How To Read Your Bill

Page One (Front Side)

To read your new bill format, follow the numbered items below and to the right.

- 1. The Statement Date, Account Number, and Payment Due Date
- 2. Monthly Statement Messages from us
- 3. Service Location and Metered Usage Detail
- 4. Billing Summary showing the Current Billing Detail
- 5. Other Messages from us
- 6. Automatic Payment Authorization Check Box (Complete Reverse Side)
- 7. Address, Phone Number, and Email Information (If Changes Necessary, Complete Reverse Side)
- 8. Remittance Slip with Amount Due and Due Date Please return this slip with your payment



"Powerful...Together"

Your Touchstone Energy® Cooperative

For billing questions please call 605-874-2171 or 800-358-7233 Office Hours: Monday - Friday 8:00 am to 4:30 pm Email: info@h-delectric.coop · Website: www.h-delectric.coop



REGULAR

Message from H-D Electric

THIS IS OUR NEW STATEMENT LAYOUT USING OUR NEW BILLING SYSTEM.

Page 1 of 2

JOHN DOE JANE DOE 123 COOPERATIVE WAY CLEAR LAKE, SD 57226

իկիկիկիկիկիայիրունիկովորկիկիկներուկությել

Service Address 123 COOPERATIVE WAY

33

Meter Number	Services		Davs	Readings		Multiplier	kWh	kW
	From	Io	,_	Previous	Present		Usage	
20-000-999 Main	06/01/2015	07/01/2015	31	39330	39863	1	533	0

Activity Since Last Billing

Previous Balance 190.24
No Payment Received 0.00
Balance Prior to Billing 190.24

*** Friendly Reminder ***

OTHER MESSAGES MAY APPEAR HERE.



Current Bill Detail

Balance Prior to Billing Monthly Basic Charge Energy Charge 533 kWh @ 0.12 SD Sales Tax @ 4.0%

Current Charges

4

95.12

190.24

27.50

63.96

3.66

Total Amount Due

285.36

Return this portion with your payment.

We accept Visa or MasterCard

If you are interested in automatic monthly payments, check this box and complete the form on the back.

VISA Masterca

IMPORTANT: If the address or phone number listed below is incorrect, this could result in a delayed response to power outages. If changes need to be made, please check the box below and make changes on reverse side of bill or contact us.

JOHN DOE JANE DOE 123 COOPERATIVE WAY CLEAR LAKE SD 57226





PHONE NUMBER: 555-555-1234 EMAIL: None On File

Account Number	999999
Amount due by 06/26/2015	\$285.36
Amount due after 06/26/2015	\$285.36
Amount Paid	

Send Payments To:

How To Read Your Bill

Page Two (Back Side)

To read your new bill format, follow the numbered items below and to the right.

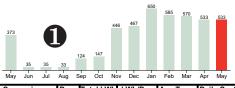
- **Meter Usage History Graph (12 Month History)**
- **Comparison Chart**
- **Cost Comparison of Electric Heat**
- **General Terminology and Definitions**
- **Bill Type Definitions**
- **Additional Charges Explanation**
- **Power Outage Instructions**
- SmartHub Information and QR Codes
- **Account Information Changes**
- 10. Automatic Payment Enrollment Authorization (Please complete and return with payment)

H-D ELECTRIC COOPERATIVE. INC.

"H-D Electric Cooperative is an equal opportunity provider and employer."



MAIN METER USAGE HISTORY (20-000-999)



May Jun Jul	Aug S	Sep Oct N	lov Dec	Jan Feb	Mar	Apr May
Comparisons	Days	Total kWl	kWh/Da	y Avg	Temp	Daily Cost
Current Billing	31	533	17	5	5	\$2.95
Previous Billing	30	533	18	4	9	\$3.05
Last Year Billing	31	373	12	5	8	\$2.07

Cost Comparison of Electric Heat

(To be comparable to \$.055 cost of Electric Heat, these are the break-even prices of other fuel sources)

Source of Heat Fuel Oil \$/Gal		Propane \$/Gal	Natural Gas \$/Gal	
Geothermal Heat Pump	\$.43	\$.39	\$.42	
Air Source Heat Pump	\$.76	\$.68	\$.74	
Electric Resistance	\$1.52	\$1.37	\$1.48	

GENERAL TERMS 4

KILOWATT HOUR (kWh) - The basic unit of electric energy used to measure the amount of electricity used. One kWh equals 1.000 watts of electricity used for one hour.

DEMAND (kW) - The maximum rate of electric power (kilowatts) used during the billing period.

MULTIPLIER - A multiplier converts the meter reading into the actual kWh used.

MONTHLY BASIC CHARGE - Monthly service charge to have facilities available, whether power is used or not.

BILL TYPES 5

Regular Regular monthly bill.

Budget Even monthly payment with a variable account balance based on actual usage.

Estimated A valid meter reading was unable to be obtained and therefore the bill is being estimated based on prior usage Final Final meter readings and charges for the stated service.

Manage your accounts with SmartHub!



 Make Payments Track Electric Usage

To pay online with your bank account or debit/credit card, visit our website at: www.h-delectric.coop.



Late Fee \$15.00 or (Irrigation) 2% of balance. NSF Fee \$30.00

Collection/Door Delivery Fee \$31.20 per trip Reconnect Fee Number of months the service was disconnected times the Monthly Basic Charge; Minimum charge is three months and maximum charge is twelve months.

POWER OUTAGES



Follow these steps during a power outage:

- 1) Check your breakers and fuses. Make sure the problem is not within your electrical system.
- 2) Check with your neighbors to see if their power is off.
- 3) Report the outage immediately if you believe the issue is on H-D Electric's lines.

Never go near fallen power lines!

Call 1-800-358-7233 or (605) 874-2171 to report outages and down lines 24/7. Have your account and/or meter number available if possibe.

_		
PLEASE NOTE ANY CHANGES IN Y ADDRESS AND/OR PHONE N	OUR MAILING UMBERS	ΙH
NEW ADDRESS	,	PA WIL
CITY STATE		****
PHONE ()	-	ва
CELL PHONE () NAM	E ı	RO
CELL PHONE () NAM	E	
EMAIL		
COMMENTS	-	DEI
	II [,]	EXI
SIGNATURE DA	ATE	SIG

(PLEASE CHECK BOX ON FRONT OF REMITTANCE SLIP) I HEREBY AUTHORIZE H-D ELECTRIC TO DEBIT MY ACCOUNT FOR PAYMENT OF MY MONTHLY ELECTRIC BILL. THIS AUTHORIZATION WILL REMAIN IN EFFECT UNTIL REVOKED BY ME OR H-D ELECTRIC VOIDED CHECK MUST BE PROVIDED FOR ACH)			
BANK NAME:			
ROUTING #	ACCOUNT#		
	OR		
DEBIT/CREDIT (CARD#		
EXPIRATION DA	\TE		
SIGNATURE	DATE		