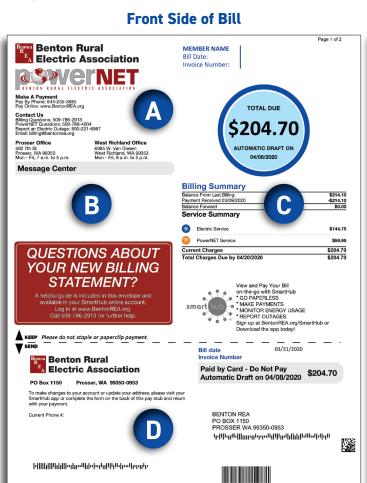
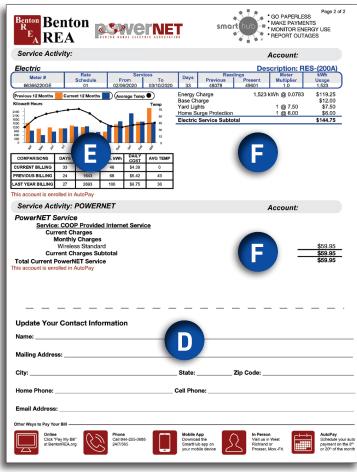
How to Read Your New Billing Statement

Your billing statement has a new look. The layout is designed to provide you more information that is easier to understand. Electric and PowerNET rates as well as your account information and meter reading schedule have NOT changed.

The following example is a residential electric AND internet combined billing statement. Your bill may have different features and charges. See the reverse side for definitions and more information.



Back Side of Bill



- A Contact Us Look here for ways to contact our office, to make a payment or ask a question.
- **B Message Center** Important messages about your account and payments will be listed here. This is also where you can learn about new services and events for co-op members.
- **C Billing Summary** Here you will find your past payments, current charges and total charges due.
- **D Payment Stub** If you're mailing your payment, include with it the bottom third of your billing statement. The front includes the amount due and account information. The back includes a form to update your contact information and lists other ways to pay. If you read your own meter, your payment stub will include a space to record this. Turn this page over for all your payment options.
- **E Energy Use Graph and Comparison Chart** Compare your current energy use to previous months and last year with this 24-month graph and chart. Knowing the length of your billing period and the average temperature during that time can help you understand changes in the amount of electricity you use.
- **F Billing Details** For each of your electric accounts, look here for the meter number, rate schedule, service dates, meter read and total kWh use as well as how these charges are calculated. PowerNET account charges will be listed here.

Payment Options



Online Click "Pay My Bill" at BentonREA.org



Mobile App Download the SmartHub app in your mobile device app store



AutoPay Schedule your auto payment on the 8th or 20th of the month



Phone Call 844-255-3685 24 hours a day, seven days a week



Mail Mail your pay stub and check to P.O. Box 1150, Prosser, WA 99350



Drop Box Deliver your payment to our secure dropbox at either office



In Person Visit us in West Richland or Prosser, Monday through Friday*

*Our offices are closed to walk-in traffic due to COVID-19 and we are unable to accept cash payments at this time. Thank you for your patience and understanding. We hope to serve you face to face soon.

Go Paperless

Want to receive your bill the first day of the month or use less paper? Sign up for paperless billing through your SmartHub account. Visit BentonREA.org/SmartHub to create an account and download the app.



What It All Means

Account Number The unique number associated with each electric or PowerNET service. One member may have multiple accounts, each with a different account number.

Annual Minimum Charge An annual charge to account for some of the cost of supporting an irrigation account with low energy use during the year.

Automatic Draft The amount automatically charged to the credit or debit card enrolled in the AutoPay program.

Bank Draft The amount automatically charged to the bank account enrolled in the AutoPay program.

Base Charge A monthly fixed cost that covers a small portion of the cost to maintain Benton REA's electric system and provide electricity to the member; charged whether or not any electricity is used.

Bill Date The date the billing statement was generated.

BPA Power Cost Adjustment A perkWh charge subject to change based on unexpected fluctuations in wholesale power costs from the Bonneville Power Administration.

Capacity Charge A per-kW charge determined by the peak demand recorded from either the previous or current irrigation season, depending on the rate schedule. If a demand meter is not in use, the kW is calculated.

City Tax In areas where applicable, a city sales tax is calculated for the electricity used on the account.

Credit Balance The amount currently applied to your account balance, above what is owed.

Current Charges Charges accrued during the billing period.

Current Month Budget Amount

The current amount due based on the calculated budget (levelized) payment.

Demand Charge The amount charged for the largest amount of electricity drawn from the Benton REA electric system by the consumer. Demand is determined by the average kilowatt delivery during the 30-minute period when the consumption

of energy is the greatest (peak).

Energy Charge A per kilowatt-hour charge calculated by the amount of electricity used during the billing period.

Facility Charge A monthly or annual charge for special plant investment needed to serve the account, determined by a separate contract for service and billed in February.

Invoice Number The number given to a group of accounts that will appear on the same billing statement.

kWh Usage The total kilowatt-hours consumed during the billing period.

Late Charge For payments not received by the next bill date, Benton REA charges a 1% or \$5 late fee, whichever is greater.

Meter Multiplier A method of measuring electrical use where the demand for electricity exceeds a meter's measuring capacity. Very large homes or commercial/industrial facilities have multipliers higher than 1.0.

Past Due Balance/Overdue Charges
The unpaid amount from the previous billing period.

Power Factor A charge applied if the average power factor is less than 97%.

Present Reading The kWh reading on your electric meter recorded on the "Services To" date.

Previous Reading The kWh reading listed on your previous bill and recorded on the "Services From" date.

Rate Schedule The type of electric service provided to match the needs of each account.

Seasonal Account Base Charge The monthly base charge billed annually in May for seasonal accounts.

Service Activity The address and/or description for the service associated with the account.

Standby Service A charge billed in November to maintain electric facilities for future use at a disconnected or inactive account. The charge is determined by the maximum kW demand from the most recent irrigation season or the installed nameplate horsepower.