

UNDERSTANDING YOUR BILL

Here are some simple explanations for some of the terms, abbreviations and numbers you will see on your updated Residential bill. There are approximately 30 days in each billing cycle. This may vary depending on the number of days in that month. Call the HCEC Member Services department at 936-544-5641 if you have questions about your bill. *Please note, this is only an example of what your bill will look like. Your bill will have your relevant account information included.*

1 HCEC Contact Information - This includes HCEC's mailing address, website, contact information and outage reporting number.

2 Message Center - HCEC will use this space to share important information from the cooperative. This will include upcoming events, notices or messages relevant to our membership.

3 Member Information - This area displays pertinent information about your account. The service address, rate, meter number, readings and usage will be printed here.

4 Billing Details - This is a breakdown of charges that comprise your bill.

- **Base Charge** - A set amount billed each month to cover the cost of delivering power to your meter and maintaining the distribution system.
- **Delivery Charge** - This charge recovers the cost of delivering electricity to your meter, including the costs associated with maintaining our distribution system.
- **Energy Charge** - The amount of energy you used (as reflected under kWh Usage) multiplied by our tariff rate.
- **Power Cost Adjustment** - Reflects the wholesale cost that HCEC pays for power. The HCEC tariff structure is based on wholesale power cost of 5.146 cents per kWh. Wholesale costs below this rate are credited to your bill. Wholesale costs above this rate are charged to your bill. There is no margin. This is based on our actual power cost.
- **Security Light Charge** - This will appear only if you have a security light from HCEC.

5 kWh Usage History - Provides a graphical view of your energy usage by month for the past 13 months with a chart defining usage and average daily temperature for the current month, previous month and same month last year.

6 Remit Portion - The bottom of your bill is the portion that is to be remitted with your payment. It details the account number, due date and your amount to pay.



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PO BOX 52 | CROCKETT, TX 75835
OFFICE HOURS: 8:00 AM - 5:00 PM | MONDAY - FRIDAY
PHONE: 936-544-5641 OR 1-800-657-2445
WEBSITE ADDRESS: WWW.HOUSTONCOUNTYELEC.COM
OUTAGE HOTLINE: 1-800-970-4232

MESSAGE CENTER

Here you will see important messages & updates from us!

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Bill is due 16 days after issuance. If not paid by due date, bill becomes delinquent and will be subject to disconnections. A 5% penalty will be charged if payment is not received by the due date stated on the bill. Failure to receive bill does not exempt you from monthly payment or disconnection. Night depository, automatic withdrawals, and online payments are available for your convenience. Account is considered paid when payment is received in HCEC office. Please allow adequate time when mailing payment.

1234 MAIN STREET Bank Draft Total Amount Due - Pay This Amount \$0.00

Account Number	Sub	Meter Number	Rate	Service Dates From	To	Meter Readings Prev	Pres	Mult	kWh Usage	kW Usage
12345	001	123456780	110	07/24/2019	08/24/2019	72189	73189	1.00	1000	0

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Current Charges & Adjustments

Balance Forward	0.00
110-Base Charge	14.00
110-Delivery Charge (.03465 per kWh)	34.65
110-Energy Charge (.05765 per kWh)	57.65
Power Cost Adjustment (.01 per kWh)	10.00
Outdoor Lighting Charge	8.00
PowerCost Adj-Outdoor Lighting	0.22
Total Activity	124.52

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Comparisons	kWh	Avg. Temp/Day	Total Charges
Current Month	1000	87	124.52
Previous Month	2360	81	275.55
Same Last Year	3139	83	357.15

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CURRENT CHARGES DUE DATE: **09/23/2019**

Please detach and return this section with your payment. Please include your account number on your check.

HCEC

A Touchstone Energy® Cooperative

Member Services M-F | 8:00 AM - 5:00 PM
936-544-5641 | 1-800-657-2445
www.houstoncountyelec.com

BILLING DATE 09/05/2019	
PAYMENT ACCOUNT NUMBER 148309	
WE ACCEPT:	
  	
Previous Balance	275.55
Payments Received	-275.55
Adjustments/Penalties	0.00
Balance Due Immediately	0.00
Total Current Charges Due ON or BEFORE	09/23/2019 124.52
Amount Drafted	\$124.52
AMOUNT TO PAY	\$0.00

Check here for change of address and complete form on back

JOHN DOE
123 MAIN STREET
ANYWHERE, USA 12345

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HOUSTON COUNTY ELECTRIC COOP. INC.
P.O. BOX 52
CROCKETT, TX 75835

0001483090000299667