

How To Read Your Monthly MVEA Bill

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 Comparison:** Have you upgraded your appliances, or made the switch to LED lighting? Take a look at your energy use compared to last month, as well as the same month last year.
- 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.

Front • Basic Residential Bill

Local. Trusted. Serving You.
Falcon | Limon | 1-800-388-9881
Outage: 1-800-388-9881 Automated Pay-By-Phone: 1-877-999-3415
Website: www.mvea.coop Office Hours: 7 a.m. - 5:30 p.m. M - Th

Member Name: MVEA CO-OP MEMBER
 ■ Bill Date: DD/MM/YYYY
 ■ Account #: 000000
 ■ Member #: 000000
 ■ Meter #: 000000

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TOTAL DUE
DD/MM/YYYY
\$0.00

Thank you for your previous payment of \$0.00.
Charge detail found on the back of this page.

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MVEA Monthly Message Board
Active Tree Trimming & Brush Removal
In Progress Through [Month]'s Service Territory
Tree trimming and brush removal within electric utility service territory are essential for safe electric service, while playing an important role in wildfire mitigation efforts.
Learn more at www.mvea.coop/tree-trimming.

3

Monthly Energy Use
MM/DD/YYYY through MM/DD/YYYY (# days)

Kilowatt Hours Monthly Use Monthly High Monthly Low Temp

4

Your Average Daily Use (# days)
00 kWh AVERAGE DAILY USE
\$0.00 AVERAGE DAILY COST

5

Monthly Energy Use Comparison
Total Energy Use This Month (# Days): 000 kWh
Total Energy Use Last Month (# Days): 000 kWh
Total Energy Use This Month Last Year (# Days): 000 kWh

6

\$300 Account Credit Drawing!
Switch & Save \$
Go paperless through SmartHub, bank account auto-pay, or opt-in for \$1 per month! All participants in "Switch & Save" accounts are automatically entered into a quarterly drawing for a \$300 account credit! Learn more at: www.mvea.coop/payment-options

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Return only this portion with your check made payable to MVEA. Please write your account number on your check. Do not provide any credit card information on this payment stub. Credit cards are only accepted through www.mvea.coop, the SmartHub app, or Automated Pay-By-Phone at 1-877-999-3415. Please visit www.mvea.coop for a full explanation of our rules and regulations.

MVEA
PO BOX 1600
LIMON, CO 80828-1600

Account #: 000000
Total Due: \$0.00
6 payment is due by MM/DD/YYYY

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MVEA CO-OP MEMBER
1234 THE CO-OP ADVANTAGE DR
MVEA CO 80831-1234

Sample Bill Only

MVEA
PO BOX 176085
DENVER, CO 80217-6085

- 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 electric bill. Other bill types will look different. 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 they reside in. If you have questions about your bill, please contact MVEA at (800) 388-9881.

How To Read Your Monthly MVEA Bill


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; your present and previous meter readings; a multiplier for some accounts (a ratio used to calculate the bill based on your meter); and kWh's used during the current billing period. 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. "Annual Operation Round Up Fund Contributions: \$___.""
- **June:** Members who participate in budget billing receive their annual budget bill amount. "Effective July 20__ Your Budget Bill Amount Will Be \$___.""
- **November:** Members receiving a capital credits allocation receive a line item of their allocation for the year prior. "Your 20__ Capital Credits Allocation Is \$___.""

9. Account Information, Right Side: This section outlines the breakout of a typical residential monthly electric bill. Your bill 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 by MVEA.
- **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.

Back • Basic Residential Bill



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<p>Account Information</p> <p>Account Number: 000000 Billing Period: MM/DD/YYYY - MM/DD/YYYY for # Days Bill Date: MM/DD/YYYY Bill Cycle: 1 Phone Number: (000) 000-000 Service Address: 1234 THE CO-OP ADVANTAGE DR MVEA CO</p> <p>Rate: RESIDENTIAL Bill Type: Regular Meter Number: 000000 Prior Reading: 000000 Present Reading: 000000 kWh Use: 0000</p>	<p style="text-align: right; font-weight: bold; font-size: 1.2em;">Total Amount Due by MM/DD/YYYY</p> <p style="text-align: right; font-size: 1.5em; font-weight: bold;">\$0.00</p> <p>Activity Prior To Billing</p> <p>Previous Balance \$0.00 Payment Received - Thank You -\$0.00 Balance Forward \$0.00</p> <p>Current Bill Information</p> <p>Energy \$0.00 Grid Access \$0.00 Paperless Credit -\$0.00 Operation Round Up Fund \$0.00</p> <p>Current Charges Due By MM/DD/YYYY \$0.00 Previous Balance Was Due MM/DD/YYYY \$0.00 Total Amount Due \$0.00</p>
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Sample Bill Only

Take Control of Your Electric Use

Get Started With SmartHub → www.mvea.coop
Click "Register for Online Access" or select the mobile app option!

- Keeping your home cool in the summer can increase your electric use in a big way! Make your digital meter work for you – monitor your energy use down to the hour to help forecast and future bills. Click on "My Usage" to get started.
- Securely Make & Schedule Payments
- Report Outages & Service Issues
- Go Paperless and/or Bank Account Auto-Pay & Receive a Monthly Credit

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Beat the Heat with SmartHub®


For additional ways to save energy and money all year long, visit www.mvea.coop/save-energy-money.


Other Ways to Pay Your Bill

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bill at
ba.coop

 **Automated Pay-By-Phone**
1-877-999-3415

 **SmartHub App**
Manage your account online or with your mobile device. Visit: www.smarthubapp.com

 **In-Person**
The closest office to your address is:
Falcon Office
11140 E. Woodmen Road
Falcon, CO 80831

- **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 24/7/365. In addition to two office locations, online billing, and account management—MVEA has multiple convenient drop box locations. Visit www.mvea.coop/payment-options for a list of locations and options.

www.mvea.coop • (800) 388-9881

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