

# 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.

## Front Side of Bill

**Benton Rural Electric Association**  
**PowerNET**  
BENTON RURAL ELECTRIC ASSOCIATION

**MEMBER NAME**  
Bill Date:  
Invoice Number:

**Make A Payment**  
Pay By Phone: 844-255-3685  
Pay Online: www.BentonREA.org

**Contact Us**  
Billing Questions: 509-786-2913  
PowerNET Questions: 509-786-4204  
Report an Electric Outage: 800-221-6967  
Email: billing@bentonrea.org

**Prosser Office**  
432 7th St.  
Prosser, WA 99350  
Mon - Fri, 7 a.m. to 5 p.m.

**West Richland Office**  
6095 W. Van Gieson  
West Richland, WA 99353  
Mon - Fri, 8 a.m. to 5 p.m.

**Message Center**

**TOTAL DUE**  
**\$204.70**  
AUTOMATIC DRAFT ON  
04/08/2020

**Billing Summary**

Balance From Last Billing	\$214.10
Payment Received 03/09/2020	\$214.10
Balance Forward	\$0.00

**Service Summary**

Electric Service	\$144.75
PowerNET Service	\$59.95
<b>Current Charges</b>	<b>\$204.70</b>
<b>Total Charges Due by 04/08/2020</b>	<b>\$204.70</b>

**QUESTIONS ABOUT YOUR NEW BILLING STATEMENT?**  
A helpful guide is included in this envelope and available in your SmartHub online account. Log in at [www.BentonREA.org](http://www.BentonREA.org). Call 509-786-2913 for further help.

View and Pay Your Bill on-the-go with SmartHub  
• GO PAPERLESS  
• MAKE PAYMENTS  
• MONITOR ENERGY USAGE  
• REPORT OUTAGES  
Sign up at [BentonREA.org/SmartHub](http://BentonREA.org/SmartHub) or Download the app today!

**Bill date** 03/31/2020  
**Invoice Number**

**Benton Rural Electric Association**  
PO Box 1150 Prosser, WA 99350-0953

To make changes to your account or update your address, please visit your SmartHub app or complete the form on the back of this pay stub and return with your payment.

Current Phone #:

**BENTON REA**  
PO BOX 1150  
PROSSER WA 99350-0953

**PAID BY CARD - DO NOT PAY**  
**Automatic Draft on 04/08/2020 \$204.70**

## Back Side of Bill

**Benton Rural Electric Association**  
**PowerNET**  
BENTON RURAL ELECTRIC ASSOCIATION

**smart hub**  
• GO PAPERLESS  
• MAKE PAYMENTS  
• MONITOR ENERGY USAGE  
• REPORT OUTAGES

**Service Activity:**  
**Account:**

**Electric**  
Meter # 66365220GE  
Rate Schedule 01  
Services From 02/06/2020 To 03/10/2020  
Days 33  
Previous Readings 48078  
Present Readings 49601  
Meter Multiplier 1.0  
kWh Usage 1523

**Description: RES-(200A)**

**Previous 12 Months** **Current 12 Months** **Average Temp**

**Energy Charge** 1,523 kWh @ 0.0783 \$119.25  
**Base Charge** \$12.00  
**Yard Lights** 1 @ 7.50 \$7.50  
**Home Surge Protection** 1 @ 6.00 \$6.00  
**Electric Service Subtotal** **\$144.75**

**COMPARISONS**

COMPARISONS	DAYS	kWh	DAILY COST	AVG TEMP
CURRENT BILLING	33	45	\$4.39	0
PREVIOUS BILLING	24	68	\$6.42	43
LAST YEAR BILLING	27	2603	\$8.75	36

This account is enrolled in AutoPay

**Service Activity: POWERNET**  
**Account:**

**PowerNET Service**  
Service: COOP Provided Internet Service  
Current Charges  
Monthly Charges  
Wireless Standard  
Current Charges Subtotal  
**Total Current PowerNET Service**  
This account is enrolled in AutoPay

**Update Your Contact Information**

**Name:** \_\_\_\_\_  
**Mailing Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_

**Other Ways to Pay Your Bill**

Online Click "Pay My Bill" at [BentonREA.org](http://BentonREA.org)  
Phone Call 844-255-3685 24/7/365  
Mobile App Download the SmartHub app on your mobile device  
In Person Visit us in West Richland or Prosser, Mon-Fri.  
AutoPay Schedule your auto payment on the 8<sup>th</sup> or 20<sup>th</sup> of the month

**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.

**Please call 509-786-2913 if you have questions about your bill.**

## 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](http://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 per-kWh 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.