

## Your new bill.

Beginning this month, URE will be providing you with a new and improved bill format.

Over the past several months, our team has been working to include the most valuable information available, to help you better understand your energy use.

We are moving to a trusted cooperative partner that will be providing various printing options at a more economical cost.

Our goals are to improve member communications and provide a bill that has the most up-to-date information and is easier to read.



# HOW TO PAY YOUR BILL

Same easy-to-use process to conveniently pay your bill.

**SmartHub** – Download the SmartHub app from any mobile device or go online to sign up at <https://ure.smarthub.coop>.



**Auto Bank Draft**  
Automatic payments are withdrawn from your checking or savings account each month on the 25th.\*

**Recurring Credit Card**  
Payments automatically charged to your Visa or Mastercard each month on the 25th.\*



**Pay-by-Phone 877.999.3413**  
Visa, Mastercard or electronic check payments can be made 24 hours a day, 7 days a week.

**By Mail** – Mail early to ensure on-time delivery. Please return payment stub with payment.



**Office** – Checks, money orders, Visa and Mastercard accepted in our office during normal business hours Monday through Friday, 7:30 a.m.-4:00 p.m.\*\*

**24-Hour Drop Box** – Located in our parking lot. Payments received in the drop box will be credited to your account on the next regular business day.\*\*



\* Or the next business day following a weekend or URE-observed holiday. Some restrictions apply.

\*\*No cash payments accepted.



# YOUR GUIDE TO UNDERSTANDING YOUR BILL NEW & IMPROVED FORMAT




UNION RURAL ELECTRIC COOPERATIVE  
15461 US HIGHWAY 36 | MARYSVILLE, OH 43040  
800.642.1826 | URE.COM

# How to read your new bill


Follow this guide to understand your new bill format.

- 1 Message to consumer-members.
  - 2 Total amount due on the 25th of each month.
  - 3 Account information, beginning balance, payments, adjustments, current charges, and the account balance.
  - 4 Meter number, service address, and meter information is printed at the top of each service.
  - 5 Monthly graphic with 13 months of usage history and weather data for each service. **Color key: previous usage (light green) and current usage (dark green).** The temperature graph shows the **monthly high (red)** and **monthly low (blue).**
  - 6 Current service detail charges is shown along with the total current charges for each service.
  - 7 Total amount due for all service.
  - 8 Member information we have on file.
- On the reverse side of the bill, you will find information about conditions of payment, payment methods, explanation of billing terms, disclosure statement to members, and member contact information.

800.642.1826 | SERVICES@URE.COM | URE.COM



**URE**  
Your Touchstone Energy  
Cooperative

GO PAPERLESS  SIGN UP at <https://ure.smarthub.coop>

**1** **smart hub** **AUTO PAY PROGRAM**

USE SMARTHUB TO SIGN UP  
RECEIVE A ONE TIME \$10 BILL CREDIT!

Go online: <https://ure.smarthub.coop> OR  
download the app: <http://www.smarthubapp.com>.  
**AUTO PAY PROGRAM IS ON THE BILLING/PAYMENTS TAB**

**2** Total Amount Due

**\$104.08**

Due Date: 07/25/2020

**3** Member Name: JOHN DOE  
JANE DOE  
Account #: 123456  
Bill Type: Regular


Billing Date: 07/06/2020  
Current Bill Due Date: 07/25/2020

Previous Balance: -\$7.47  
No Payment Received: \$0.00  
Balance Prior to this Billing: -\$7.47

**Service Address: 123 ELECTRIC AVENUE**

Meter No.	Reading Dates		Readings		Days Billed	Multiplier	kWh Usage
	From	To	Previous	Present			
9A-99999	06/01/2020	07/01/2020	44674	45399	30	1	725

**4** **ELECTRIC KWH HISTORY**




**6** **Current Service Detail**

Buckeye Generation kWh Generation	725 kWh @ 0.03709	\$26.89
Fuel Cost Adjustment	725 kWh @ 0.02286	\$16.57
Buckeye Transmission kWh Transmission	725 kWh @ 0.01848	\$13.40
URE Distribution Services Base Charge		\$20.00
kWh Distribution	725 kWh @ 0.04320	\$31.32
OH kWh Tax Step 1		\$3.37
<b>Subtotal</b>		<b>\$111.55</b>
<b>Total Electric Charges</b>		<b>\$111.55</b>
Balance Prior to this Billing		-\$7.47
<b>Total Amount Due</b>		<b>\$104.08</b>

SAMPLE BILL

**KEEP SEND**



**URE**  
Your Touchstone Energy  
Cooperative

Union Rural Electric Cooperative, Inc.  
15461 US Highway 36  
Marysville, OH 43040  
(937) 642-1826 (800) 642-1826  
Pay-by-Phone (877) 999-3413  
[www.ure.com](http://www.ure.com)



Sign me up for Operation Round Up!

See reverse side for terms, conditions, pay options, and important information about this bill.

Account Number	123456
Current Amount Due 07/25/2020	\$104.08
Amount Due After 07/25/2020	\$104.08

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**UNION RURAL ELECTRIC COOPERATIVE, INC.**  
15461 US HIGHWAY 36 7  
MARYSVILLE, OH 43040-0393

<p>1036 1 AV 0.386 JOHN DOE JANE DOE 123 ELECTRIC AVENUE MARYSVILLE OH 43040</p>	<p>5 1036 C-4 P-4</p>
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