



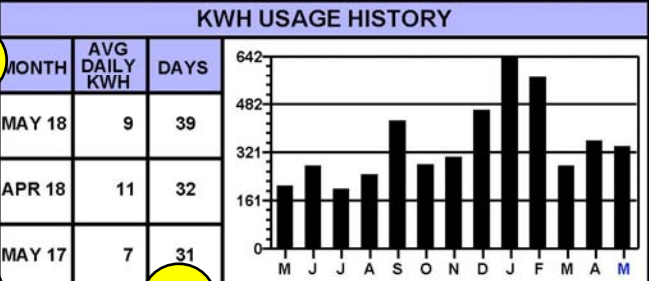
www.vec.org
931-484-3527 or 1-800-431-7908

1 This statement is now due and payable. Service may be discontinued without further notice if current amount unpaid 7 days after past due date. Service may be discontinued without further notice for unpaid prior balance.

2 Protect the large appliances in your home from surges caused by lightning, vegetation or animals. VEC Surge Guard protection for the large appliances is \$5.95 per month, with plug-in devices for your more sensitive electronics available for purchase. Sign up in your local VEC office or call for more information.

4 John Doe
123 Main Street
Our Town, Tn 37300

2 1



5 6 7 8 9

ACCOUNT NUMBER	NAME	RATE	METER NUMBER	MTR READING	SERVICE ADDRESS
000-1234-56	John Doe	RS	17812345	05/17/2018	123 Main Street

SERVICE	PRESENT READING	PREVIOUS READING	AMOUNT USED	CURRENT AMOUNT
VEC CUSTOMER CHARGE				\$ 11.71
VEC ENERGY(KWH)			336 @ 0.011950	4.02
TVA ENERGY(KWH)			336 @ 0.066120	22.22
TVA FUEL COST			336 @ 0.020820	7.00
TOTAL ENERGY(KWH) RATE	38893	38557	336 @ 0.098890	7.91
OUTDOOR LIGHT				7.91
SUBTOTAL				52.86
VECUSTOMERS SHARE				0.14
TOTAL CURRENT CHARGES				53.00
LEVELIZED AMOUNT DUE				51.00
SURGE SENTRY				
PROJECT DESERVE				
HEAT PUMP LOAN				

Activity Since Last Bill	\$ Amount
Previous Balance	87.00
Payment	-50.00
Late Charge	0.00
Other Adjustments	0.00
Balance Prior to this Billing	37.00

Average Temperature (Degrees F) for
MAY 17: 61 APR 18: 46 MAY 18: 56

16 Estimated
\$2.55 LATE FEE CHARGED AFTER 06/01/2018.

17 LEVELIZED PAYMENT PLAN PAID BY BANK DRAFT

15 **TOTAL DUE \$ 51.00**

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



20 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.

19

ACCOUNT NUMBER:	000-1234-56
TOTAL DUE:	\$ 51.00
DATE PAST DUE FOR CURRENT CHARGES ONLY:	06/01/2018
AMOUNT DUE AFTER 06/01/2018:	\$ 53.55

John Doe
123 Main Street
Our Town, Tn 37300

Service Address:
123 Main Street

OUR TOWN TN37300
Phone Number:

VOLUNTEER ENERGY COOPERATIVE
PO BOX 22222
DECATUR TN 37322-2222 03



HOW TO READ YOUR ELECTRIC BILL

Note: Not all bills will include all items listed

1. **Statement Due Notice** – Includes information about when payment is due and when service may be disconnected.
2. **Message Area** – Contains information for all VEC customers, VEC customers within a specific geographic area, or customers within a specific service area.
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 the previous 13 months.
4. **Customer Information** – Customer mailing information.
5. **Account Number**
6. **Name** – Customer name as shown on VEC records.
7. **Rate** – This is the rate code assigned to the listed account and shows that this account is a residential account.
8. **Meter Number** – This is the identification number for the meter assigned to the location listed for the account.
9. **MTR RDG DT** – This is the date on which the meter was read.
10. **Service Address** – Customers service address.
11.
 - a. **Customer Charge** – This is the charge applied to recover the cost of delivering electricity. This is **NOT A NEW CHARGE**. VEC's bills itemize this charge in an effort to provide more information about your costs.
 - b. **VEC ENERGY (KWH)** - This is the portion of the energy cost that VEC keeps per kWh.
 - c. **TVA ENERGY (KWH)** - This is the portion of the energy cost that is paid directly to TVA per kWh.
 - d. **TVA FUEL COST ADJUSTMENT**
 - e. **TOTAL ENERGY RATE (KWH)** - This line includes the previous meter reading, the present meter reading, the number of kilowatt hours used, VEC charge per kilowatt hour, and the TVA charge per kilowatt hour and the FCA total charge for electricity used during the billing period. The present reading minus the previous reading equals the number of kilowatt hours used during the billing period. The number of kilowatt hours used multiplied by the charge per kilowatt hour equals the customer's total charge for electricity used. VEC's electric rates are extremely stable.
 - f. **Outdoor Light** – This line shows the charge applied to customers who have outdoor lighting service.
 - g. **Subtotal** – The line includes the sum of the charge for electricity used plus the customer charge and outdoor lighting charge (if applicable).
12.
 - a. **VECcustomers Share** – For customers who choose to participate in the VECcustomers Share program, this line includes the amount the bill has been rounded up to reach the next whole dollar.
 - b. **Green Power** – For customers who choose to participate in the Green Power program this line includes the amount charged.
 - c. **Total Current Charges** – This line totals sections 11 and 12.
13.
 - a. **Levelized Amount Due** – This line includes the amount due for customers who participate in the Levelized Billing program.
 - b. **Surge Guard** – This includes the amount of charges for customers who participate in the Surge Guard program.
 - c. **Project Deserve** – This includes the charge applied to those customers who participate in Project Deserve.
 - d. **Heat Pump Loan** – This line includes the current charges applied to customers who have financed a heat pump through VEC's/TVA's *energyright*® program.
 - e. **Waste Collection** – Customers whose waste collection service is billed through VEC will see the charge for that service here.
14. **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.
15. **Total Due** – This section includes information about payment programs the customer participates in and the total amount due to VEC for the month.
16. **Late Fee** – This line includes information about the date a late fee will be charged and the amount of the late fee.
17. **Other information** – This section is used to give you information such as whether the bill will be paid by bank draft, whether you are participating in the Levelized Billing program, and/or whether your meter reading was estimated and/or other information.
18. **Bottom Portion (Bill Stub)** – Please return this section with your payment.
19. **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.
20. **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.
21. **Customer Information** – This section includes the customer mailing address, the service address, and the phone number assigned to the account.