UNDERSTANDING YOUR BILL

A. Your account number. This provides our office with the fastest means of accessing your account information. You will need this to make payments over the phone, or to register for SmartHub to report outages, make payments, and view your usage online or via a mobile device.

B. The amount to be paid on or before the due date.

C. Payment due date or bank draft date. Payment must reach the office on or before this date to avoid a late charge.

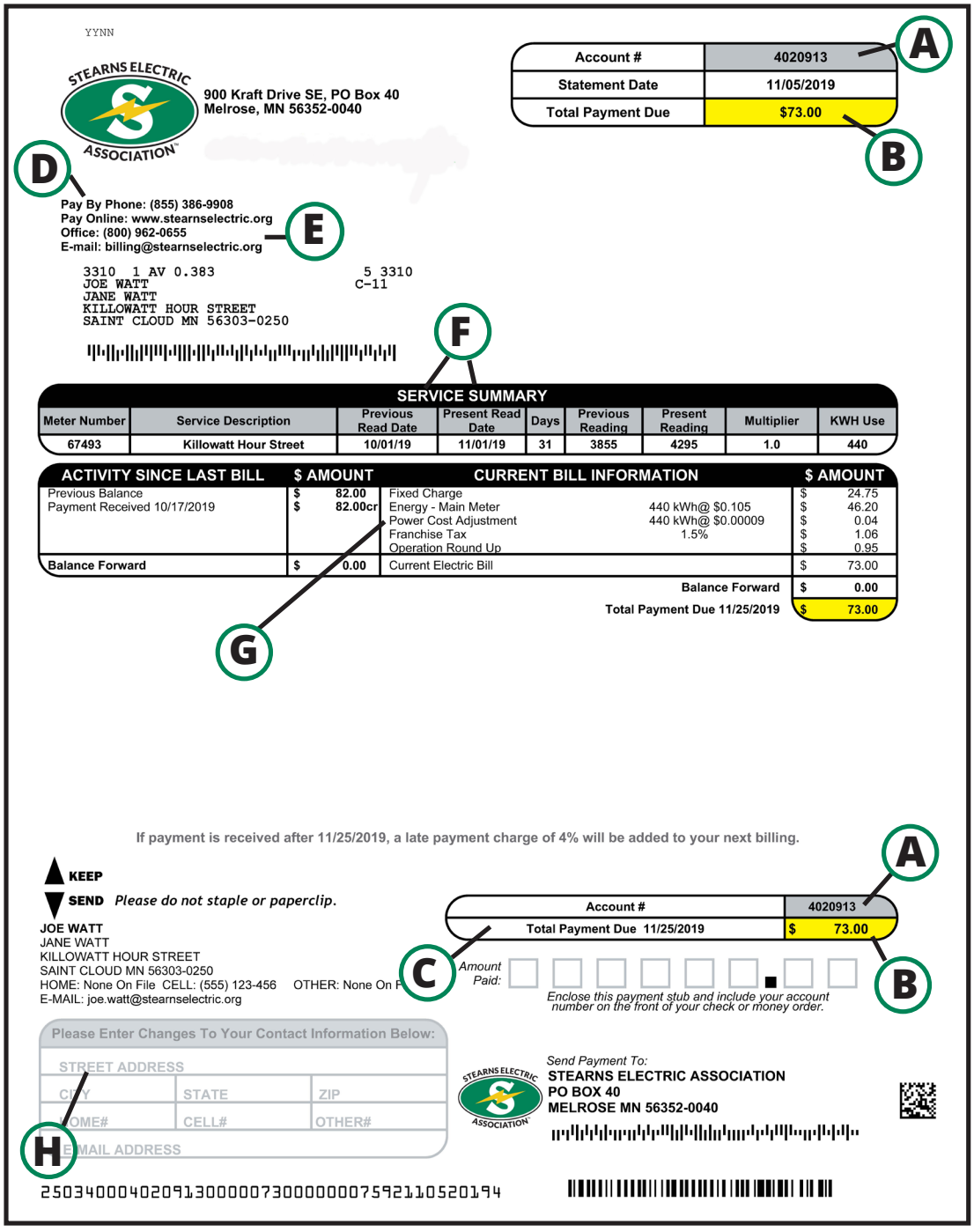
D. To make a payment over the phone, call SecurePay, our secure automated phone payment system, 24 hours a day, 7 days a week.

E. Our phone numbers and e-mail address for your inquiries.

F. Dates of service covered by this bill.

G. The Power Cost Adjustment is an adjustment on your monthly rate and is implemented to deal with fluctuations in wholesale power costs while keeping the base rate stable.

H. Please make sure that your contact information is current, including your home and cell phone number. When you report an outage, our automated system can identify your service by the number you are calling from. In addition, the Co-op uses this information to contact you regarding any billing, usage or account issues.



THE BACK OF YOUR BILL:
On the back of your bill you will find graphical representation of your usage, online account access information, payment option descriptions, power outage reporting options and other Cooperative information.