City and Outside City base rates are different. The example bill is a city resident.

[Water Rates Link]



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.

Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities
LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

Sample Statement

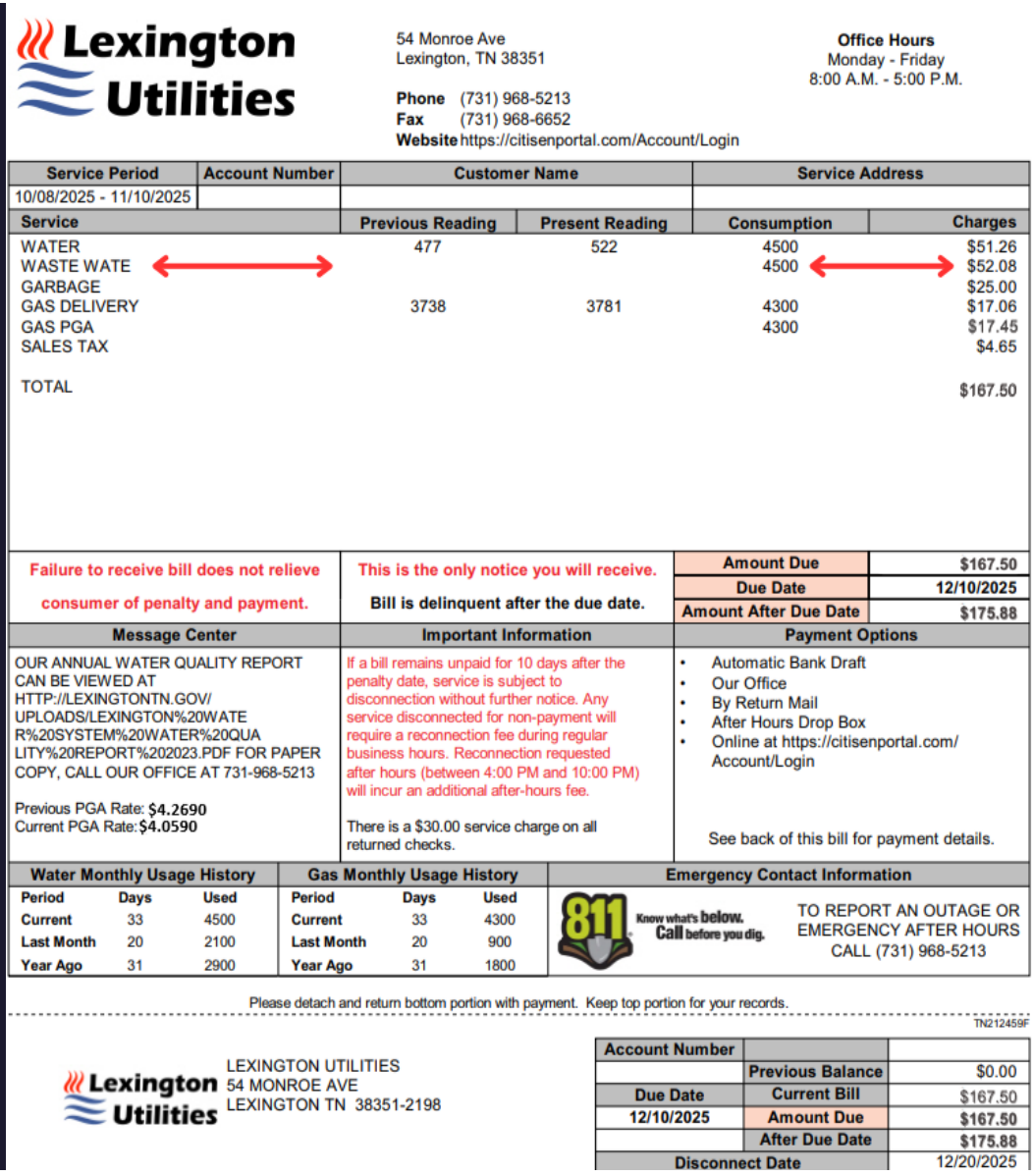
Wastewater Usage

Since wastewater is also based on water consumption, we use the 4,500 gallons to calculate.

To calculate the charge, we add the base rate of $27.58 for the first 1,000.

The remaining 3,500 is charged at a rate of $7.00 for each additional thousand. ($7.00 x 3.5 = $24.50).

We then add the base of $27.58 + $24.50 = $52.08.



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive. Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities

LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

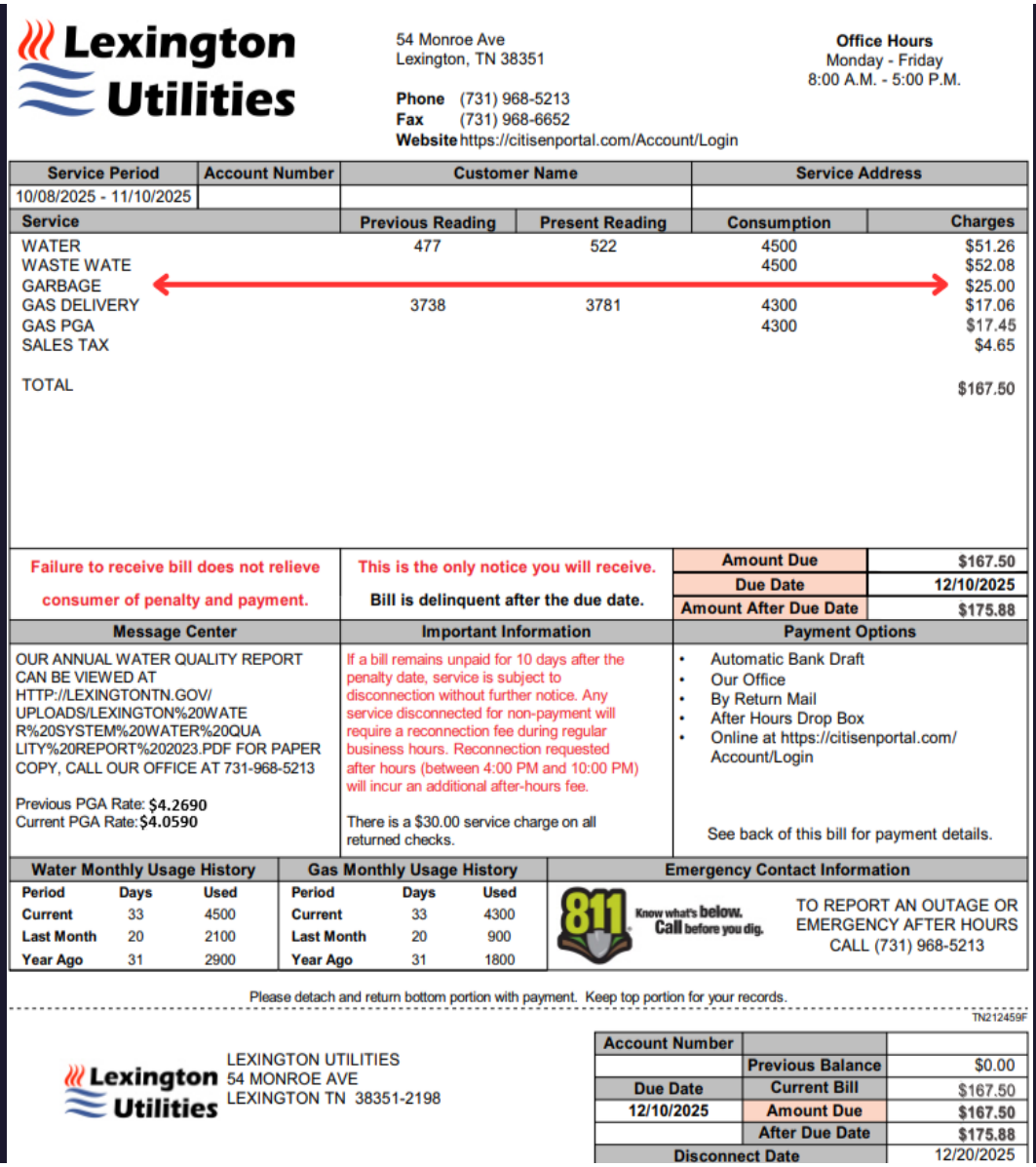
Sample Statement

Garbage Rates

The City of Lexington establishes and maintains garbage and their rates and for this customer is $25.00

Collection Rates

Residenital	(1 x Week Pickup)	$25.00
Commerical	(2 x Week Pickup)	$62.50
Commerical	(3 x Week Pickup)	$147.75
Commerical	(5 x Week Pickup)	$330.25
Industrial	(2 x Week Pickup)	$62.50



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.

Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities

LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

Sample Statement

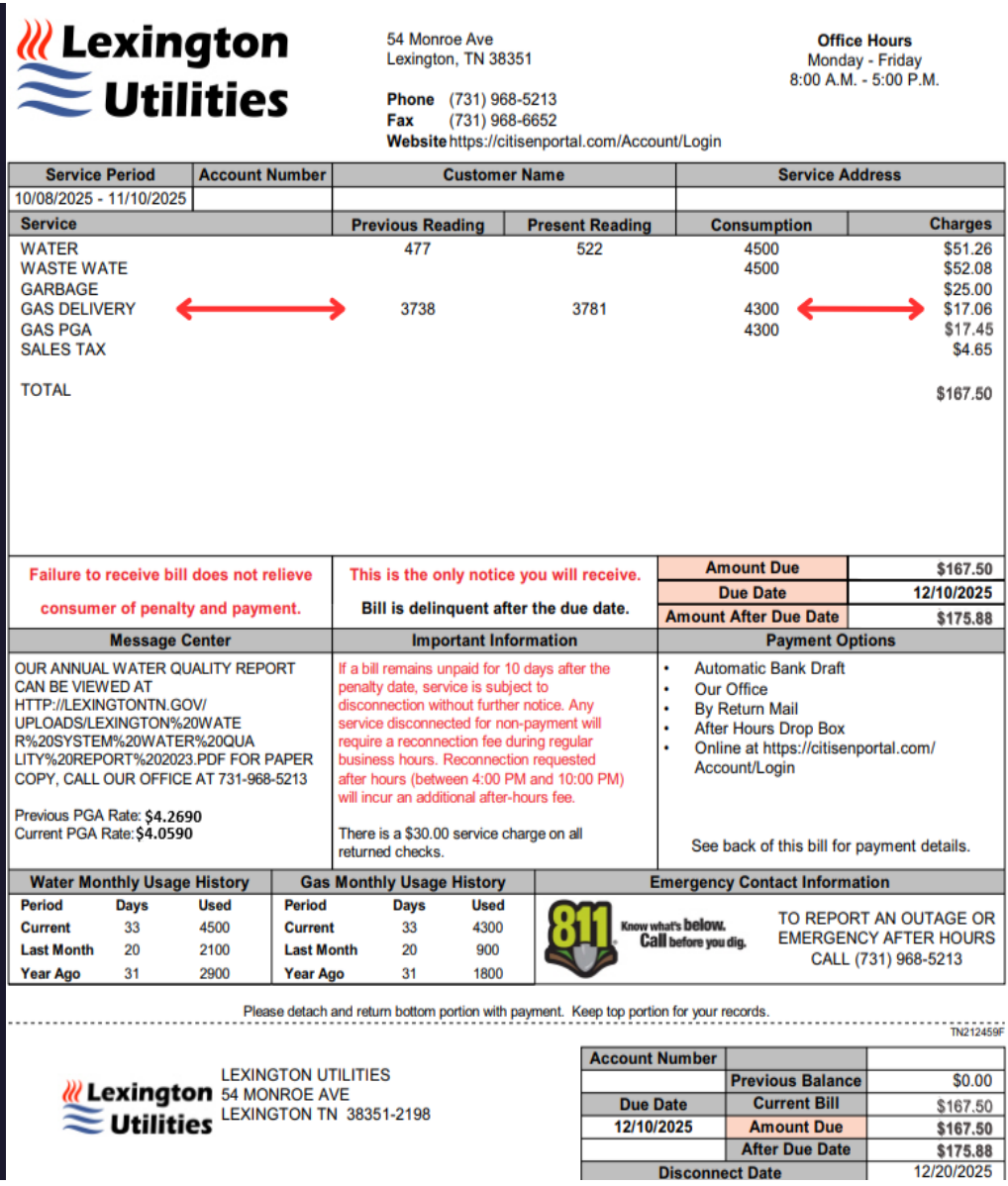
Gas Usage

This customer consumed 4,300 cubic feet of gas. All usage is billed at a rate of $2.41 per 1,000 cubic feet, totaling $10.36. When we add the base delivery charge of $6.70, the total gas delivery cost is $17.06.

Calculation

Base rate: $6.70
Usage: 4.300 cubic feet
Rate: $2.41 per 1,000 cubic feet

Convert usage to thousands:
4,300 ÷ 1,000 = 4.3
Multiply by the rate:
4.3 × $2.41 = $10.36 (rounded to the nearest cent)
Add the base charge:
$6.70 + $10.36 = $17.06



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.

Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities

LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

Sample Statement

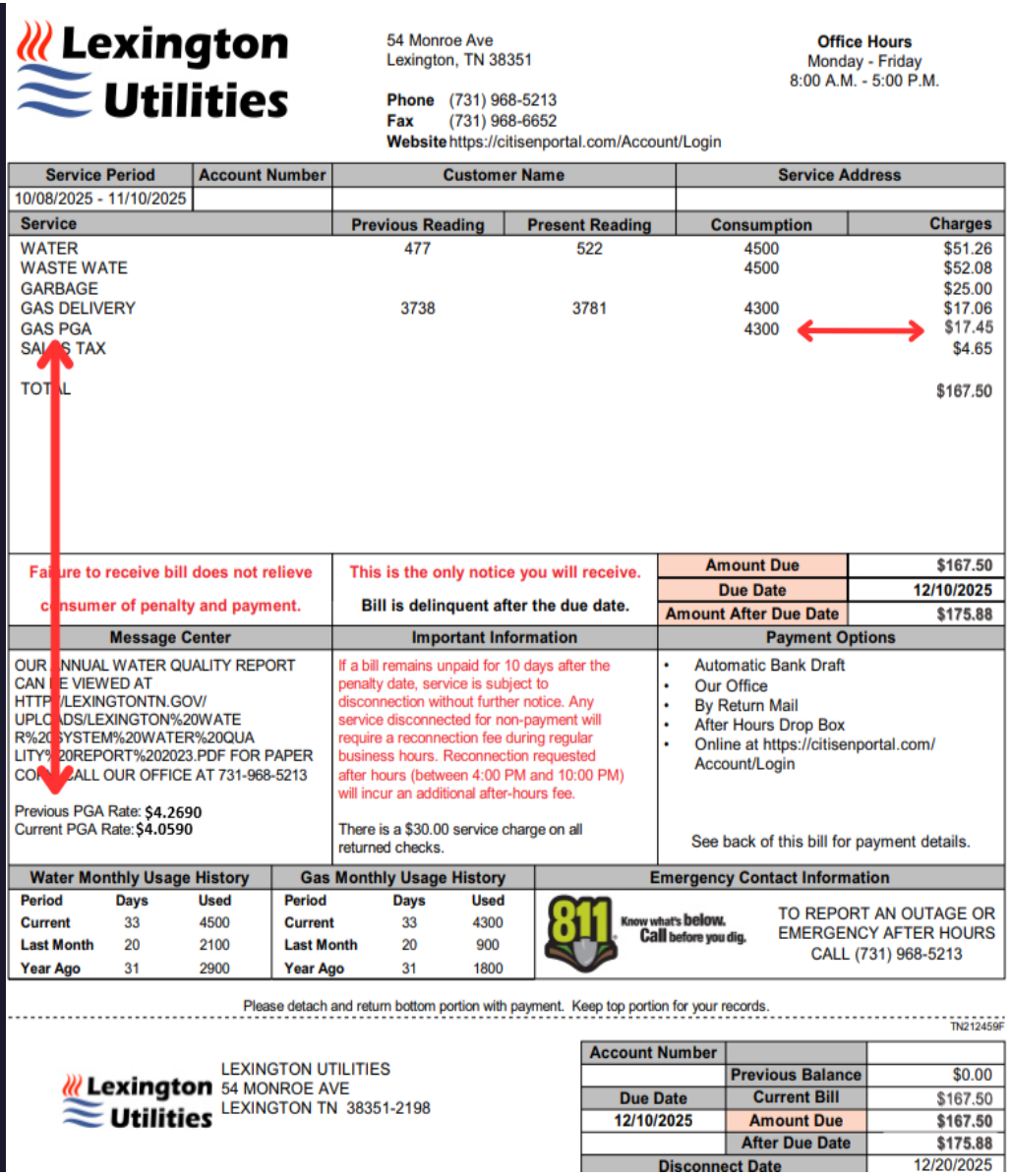
Gas PGA

Gas PGA rate is determined by the cost of gas for the current month.

This rate is located at the Bottom Left of this statement.

Both current and previous months rates are shown.

We can see the PGA decreased (our cost) for this month from $4.2690 to $4.0590 per thousand CF



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.

Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities

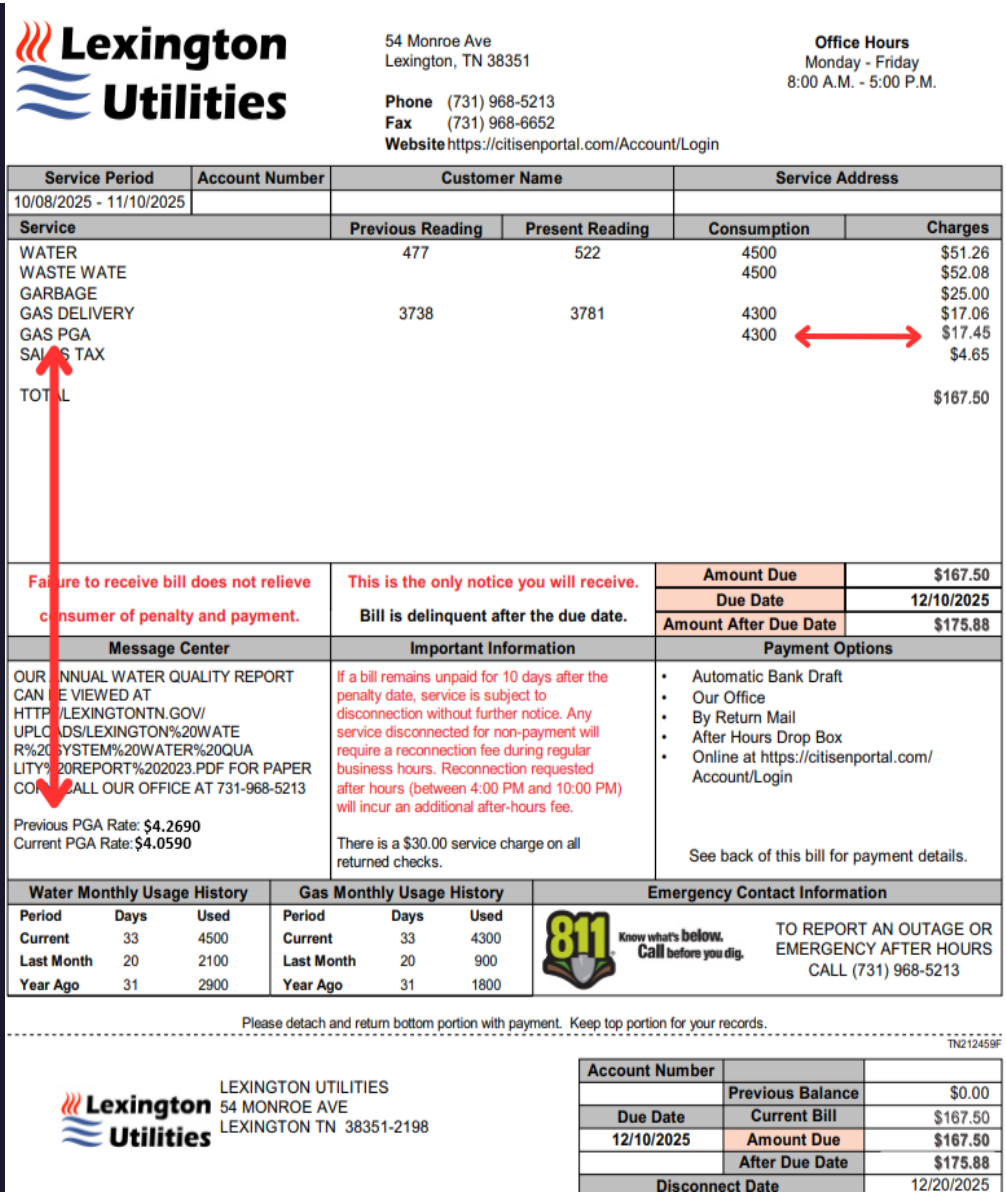
LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
	Disconnect Date	12/20/2025

Sample Statement

Gas PGA

To determine PGA charge, we multiply the month's current PGA rate time by the consumption total, 4.3 thousand CF (4.0590 x 4.3 cf = $17.45)



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SA S TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.
Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTPS://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities

LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
	Disconnect Date	12/20/2025

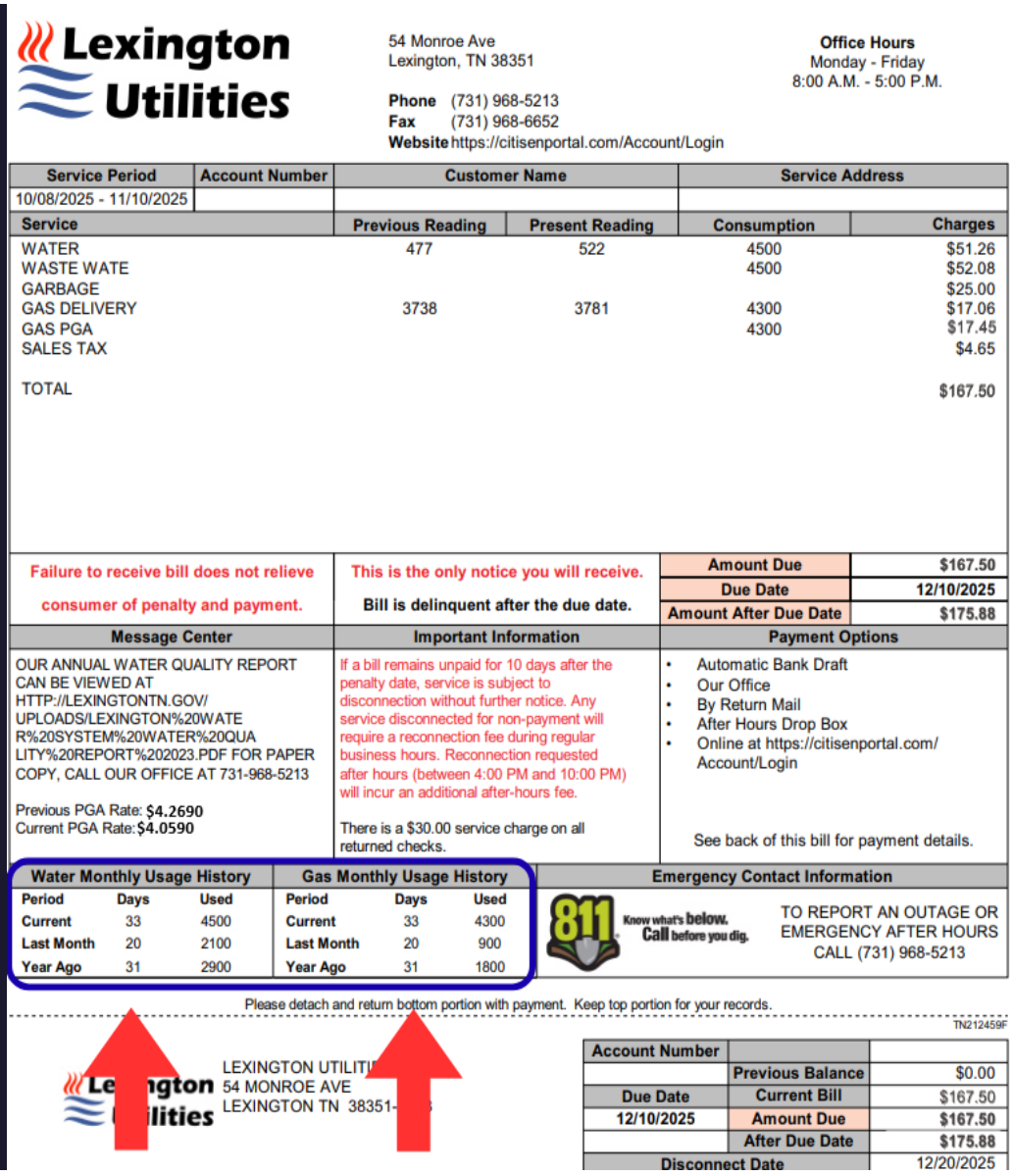
Sample Statement

Usage History

The usage history section lets the customer see at a glance if they are consuming a normal amount over the previous month and the same month last year.

Please examine this each month.

Leaks may start slow and will continue until repaired.



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive. Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

LEXINGTON UTILITI
54 MONROE AVE
LEXINGTON TN 38351-

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

Sample Statement

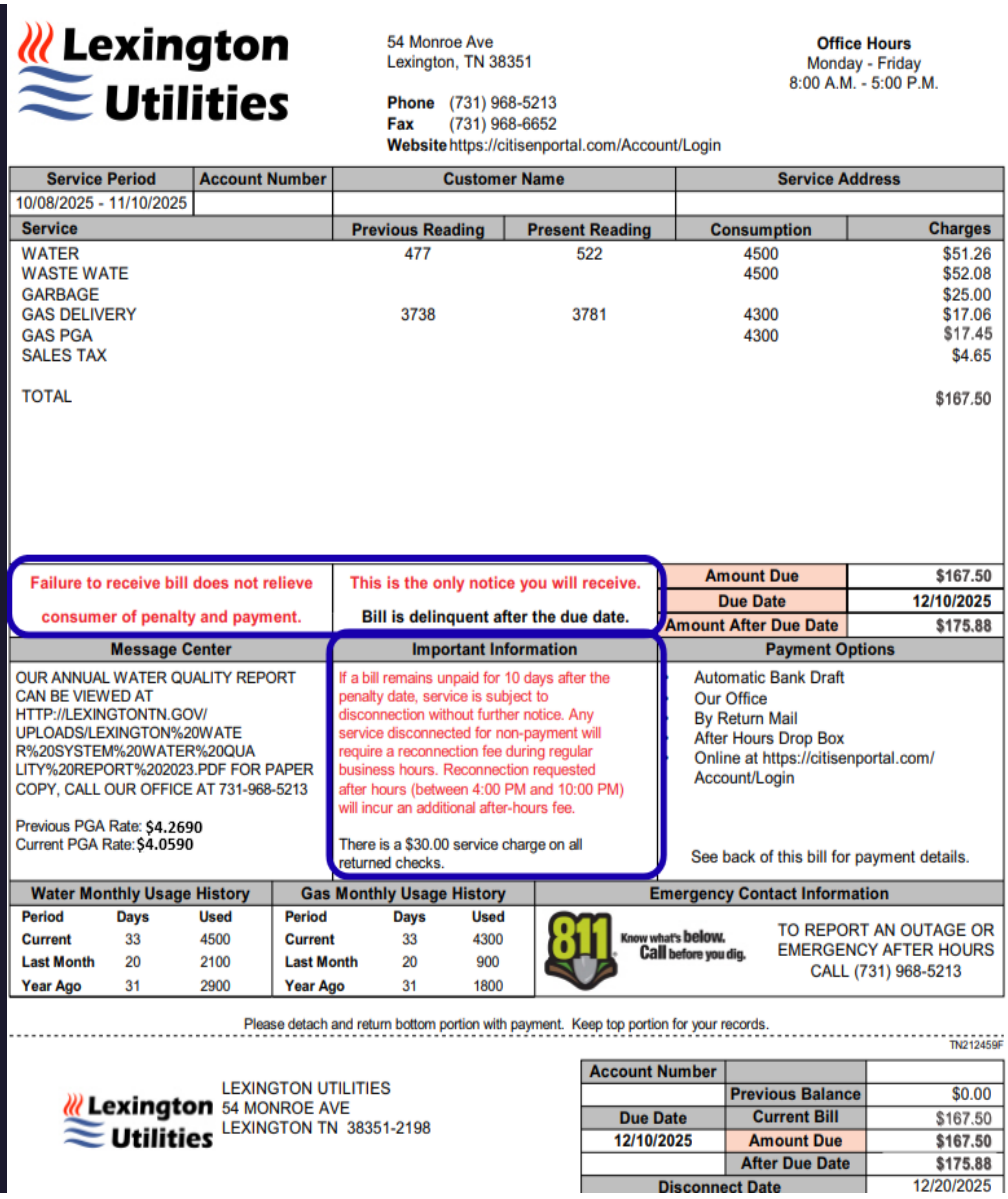
Failure to Receive Bill

We strive to work with those who call or come by to discuss any issues they may have in paying one's bill. However, you are a credit customer and are due each month regardless if you receive a bill.

We know it is unfortunate for the postal service to postpone your mail or by some other reason it is late.

We provide you with an unchanging due date when service is established.

This notice is printed on every bill to remind you that failure to receive bill does not relieve customer of payment or penalty.



Lexington Utilities

54 Monroe Ave
Lexington, TN 38351

Phone (731) 968-5213
Fax (731) 968-6652
Website https://citisenportal.com/Account/Login

Office Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.

Service Period	Account Number	Customer Name	Service Address
10/08/2025 - 11/10/2025			

Service	Previous Reading	Present Reading	Consumption	Charges
WATER	477	522	4500	$51.26
WASTE WATE			4500	$52.08
GARBAGE				$25.00
GAS DELIVERY	3738	3781	4300	$17.06
GAS PGA			4300	$17.45
SALES TAX				$4.65
TOTAL				$167.50

Failure to receive bill does not relieve consumer of penalty and payment.

This is the only notice you will receive.

Bill is delinquent after the due date.

Amount Due	$167.50
Due Date	12/10/2025
Amount After Due Date	$175.88

Message Center

OUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED AT HTTP://LEXINGTONTN.GOV/UPLOADS/LEXINGTON%20WATER%20SYSTEM%20WATER%20QUALITY%20REPORT%202023.PDF FOR PAPER COPY, CALL OUR OFFICE AT 731-968-5213

Previous PGA Rate: $4.2690
Current PGA Rate: $4.0590

Important Information

If a bill remains unpaid for 10 days after the penalty date, service is subject to disconnection without further notice. Any service disconnected for non-payment will require a reconnection fee during regular business hours. Reconnection requested after hours (between 4:00 PM and 10:00 PM) will incur an additional after-hours fee.

There is a $30.00 service charge on all returned checks.

Payment Options

- Automatic Bank Draft
- Our Office
- By Return Mail
- After Hours Drop Box
- Online at https://citisenportal.com/Account/Login

See back of this bill for payment details.

Water Monthly Usage History

Period	Days	Used
Current	33	4500
Last Month	20	2100
Year Ago	31	2900

Gas Monthly Usage History

Period	Days	Used
Current	33	4300
Last Month	20	900
Year Ago	31	1800

Emergency Contact Information

811 Know what's below. Call before you dig.

TO REPORT AN OUTAGE OR EMERGENCY AFTER HOURS CALL (731) 968-5213

Please detach and return bottom portion with payment. Keep top portion for your records.

TN212459F

Lexington Utilities

LEXINGTON UTILITIES
54 MONROE AVE
LEXINGTON TN 38351-2198

Account Number		
	Previous Balance	$0.00
Due Date	Current Bill	$167.50
12/10/2025	Amount Due	$167.50
	After Due Date	$175.88
Disconnect Date		12/20/2025

Sample Statement

Back of Statement Information

On the back of the statement is information on payment terms and payment options.

We ask also to please let us know of changes to your phone number or other contact information.

Lexington Utilities

Mailing Address:
54 Monroe Ave
Lexington, TN 38351

731-968-5213

Physical Address:
54 Monroe Ave
Lexington, TN 38351

PAYMENT OPTIONS:

Automatic Bank Draft: Your bill will be automatically drafted from your bank account on the due date monthly, contact the Lexington Utilities Office to enroll in this free and convenient service.

Internet: Visit https://citisenportal.com/Account/Login to access your utility information. You can pay online using a debit/credit card or electronic check. A convenience fee is charged to process these transactions. Sign up for electronic monthly statements, no more waiting on the mail.

Telephone: Call 833-591-7300 to pay via credit/debit card. A convenience fee is charged to process the transaction.

U.S. Mail: Send payment stub with payment payable to Lexington Utilities Department at the above mailing address in the enclosed envelope.

In person: Pay at the Lexington Utilities located at 54 Monroe Ave during operating hours from 8:00 am to 5:00 pm; Monday through Friday.

After Hours Drop Box: Place payments in the night drop after hours

PAYMENT POLICIES:

FAILURE TO RECEIVE BILL DOES NOT EXEMPT CUSTOMERS FROM LATE CHARGES

BILLS ARE PRINTED AND MAILED ON A MONTHLY BASIS AND ARE EXPECTED TO BE PAID BY DUE DATE.

A late fee of 5% will be applied to each account over-due. If bill is unpaid 10 days after penalty date, service may be discontinued without further notice.

Customers are responsible for the safeguard and protection of any meter and related equipment furnished by the Utility department. If damage to the equipment is the result of carelessness or negligence on the part of the customer, the customer will be liable for the expense to repair or replace the equip-ment.

Unauthorized use of public water or natural gas is a crime subject to both civil and criminal penalties.

Sample Statement

Pay Online or By Phone

Pay online by visiting:
https://citisenportal.com/Account/Login

Please pay by phone with a debit or credit card by calling 833-591-7300. You will need your account #.
The vendor who manages these transactions will charge a convenience fee.

Lexington Utilities

Mailing Address:
54 Monroe Ave
Lexington, TN 38351

731-968-5213

Physical Address:
54 Monroe Ave
Lexington, TN 38351

PAYMENT OPTIONS:

Automatic Bank Draft: Your bill will be automatically drafted from your bank account on the due date monthly, contact the Lexington Utilities Office to enroll in this free and convenient service.

Internet: Visit https://citisenportal.com/Account/Login to access your utility information. You can pay online using a debit/credit card or electronic check. A convenience fee is charged to process these transactions. Sign up for electronic monthly statements, no more waiting on the mail.

Telephone: Call 833-591-7300 to pay via credit/debit card. A convenience fee is charged to process the transaction.

U.S. Mail: Send payment stub with payment payable to Lexington Utilities Department at the above mailing address in the enclosed envelope.

In person: Pay at the Lexington Utilities located at 54 Monroe Ave during operating hours from 8:00 am to 5:00 pm; Monday through Friday.

After Hours Drop Box: Place payments in the night drop after hours

PAYMENT POLICIES:

FAILURE TO RECEIVE BILL DOES NOT EXEMPT CUSTOMERS FROM LATE CHARGES

BILLS ARE PRINTED AND MAILED ON A MONTHLY BASIS AND ARE EXPECTED TO BE PAID BY DUE DATE.

A late fee of 5% will be applied to each account over-due. If bill is unpaid 10 days after penalty date, service may be discontinued without further notice.

Customers are responsible for the safeguard and protection of any meter and related equipment furnished by the Utility department. If damage to the equipment is the result of carelessness or negligence on the part of the customer, the customer will be liable for the expense to repair or replace the equip-ment.

Unauthorized use of public water or natural gas is a crime subject to both civil and criminal penalties.

If you have questions or concerns regarding your water, wastewater, or gas services, please contact our office directly at 731-968-5213.

Our staff is available to assist you and provide accurate, up to date information about your service, including topics such as water quality, service interruptions, or notices.

Reaching out to us directly allows our team to address your concerns more quickly and effectively.
We appreciate your cooperation and the opportunity to serve our community.

NATURAL GAS · WATER · WASTEWATER ·

Lexington Utilities

LEXINGTON, TENNESSEE