# **Understanding Your Energy Bill**

People's Energy Cooperative utilizes a bill format that is easy to read and draws your attention to key billing information with full color graphics. Most members with multiple meters or accounts will not receive all information on one billing statement.

Cooperative contact information including our pay by phone number for your convenience.

This section summarizes the meter detail for each service address.

The **'PEC Message'** area displays important information about upcoming cooperative events, member programs, and reminders.

The **'kWh Use History'** includes average daily temperature, and daily kWh used.

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The **'Billing Summary'** provides a snap-shot of your payment activity.

Messages specific to your account will stand out to make you aware of information such as expired credit cards on file, a past due reminder, or if your service is facing disconnection.

#### The 'Detail of Charges'

section breaks down the charges due in that month's billing statement. Definitions for each line item are included on the inside flap of this brochure.

Please note the back of the first page of the billing statement contains important information such as contact information, steps to follow in a power outage, payment options, and more.

## **Glossary of Bill Terms**

**Basic Service Charge** accounts for the Cooperative's investment in poles, wires, transformers and equipment to provide members with electric service. It supports fleet, facility and customer service functions, such as outage response, line maintenance, right-of-way clearing, member services support, and administrative responsibilities.

**Demand Charge** is the highest metered "demand", measured in kilowatts (kW), for electricity in a 15-minute period per billing cycle. The charge is calculated based on cost per kW used.

**Demand (information only)** is included on all bills to help members learn more about their energy use and understand the amount of demand they are placing on the grid.

**Energy Charge** is based on the kilowatt hours (kWh) consumed during the 'statement read dates' and is multiplied by the current energy rate to calculate the charge.

**Kilowatt-hour (kWh)** is the measurement of electricity used. One kWh is equal to 1,000 watts used continuously for one hour. For instance, a 100-watt light bulb burning for 10 hours uses one kWh. The higher the watt rating on electrical devices, the more electricity it uses.

continued...

### **Glossary of Bill Terms**

**Operation Round Up** supports local charities, schools, and non-profits by rounding up your electric bill to the next highest dollar. The monthly contribution could be as little as a penny, but never more than 99 cents. Members have the option to opt-in or out during the membership application process and can opt-in or out at any time.

#### Power Cost Adjustment (PCA) is

dependent upon the true cost of power from wholesale and transmission costs from our power supplier. This can be in the form of a charge or a credit and is a direct passthru from the power supplier.

**Usage Multipliers** more than 1.0 are used when the meter only registers a percentage of the actual energy used; therefore, a multiplier is required to calculate actual usage.



# People's Energy Cooperative

1775 Lake Shady Avenue South Oronoco, MN 55960

Business Hours: Monday - Friday 7:30 a.m. - 4:00 p.m. 507-367-7000 1-800-214-2694

Website: www.peoplesenergy.coop Email: memberservices@peoplesenergy.coop

# UNDERSTANDING YOUR ENERGY BILL

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