

UNDERSTANDING YOUR BILL

MAIN SECTIONS OF YOUR MONTHLY ENERGY BILL

Let us help you understand how statements work.

A Detail showing your statement number, service location and billing date.

B Indicates your meter number and rate classification.

C Your 13-month energy use history so you can watch trends and electric consumption.

D Meter reading info:

- Type of Service - Listed as “Electric Service;” however, on security-light only accounts this column will be blank.
- Read Dates - Start and end dates of the current meter-reading cycle.
- Days - The total amount of days in this current meter-reading cycle.
- Reads - The previous and current meter readings.
- Metered Usage - The amount of electricity used during this reading cycle.
- Unit of Measure - Measured in kilowatt hours (kWh).
- Multiplier - Most residential accounts are issued a multiplier of 1. The multiplier on larger accounts can be 40, 80 or higher. Very large residential and most commercial electric accounts require a different type of meter than does a typical home. The readings reported by this meter need to be multiplied to gain the correct usage billed.
- Billed Usage - Electricity you are being billed for during this reading cycle.

ACCOUNT NUMBER: 1234567

Statement Number: 1234567
 Service Location: SERVICE ADDRESS
 CITY, STATE
 Billing Date: 01-Jan-2016
 Meter: 00000000000 Rate: applicable rate

ELECTRIC USAGE (kWh)

TYPE OF SERVICE	READ DATES	DAYS	READS PREVIOUS	READS CURRENT	METERED USAGE	UNIT OF MEASURE	MULTIPLIER	BILLED USAGE
Electric Service	1/23/15 12/23/15	30	52655	84130	3152	kWh	1	1482

Budget Alert: Your monthly Budget Billing amount is \$100.00. The actual amount billed this month is \$107.00. The difference between your budget amount and actual billing amount this month is \$07.00. Your year-to-date difference is \$210.00. Check any month to your account will be applied to budget difference at the next tri-reading in July.

CHARGE	AMOUNT
12/15 Payment - Thank You	-41.00
1/15/16 Service Charge	33.00
1/15/16 Operation Read Up	3.00
1/15/16 Electric Charge	153.44

PREVIOUS BALANCE: \$1.00
CURRENT CHARGES: \$157.44
ADJUSTMENTS: \$50.00
AMOUNT DUE: \$98.44
AFTER 25-Jan-2016: \$158.00

PLEASE MAKE CHECKS PAYABLE TO:
 HANCOCK-WOOD ELECTRIC COOPERATIVE
 PO BOX 150
 NORTH BALTIMORE, OH 45672-0150

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- E** Budget message - If you are enrolled in our budget billing program, this message appears on your bill each month with your current information.
- F** Your charge details or the description of all charges:
- Payment - Shows your last month's payment.
 - Service Charge - This component allows us to generate sufficient revenue to cover our fixed costs that we incur annually, including: interest and principal on long-term debt, insurance, employee wages and benefits, and maintaining the distribution equipment and system.
 - Generation & Transmission (G&T) Charge/Power Cost Adjustment (PCA) recovers the cost of wholesale power above what is collected in the electric energy charge (see Electric Energy Charge below)
 - Air conditioning, water heater, dual fuel/geothermal - Indicates the discount you receive for a radio-controlled switch (RCS - see page 28) installed on these appliances to control peak demands and save you on your energy costs.
 - Operation Round Up - Shows your bill was automatically rounded up to the next highest dollar. Those pennies are deposited in a separate account used for charitable contributions to qualifying community groups and individuals in our area needing assistance as part of our Concern for Community principle. (see Cooperative Principles on page 8, and Operation Round Up on page 36).
 - Security Lights - Shows any security light you may lease from us.
 - Electric Energy Charge - Shows the total you pay for energy use. Any charges from our wholesale supplier above this fixed portion are captured in the G&T/PCA charge (depending on your rate).
- G** Messages - Important news is shared here. Please check it each month.
- H** Account Summary - a summation of your account recent history.

Questions?

Please call our friendly Member Services Reps at 800-445-4840.