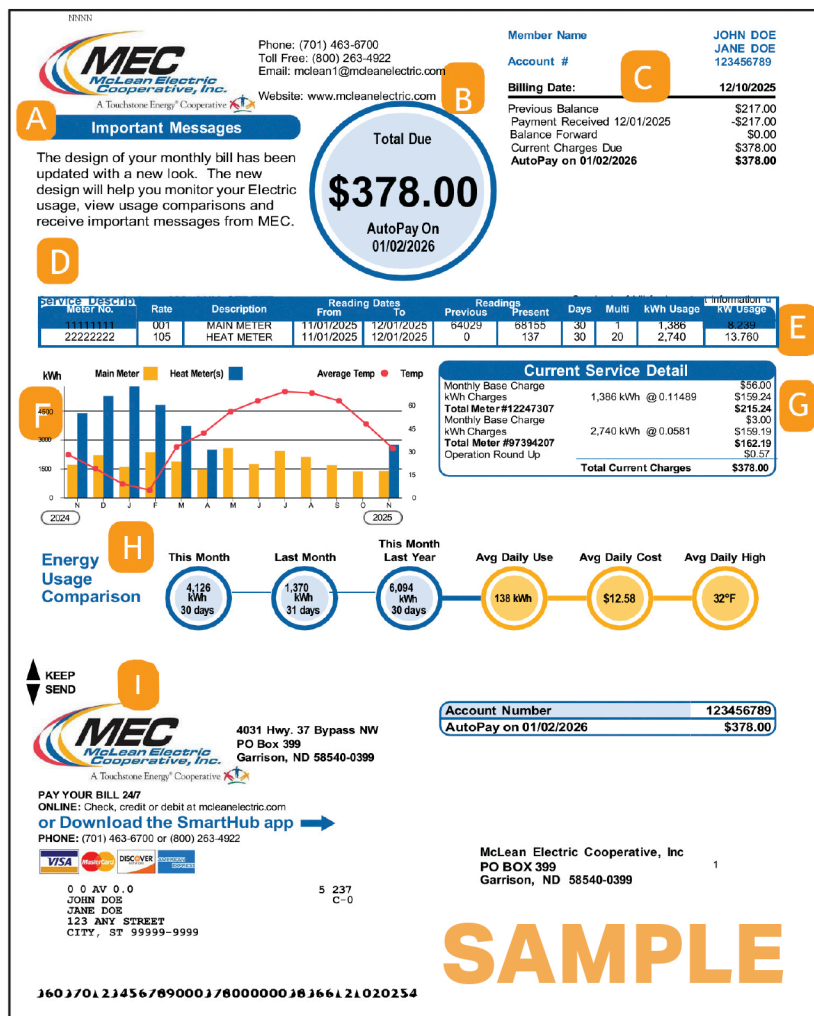


HOW TO READ YOUR BILLING STATEMENT

- A** Informational and account level messaging can be found here. Examples include the message listed in this bill sample, annual meeting dates, disconnection notices and other important information.
- B** The total account balance bubble features the total due. The ring around the bubble will be blue for current total due, green if a credit and red if past due.
- C** The billing summary contains the billing date, previous balance, when a payment was received, capital credit retirement (when board approved), a late payment fee (if applicable), any balance forward, the current charges due for this billing period, and the total due, along with the due date.
- D** This table details specific meter information, including the meter number, which rate class the meter is in, the meter description, the reading dates, the previous kWh reading, days of usage, multiplier, kWh and kW usage for the billing period.
- E** kW Usage on the electric bill indicates either the noncoincident (NCP) or coincident (CP) peak demand. NCP is the highest demand occurring in any 30-minute interval of the billing period. CP is the 30-minute average demand that coincides with Central Power Electric Cooperative's coincident peak.



The above example bill is subject to minor changes.

- F** This chart details the past 13 months of usage and the monthly average temperature throughout those months. Usage is represented with the gold and blue bars, and the average temperature is shown as a red line.
- G** Here, you'll discover information about your current service, including a breakdown of charges.
- H** A new key feature of the bill is the energy usage comparison, which details kWh usage and the number of days calculated for this month. In the next bubble, members can quickly compare their usage with how much kWh they used last month and then compare it with this month last year.
- I** If you're paying by check, tear off this section and send it in so a customer service representative knows which account to credit.

More billing information and details can be found in your SmartHub account

