

Understanding your electric bill

Information on side 1 of your bill:

- Northwestern REC Information** - our contact information, office hours and website.
- Total Amount Due and Due Date** - Summarizes total amount or budget amount due and due date for the service address listed. Bank draft and recurring credit card would be indicated, if you participate in those programs.
- Your Account Information** - Your account number (yellow highlight), statement date and billing period for this month's bill.
- Daily kWh Use and Average Temperature** - Allows you to compare your daily kilowatt hour use with the average daily temperature.
- Important Messages** - Read important messages about products, services, promotional offers, notices and events.
- Monthly Use and Daily Average Charts** - Compares this month's energy use with the same month from the previous year. Also shows your average daily use and cost per day.
- Updates to your Contact Information** - Checkbox to note any changes in your mailing address, phone number, or email. Please update your personal information on the back of the bill.
- Payment Stub** - If you are mailing your payment, detach this portion and send with your check.

1 OWNED BY THOSE WE SERVE
Outages: 1-800-352-0014, option 1 Hours: 24/7
Pay by Phone: 1-800-352-0014, option 2 Hours: 24/7
Pay Online: www.NorthwesternREC.coop
Contact Us: 1-800-352-0014 Hours: M-F 7am-3:30pm

2 **\$141.00**
PAYMENT DUE
06/28/2019

3 CUSTOMER NAME: WILIE WIREDHAND
Account Number: 1234567890
Statement Date: 06/11/2019
Billing Period: 04/24/2019 - 05/24/2019
Supplier Acct Nbr: 0

4 **Daily kWh Use and Average Temperature**
For more information on your usage, visit your SmartHub app.

5 **Clearly Brighter Teacher Grants**
Individual teachers can receive grants up to \$250; \$500 for groups.
Total of \$3,000 to be awarded in October. Applications are accepted ONLINE May 1 - Sept. 15, 2019.
Public, private or homeschool teachers are eligible to apply.
NorthwesternREC.coop

6 **Monthly Energy Use Comparison**
Total Energy Use This Month: 977 kWh
Total Energy Use This Month Last Year: 1272 kWh
Your Average Daily Use
Average Daily Use: 33 kWh
Average Daily Cost: \$4.29

7 Our records indicate that your telephone number is: (814) 555-1234 and your email as: please update.

8 Check this box and complete reverse side to update your address, phone number or email

Northwestern REC
PO BOX 227
CAMBRIDGE SPRINGS PA 16403-0227

Account Number: 1234567890
Amount Due 06/28/2019: \$141.00
Total Due If Paid After 06/28/2019: \$143.12
Amount Enclosed - Thank You

9 Northwestern REC
Account Number: 1234567890
Service Address: 123 ANY RD
Type of Service: RESD1

10

Meter No.	From Date	To Date	Days	Previous Reading	Present Reading	Meter Multiplier	kWh Used	Demand Reading
00000	04/24/2019	05/24/2019	30	23317	24294	1	977	

11

Detail of Charges			Non-Basic Charges	
Generation:				
Energy Charge	977 kWh x \$0.04937	\$48.23	Outdoor Lighting Roundup Contrib	\$11.31
Transmission:				\$0.97
Energy Charge	977 kWh x \$0.01105	\$10.80	Total Non-Basic Charges: \$12.28	
Distribution:			Activity Since Last Billing	
Cost of Service Energy Charge	977 kWh x \$0.04062	\$39.69	Previous Balance:	\$128.00
			Late Fee:	\$0.00
			Payment - Thank You:	\$128.00 CR
			Balance Forward:	\$0.00
			Total Basic Charges:	\$128.72
			Total Non-Basic Charges:	\$12.28
			Total Sales Tax:	\$0.00
			Total Amount Due By 06/28/2019:	\$141.00

12

13 **WIN 6 MONTHS' worth of electricity!**
One lucky member who has signed up for SmartHub by July 17th will win 6 months' worth of electricity.
• All active SmartHub accounts are eligible and will be automatically entered.
• Winner will be randomly chosen on July 17, 2019.
• Prize will be awarded as a one-time electric bill credit and will not exceed \$712 - the average residential monthly bill times six months.
• This promotion is for the members of Northwestern REC only.
Sign up for SmartHub today at NorthwesternREC.coop.

14

Auto Pay: Choose automatic payments with the SmartHub app.
Pay by Phone: 1-800-352-0014, option 2 to make a payment.
Pay Online: Pay your bill online at NorthwesternREC.coop using the SmartHub app.
Pay by Mail: Mail your payment to Northwestern REC, P.O. Box 227, Cambridge Springs, PA 16403.
Pay in Person: Pay with MoneyGram (\$34) at Walmart, OCS or Wegmans; OR pay with cash, check, credit at our office, M-F 7am-3:30pm.

15

Mailing address or phone number changes
Permanent _____ Temporary (from ____/____/____ to ____/____/____)
Mailing address _____
City _____ State _____ Zip _____
Email _____
Home phone _____ Cell Phone _____
Do not write in this box. For office use only.

Information on side 2 of your bill:

- Service Information** - The account number, service address and rate description is printed above each box.
- Your Energy Use Explained** - Meter numbers, demand readings, start and end readings and the total kWh used.
- Charge Detail** - The detail of the charges for this location is shown here, along with the total current amount due.
- Total Amount Due** - Highlighted in yellow is the summary total amount of Basic and Non-Basic Charges (if any) due, as well as your bill due date.
- Important Messages** - Read important messages about products, services, promotional offers, notices and events.
- Payment Options** - A quick glimpse at the various ways to pay your electric bill. Also highlighted on the back of this sheet.
- Contact Information Update Form** - Permanent or temporary changes to your mailing address, email or phone number changes can be completed here.

Any additional questions can be referred to the Member Services Department via online chat or by calling 1-800-352-0014 during regular office hours.

Nine Convenient Ways to Pay Your Northwestern REC Bill

	 AutoPay	 Kiosk	 Mail	 Mobile App	 Office	 Online	 Phone	 PrePay	 MoneyGram
If I get a paper bill, I can pay by:	✓	✓	✓	✓	✓	✓	✓		✓
If I get an electronic bill, I can pay by:	✓	✓	✓	✓	✓	✓	✓		✓
If I want to pay by credit or debit card, I can pay by:	✓	✓		✓	✓	✓	✓	✓	
If I want to pay with a paper check, I can pay by:			✓		✓			✓	
If I want to pay with cash, I can pay by:		✓			✓			✓	✓
If I want to pay by electronic check, I can pay by:	✓	✓		✓		✓	✓		
If I want to make a payment 24/7, I can pay by:		✓		✓		✓	✓	✓	✓
If I want confirmation of my payment today, I can pay by:		✓		✓	✓	✓	✓	✓	✓

ADDITIONAL BILL OR ELECTRIC SERVICE INFORMATION

You may call or chat online with Northwestern Rural Electric Co-op weekdays from 7:00 AM to 3:30 PM to discuss your bill, arrange a special payment plan or seek electrical advice. For all billing calls, dial 1-800-352-0014. LiveChat is available at NorthwesternREC.coop.

PAYING YOUR BILL

- Payments can be made online or using a smart device with SmartHub.
- MoneyGram payments (cash only) are accepted at Walmart, CVS pharmacy, and Wegmans using receiver code: 15145.
- We accept credit/debit payments 24 hours a day, 7 days a week, via Pay by Phone. Call 1-800-352-0014, press option 2.
- Payments are accepted at the front desk during regular business hours or anytime using the kiosk located in the front lobby.
- Mail in your payment using the envelope provided with your bill.
- Write your Account Number on the Check or Money Order.
- Do not send cash payments.
- You can also pay at these banking offices: First National Bank of PA – Marquette Savings Bank – Community National Bank – Northwest Savings – Mercer County State Bank – Farmers National Bank. **Please allow 7 – 10 business days to process your payment using this payment option.**

IMPORTANT: Your payment must be received by the date shown to avoid late penalty. Unless you are on Budget Billing the amount shown as “Balance Forward” is already delinquent.

COLLECTION PROCEDURES

Your bill is due and payable upon receipt, because it is for electric service already provided. See the “Current Bill Information.” Any statement showing a “Balance Forward” will be mailed a collection notice. If you do not make full payment or enter into an acceptable payment arrangement prior to the final date on the collection notice, a collection visit to your service at an additional fee will result. Service will be disconnected if you fail to respond with a payment or contact the Cooperative. Disconnected services must pay all bill and charges, including reconnection fees and security deposit, before reconnection.

TERMS AND DEFINITIONS

- Basic Charges** – include charges for Generation, Transmission, and Distribution.
- Generation Charge** – a Basic Charge applied to every member’s bill for generation of electricity. This charge depends on the terms of service between the member and the supplier.
- Transmission Charge** – a Basic Charge for transporting electricity from the source of supply to the distribution company. This charge will vary depending upon your supplier. The Federal Energy Regulatory Commission regulates transmission prices and services.
- Distribution Charge** – a Basic Charge applied to every member’s bill for delivering electricity from the electric distribution company to your home or business. This charge will vary depending on the amount of electricity you use.
- Cost of Service** – reflects fixed costs of providing distribution service, which are not affected by the amount of electricity used.
- KW Demand** – (KW) some services are billed for the maximum load occurring during the billing periods.
- Kilowatt-Hour** – (kWh) a kWh is a measure of electricity.
- Mult.** – multiplier converts dial reading to actual kWh used.
- Non-Basic Charges** – vary according to member and include charges for outdoor lights and Round Up.
- A Credit** – is indicated by a minus sign (-).

Rate Descriptions and Abbreviations:

Residential General Purpose	RES
Commercial	COM
Interruptible	INT
Public Authority	PAY
Space Heating	SPHB
Three-phase over 1,000 KVA	KV
Residential Heat Shift	RSHS
Residential Comfort Plus	RESCP
Three-phase Seasonal Time of Use	TOU