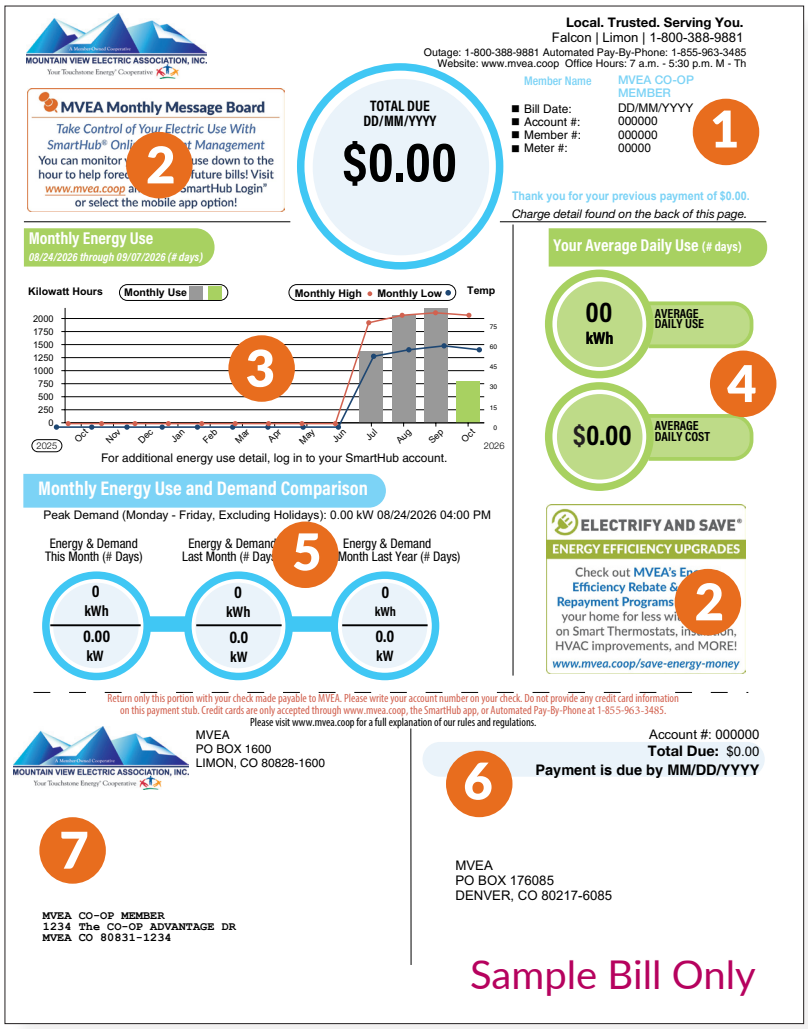
How To Read Your Monthly MVEA Bill

Basic Demand Bill Sample | Residential, Small Power, Net Meter Accounts

Front

Mountain View Electric Association, Inc.'s monthly electric bill was designed to put the power of account management in the palm of your hand—allowing you to become an expert on your energy use.

Not only does your monthly bill report how much energy you use, but it shows you the average daily cost, how outside temperature affects your energy use, and how your current energy consumption compares to the year before.



1. **Important Account Information:** Includes the name, or names, on the electric account; bill date; account number; member number; meter number.
2. **Monthly Message Centers:** Three areas on the bill provide timely information about MVEA's programs and upcoming member events.
3. **Monthly Energy Use:** This graph charts your monthly energy use and temperature highs and lows over 13 months, so you can see how weather impacts the energy that you use.
4. **Daily Average Energy Use:** This area provides a break down of your monthly energy use, providing your average use per day, both in kilowatt-hours (kWh) and in daily cost.
5. **Monthly Energy Use & Demand Comparison Center:** The Peak Demand listed is the single highest one-hour period of electricity use during the month, Monday – Friday, excluding select holidays, measured in kilowatts (kW). The details in the circles provide a high level comparison of your energy use and demand.
6. **Payment Stub:** This portion of the payment stub includes your account number, total due, and payment date. It also includes the "payment only" address for MVEA. Please detach the bottom of your monthly statement and include with your monthly payment to be mailed to this address.
7. **Member Information:** The name, or names, on the electric account and the mailing address for the electric bill. The mailing address may appear differently than the service address for billing purposes.

This is an example of a basic MVEA Residential Demand Rate bill. The template is similar for MVEA Small Power and Net Meter accounts on the Demand Rate. Other bill types will look different.

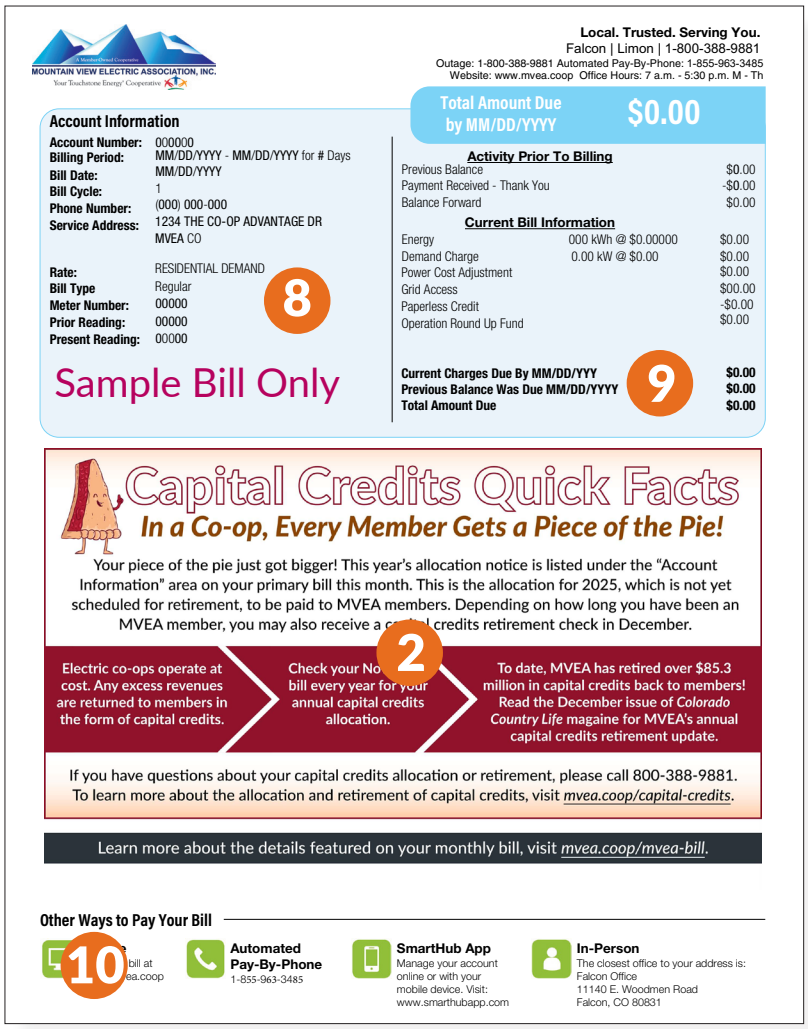
Additionally, some members may have account credits for going paperless or bank account auto-pay, charges for opt-in programs, or fees based on the town and county of residence.

If you have questions about your bill, please contact MVEA at (800) 388-9881. For more information about MVEA's rates, visit *www.mvea.coop/rates*.

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8. **Account Information, Left Side:** This portion of your bill provides details about your account with MVEA, including: your account number; billing period, date, and cycle; actual service address; account rate type; meter number; and your present and previous meter readings.

   Net Meter Accounts: This section includes the prior banked balance, energy used from the grid, energy sent back to the grid, and current billable kWh use.

   Special Messages: There are three special messages members may receive.

   - **December & January:** Members who contribute to Operation Round Up® receive a line item of their total yearly tax deductible contribution.
   - **June:** Members who participate in budget billing receive their annual budget bill amount.
   - **November:** Members receiving a capital credits allocation receive a line item of their allocation for the year prior.

9. **Account Information, Right Side:** This section includes an itemized breakout of monthly charges on typical Residential, Small Power, or Net Meter Demand Rate bills. It includes, but may not be limited to, these items:

   - **Previous Balance & Payments Applied**: A re-cap of your total bill from the previous month and payments received.
   - **Balance Forward:** If your bill was not paid in full, or was paid after the due date, a balance forward will be reflected on your bill.
   - **Energy Charge:** This is the kWh use for the current billing cycle multiplied by the per kWh rate and kWh's used during the current billing period.
   - **Demand Charge:** This is the charge for the single highest one-hour period of electricity required for your account (per kW) during the month.
   - **Power Cost Adjustment:** While not always in use, the Power Cost Adjustment (PCA) may be used to reflect variations in costs associated with providing electric service.
   - **Grid Access Charge:** This monthly charge covers the operational expenses to provide and maintain the equipment and lines needed for electric service at your location.
   - **Current Charges Due By:** Your monthly total and due by date, including all taxes and fees.
   - **Total Amount Due:** This total includes any previous balance due on the account and the current month's electric charges.

10. **Other Ways to Pay Your Bill:** This section highlights some of the convenient ways you can pay your bill.