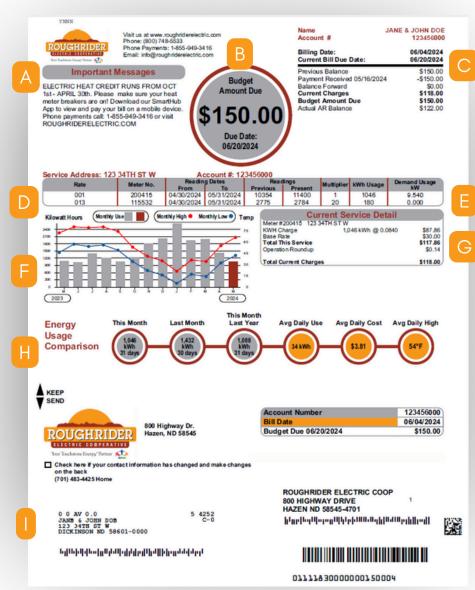# HOW TO READ YOUR NEW BILLING STATEMENT

A Informational and account level messaging can be found here. Examples include the message listed in this bill sample, annual meeting dates and other important information.

B The total account balance bubble features an account balance as well as the due date or autopay date.

C The bill summary contains the billing date, when the current charges are due, the previous balance, when a payment was received, any past due balance, the current charges for this billing period and the total account balance.

D This table details specific meter information, including which rate class the meter is in, the meter number, reading dates, the previous kWh reading, current kWh reading, multiplier, and the usage for the billing period.

E A demand reading on an electric bill indicates the highest amount of power (kW) used by a member during a specific time, often measured in 15- or 30-minute intervals.

The above example bill is subject to minor changes.

F This chart details the past 13 months of usage and the monthly high and low temperatures throughout those months. Usage is represented with the gray and maroon bars, and temperature is shown as red (high) and blue (low) lines.

G Here, you'll discover information about your current service, including a breakdown of charges.

H A new, key feature of the bill is the energy usage timeline that details the kWh usage and the number of days calculated for this month. In the next bubble, members can compare their usage quickly with how much kWh they used last month, and then a yearly comparison with this month last year.

I If you're paying by check, tear off and send in this section so a customer service representative knows which account to credit.

More billing information and details can be found on your SmartHub account

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