



# YOUR GUIDE TO UNDERSTANDING YOUR **BILL** NEW & IMPROVED FORMAT

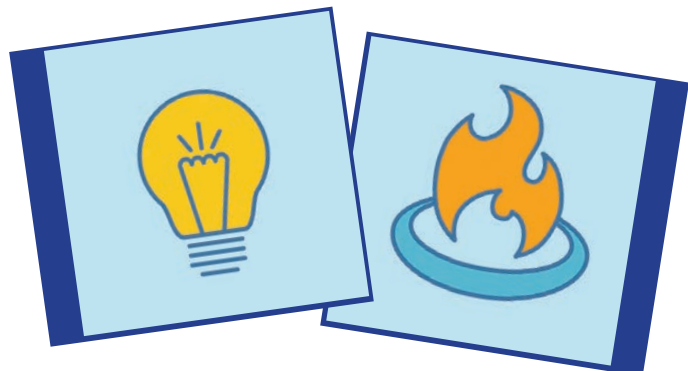
## How to read your new bill.

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
- member contact information




# Introducing 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.



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

**1**



**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**

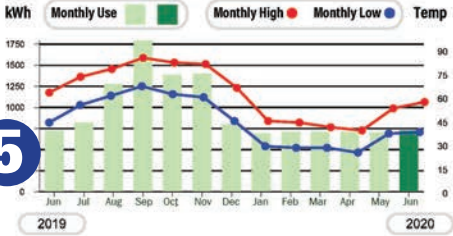
Balance Prior to this Billing: **-\$7.47**

**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**



**5**


**6**

**Current Service Detail**

<b>Buckeye Generation</b>		
kWh Generation	725 kWh @ 0.03709	\$26.89
Fuel Cost Adjustment	725 kWh @ 0.02286	\$16.57
<b>Buckeye Transmission</b>		
kWh Transmission	725 kWh @ 0.01848	\$13.40
<b>URE Distribution Services</b>		
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**




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!



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

**7**

1036 1 AV 0.386      5 1036  
JOHN DOE      C-4 P-4  
JANE DOE  
123 ELECTRIC AVENUE      **8**  
MARYSVILLE OH 43040



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



## UNION RURAL ELECTRIC COOPERATIVE, INC

15461 US Highway 36, Marysville, OH 43040

Office (937) 642-1826 (800) 642-1826 Pay-by-Phone (877) 999-3413

TO REPORT OUTAGES (800) 642-1826 [www.ure.com](http://www.ure.com)

### CONDITIONS OF PAYMENT

Charges on this bill represent services already provided by Union Rural Electric Cooperative, Inc. or a division thereof. Statement is due and payable upon receipt. Balance due must be paid on or before the stated due date to avoid late payment charges. A late payment charge of 5% will be added to bills which remain unpaid on the first day following the due date. Failure to receive your bill does not void balance due and/or late payment charges.

Past due bills are subject to disconnection. If this statement includes a disconnect notice, the past due amount must be paid BEFORE the disconnect date to avoid disconnection of service. If your service is disconnected for nonpayment, the total amount due, at the time of disconnection, a security deposit, collection and reconnection charges, if applicable, must be paid before service can be reconnected.

### PAYMENT METHODS

**Automatic Bank Draft** – Payments are automatically withdrawn from your checking or savings account each month on the billing due date or the next business day following a weekend or URE observed holiday.

**Recurring Credit Card** – Payments are automatically charged to your VISA or MasterCard each month on the billing due date or the next business day following a weekend or URE observed holiday. Some restrictions apply.

**SmartHub** – Download the SmartHub App for your tablet or Smart Phone or go online at <https://ure.smarthub.coop>. Some restrictions apply.

**Pay-by-Phone** – VISA, MasterCard or electronic check payments can be made 24 hours a day, 7 days a week, by calling our “payments only” toll-free number (877)999-3413. Some restrictions apply.

**By Mail** – Please return stub with payment and allow at least five (5) days for delivery.

**Office** – Checks, money orders, VISA and MasterCard are accepted in our office during normal business hours Monday through Friday, 7:30am-4:00pm. Some restrictions apply.

**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.

### EXPLANATIONS OF BILLING TERMS

**Buckeye Generation & Transmission** – Buckeye Power Inc. is the generation and transmission provider to URE. Kilowatt-Hour, and if applicable Kilowatt-Demand, charges for the production of electricity and movement of that electricity over high-voltage lines to a URE facility for distribution to your home or business.

**URE Distribution Services** - Kilowatt-Hour, and if applicable Kilowatt-Demand, charges for use of local wires, transformers, substations, and other equipment used by URE to deliver electricity, and a fixed base charge to partially cover administrative, maintenance, and equipment costs.

**Kilowatt-Hour (kWh)** – The basic measure of electrical energy equivalent to a power consumption of 1,000 watts for 1 hour

**Kilowatt-Demand (kW)** – The basic measure of the highest peak supply of electricity in a given billing period.

**100 Cubic Feet (Ccf)** – The basic measure of natural gas consumption.

**Multiplier** – The figure required to convert a meter reading to reflect actual usage.

### DISCLOSURE STATEMENT TO THE CONSUMER

Under state law, the amount you are being billed includes kilowatt-hour taxes that have been in effect since 2001. Calculate the tax by dividing the total usage billed by the number of days in the billing period, then using the following blocks: 0-67 kWh X \$.00465 per kWh, 68-500kWh X \$.00419 per kWh, and above 501 kWh X \$.00363 per kWh. Taxes are included in the distribution services section of the bill.

Under state law, natural gas distribution taxes have been in effect since 2001. Calculate the tax by multiplying usage using the following blocks: 0-1,000 Ccf X \$.01593 per Ccf, 1,001-20,000 Ccf X \$.00877 per Ccf, and above 20,000 Ccf X \$.00411. Taxes are included in the distribution services section of the bill.

Under state law, natural gas customers are subject to a gross receipts tax. Calculate the tax by multiplying the sum of all billing charges X \$.0499. Taxes are included in the distribution services section of the bill.

### MEMBER CONTACT INFORMATION

Please contact member services at (937) 642-1826 or (800) 642-1826, visit [www.ure.com](http://www.ure.com) or log into your SmartHub account to update your contact information.