

# I am a new customer. Why am I being charged for more than one month of service on my first bill?

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Unlike a utility where your monthly charge is based on usage and thus calculated at the end of your billing period, SECV charges a standard monthly rate for your service which is due at the beginning of your billing cycle. Your first statement could include the prorated charge for the portion of the the first month in which you were connected, in addition to the upcoming month. It may also contain any installation and/or equipment charges. Your next bill will be your regular monthly amount.

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