



VOLUNTEER ENERGY COOPERATIVE
 Cleveland Service Center
 5335 Georgetown Road NW, Cleveland, TN 37312
 P.O. Box 2578
 Cleveland, TN 37320

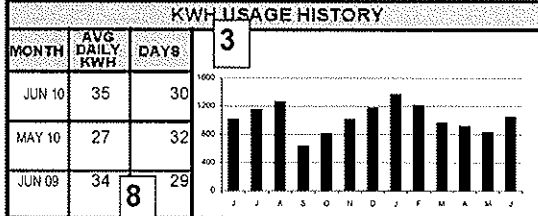
www.vec.org
 423-478-6671

This statement is now due and payable. Service may be discontinued without further notice if current amount is not paid 7 days after past due date. Service may be discontinued without further notice for unpaid prior balance.

WATCH THIS AREA FOR IMPORTANT CUSTOMER MESSAGES

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JOE CUSTOMER
 123 MAIN ST
 ANYWHERE, TN 12345



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ACCOUNT NUMBER	NAME	RATE	METER NUMBER	MTR RDG DT	SERVICE ADDRESS
123-4567-89	Joe Customer	RS	12345678	6/5/2010	123 Main Street

SERVICE	PRESENT READING	PREVIOUS READING	AMOUNT USED	CURRENT AMOUNT
CUSTOMER CHARGE				\$ 11.60
ELECTRIC (KILOWATT HOURS)	38063	37024	1039 @ 0.080010	83.13
TVA FUEL COST ADJUSTMENT	38063	37024	1039 @ 0.008780	9.12
OUTDOOR LIGHTING				8.53
SUBTOTAL				103.85
VECUSTOMERS SHARE				0.15
TOTAL CURRENT CHARGES				104.00
PROJECT DESERVE				2.00
SURGE SENTRY				5.95

Activity Since Last Bill	\$ Amount
Previous Balance	102.00
Payment	-102.00
Late Charge	0.00
Other Adjustments	0.00
Balance Prior to this Billing	0.00

Average Temperature (Degrees F) for
 JUN 09: 76 MAY 10: 65 JUN 10: 72

\$ 5.37 LATE FEE CHARGED AFTER 7/20/2010 PAID BY BANK DRAFT

TOTAL DUE \$ 111.95

PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT OR BRING ENTIRE STATEMENT WHEN PAYING IN PERSON



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ACCOUNT NUMBER:	123-4567-89
TOTAL DUE:	\$ 111.95
DATE PAST DUE FOR CURRENT CHARGES ONLY:	7/20/2010
AMOUNT DUE AFTER:	\$ 117.32

IMPORTANT: If the addresses or phone number listed below are incorrect, this could result in delayed response to power outages. If changes need to be made, please check the box above and fill in the correct information on the back of this sheet.

JOE CUSTOMER
 PO BOX 123
 ANYWHERE, TN 12345

Service Address:
 123 MAIN ST

Phone Number:
 (423) 123-1234

VOLUNTEER ENERGY COOPERATIVE
 PO BOX 22222
 DECATUR TN 37322-2222



How to Read Your Electric Bill

Residential

Note: Not all bills will include all the items listed

1. **Statement Due Notice** – Includes information about when payment is due and when service may be disconnected.
2. **Message Area** – Contains important customer messages.
3. **Usage History** – This section includes the average daily kilowatt hours used during the current billing period, the previous month, and the same month one year ago, as well as a graph showing the number of kilowatt hours used each month for 13 months.
4. **Customer Information** – Customer mailing information.
5. **Account Number** – Use this when inquiring about your account.
6. **Rate** – This is the rate code assigned to the listed account and indicates that this is a residential account.
7. **Meter Number** – This is the identification number for the meter assigned to the location listed on the account.
8. **MTR RDG DT** – This is the date on which the meter was read.
9. **Service Address** – Customer's service address.
10. **A. Customer Charge** – This is the charge applied to recover the cost of delivering electricity to your home.
B. Electric (Kilowatt Hours) – This includes the amount of energy you used measured in kWh multiplied by the rate per kWh.
C. TVA Fuel Cost Adjustment – This fee, which covers unbudgeted costs for fuel used to generate power, is adjusted quarterly and passed along to TVA.
D. Outdoor Light – The line shows the charge applied to customers who have outdoor lighting service.
E. Subtotal – The line includes the sum of the charge for electricity used plus the customer charge and outdoor lighting charge (if applicable).
11. **VECcustomers Share** – For customers who choose to participate in the VECcustomers Share program, this line includes how much the bill has been rounded up to reach the next whole dollar.
12. **A. Project Deserve** – This line includes the amount of charges for customers who participate in the Project Deserve program.
B. Surge Sentry – This line includes the amount of charges for customers who participate in the Surge Sentry program.
C. Charges for other services will appear here.
13. **Activity Since Last Bill** – This box includes a record of other charges, payments, and adjustments that have been applied to the account since the last bill was issued.
14. **Late Fee** – This line includes information about the date a late fee will be charged and the amount of the late fee.
15. **Other Information** – This section is used to give information about Bank Draft payments, Levelized Billing, meter estimations, or other information.
16. **Bottom Portion (Bill Stub)** – Please return this section with your payment.
17. **Total Due Box** – This section includes the account number, the total due, the date current charges will become past due, and the amount due after the due date.
18. **Change of Address Box** – If your mailing address has changed, please check this box and put your new mailing address in the space provided on the back of the bill.
19. **Phone Number** – Check to see if the phone number here is correct. Use it to access automated VEC services.