



VOLUNTEER ENERGY COOPERATIVE
 Your Local Service Center
 Your Local Service Center Address
 Our Town, TN Zip Code

Office Hours: 8:00 - 5:00 Mon - Fri
 Website: www.vec.org
 Customer Service: 423-476-6571

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JOHN DOE
 123 MAIN ST
 OUR TOWN, TN ZIP

4 1003

5	Billing Date	07/21/2021
	Account Number	123456789
	Payment Due	08/10/2021

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

1

Messages
 VEC reduced rates on October 1, 2020. This reduction is possible due to a one-year wholesale credit from TVA. The credit and the VEC rate reduction ends on September 30, 2021.

2

Service Address: 123 MAIN ST

Rate	Meter No.	Reading Dates		Readings		Mult	Usage
		From	To	Previous	Present		
RS	987654321	06/18/21	07/19/21	62947	64427	1	1480

6

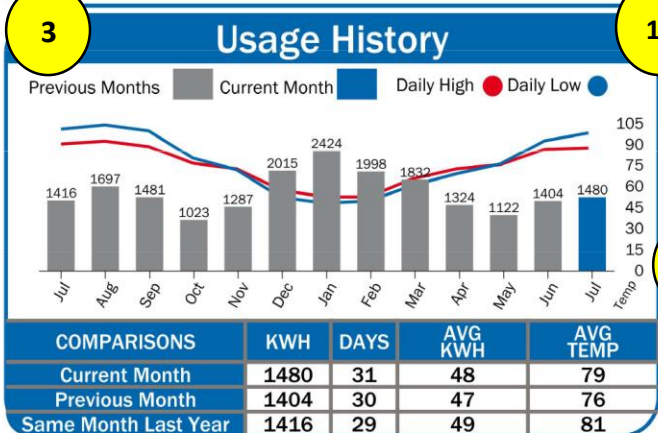
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13 Account Balance Summary

Actual Account Previous Balance	196.00
Payment	<i>Thank You!</i> -196.00
Actual Account Balance Prior to Billing	0.00



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Current Service Detail

VEC Customer Charge	11.71
VEC Energy(kWh)	1,480 kWh @ 0.01195 17.69
TVA Energy(kWh)	1,480 kWh @ 0.06400 94.72
TVA Fuel Cost	1,480 kWh @ 0.02060 30.49
TVA Grid Access	1,480 kWh @ 0.00512 7.58
Total Energy (kWh) Rate	1,480 kWh @ 0.10167
Outdoor Lighting	23.79
Subtotal	185.98
VEC Customers Share	0.02
Total Current Charges	186.00
Levelized Amount Due	186.00
Paid by Credit Card on 08/08/2021	186.00

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14

\$9.90 Late Fee Charged After 08/10/2021

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



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Account Number	123456789
Levelized Amount Due 08/10/2021	\$186.00
Amount Due After 08/10/2021	\$195.90

IMPORTANT: If the address or phone number listed below are incorrect, this could result in delayed response to your power outages. Please check here and complete the appropriate section on the reverse side to update information.

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Billing Address: JOHN DOE
 123 MAIN ST
 OUR TOWN, TN ZIP

Service Address: 123 MAIN ST
 OUR TOWN, TN ZIP

Phone Number: None on file

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Paid by Credit Card on 08/08/2021

VOLUNTEER ENERGY COOPERATIVE 6
 PO BOX 22222
 DECATUR TN 37322-2222



008062751100019800000207905

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. **Rate** – This is the rate code assigned to the listed account and shows that this account is a residential account.
7. **Meter Number** – This is the identification number for the meter assigned to the location listed for the account.
8. **Meter Reading Date** – This is the date on which the meter was read.
9. **Service Address** – Customers service address.
10.
 - 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** – This is a cost paid directly to TVA to cover their fluctuating expenses associated with purchased fuel.
 - e. **TVA GRID ACCESS** - TVA's Grid Access Charge (GAC) is necessary to cover the fixed cost associated with maintaining the electric grid. The rate is based on your average usage for the past 12 months.
 - f. **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.
 - g. **Outdoor Light** – This line shows the charge applied to customers who have outdoor lighting service.
 - h. **Subtotal** – The line includes the sum of the charge for electricity used plus the customer charge and outdoor lighting charge (if applicable).
11.
 - 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.
12.
 - 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.
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. **Bottom Portion (Bill Stub)** – Please return this section with your payment.
16. **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.
17. **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.
18. **Customer Information** – This section includes the customer mailing address, the service address, and the phone number assigned to the account.