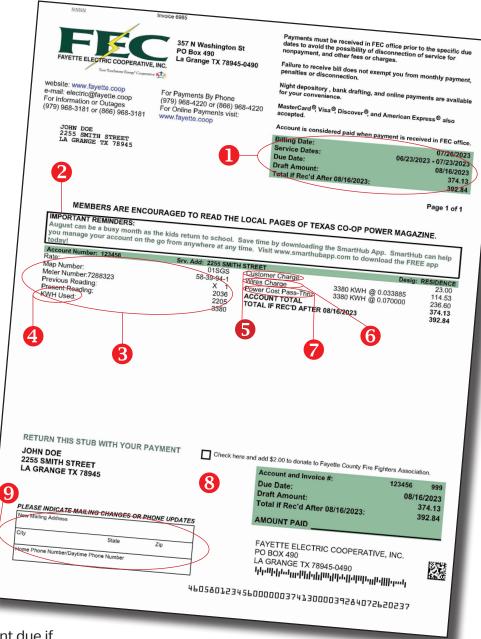


UNDERSTANDING YOUR RESIDENTIAL BILL

Here are some explanations for the terms, abbreviations and numbers you see on your residential bill.

Account Summary - Indicates the date the bill was created; the dates of service; the date the bill is due; the total amount due; and the total amount due if received after the due date.

- **Message Field** Be sure to check this box every month for important messages from your Cooperative.
- Consumption Information Indicates the rate at which you were charged, your meter number, your meter readings and the number of killowatt-hours used.
- 4 Kilowatt-hours (kWh) Unit of measurement for electricity consumed. A watt is a measurement of energy. One kilowatt equals 1,000 watts.
- **Customer Charge** reflects the cost to provide power at each member's location. This is your base charge.



- **Wires Charge** reflects the Cooperative's cost to distribute energy from the substation to each member's meter.
- Power Cost Pass-Thru Charge reflects the cost of generation and transmission of power from our wholesale providers to the substation.
- Pay Stub if paying by mail, include the bottom portion of your bill with your payment. If paying your bill at the office, please bring your pay stub along with your payment.
- Address or Phone Changes Please indicate any changes in your account information here.