

How to read your billing statement

1. Billing Date, Account # - Your account information

2. Amount Due Upon Receipt - Amount is owed upon receipt. Amount owed after the 20th of the month is considered past due and subject to a 1% penalty.

3. The **top portion** of your statement should be returned with your payment in the enclosed envelope.

4. Keep the **bottom portion** of the bill for your records. Information can be used for energy assistance.

5. Summary of Account - This includes your account and member number, service address and location, billing and service dates. Please keep your “Map Location” to report an outage.

6. Readings - Readings provide rate and meter information. Your rate schedule, current and prior readings, a multiplier, and total usage.

7. Energy Usage History - This shows your kilowatt-hour usage for the past 13 months.

8. Statement - This shows your previous balance, payments, adjustments and balance brought forward (if any). If the balance brought forward is past due, you may be subject to disconnection. Your account detail includes the following:

9. This month’s kilowatt-hour usage

If you have more than one meter, i.e. off-peak heat, your usage and charges are detailed here. Additional services and charges such as a security light are listed here as well.

The image shows a utility bill from Barron Electric. The bill is divided into several sections, each with a numbered callout:

- 1:** Billing Date and Account #
- 2:** Amount Due Upon Receipt
- 3:** Top portion of the bill (return with payment)
- 4:** Bottom portion of the bill (keep for records)
- 5:** Summary of Account
- 6:** Readings
- 7:** Energy Usage History
- 8:** Statement
- 9:** This month's kilowatt-hour usage
- 10:** Total amount due
- 11:** A Message from Your Touchstone Energy® Cooperative

This is not an actual bill.

Fixed Service Charge - The Fixed Service Charge helps cover the cost of bringing electricity to your home or business. Some of the items included in this charge are labor, trucks, wire, transformers and power poles to build and maintain the distribution system, and insurance, interest, and taxes.

Sales Taxes, when applicable - This is charged on the June-November bill statements for primary Wisconsin residents.

Credits, if applicable - a monthly credit for eligible members participating in our load management programs.

Program Charge - This monthly fee is required under Wisconsin’s Reliability 2000 legislation. The fees are aimed at improving energy conservation and providing low-income energy assistance.

Existing Credit - Since our members already contribute to the cost of our energy conservation programs, we credit members with one-half of the Program Charge.

10. Total - The total amount due. Any amount left owing after the 20th of the month is subject to a 1% penalty.

11. A Message from Your Touchstone Energy® Cooperative

Special information will be highlighted in this area.