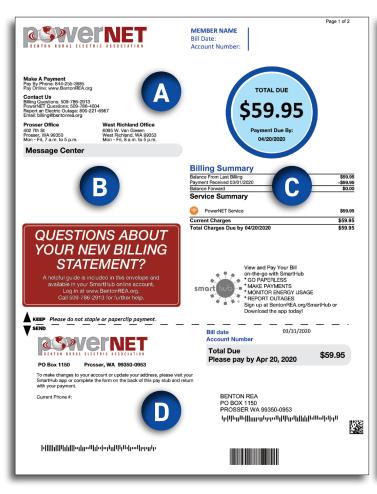
How to Read Your New Billing Statement

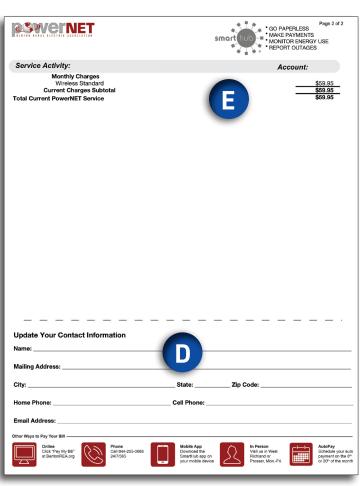
Your billing statement has a new look. The layout is designed to provide you more information that is easier to understand. PowerNET rates as well as your account information have NOT changed.

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

Front Side of Bill



Back Side of Bill



- **A Contact Us** Look here for ways to contact us, 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 you may pay.
- **E Billing Details** For each of your accounts, look here for the charge descriptions and details.

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

smar

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 PowerNET service. One customer may have multiple accounts, each with a different account number.

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.

Bill Date The date the billing statement was generated.

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

Current Charges Charges accrued during the billing period.

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

Late Charge For payments not received by the next bill date, Benton REA charges a 1% or \$2.50 late fee, whichever is greater.

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

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

Your Internet Package Options

Packages	Download Speed	Upload Speed	Monthly Investment
Starter	2 Mbps	512 Kbps	\$49.95
Standard	4 Mbps	512 Kbps	\$59.95
Enhanced	6 Mbps	1 Mbps	\$79.95
Premium	8 Mbps	2 Mbps	\$99.95
Ultimate	10 Mbps	3 Mbps	\$119.95
Professional	4 Mbps	4 Mbps	\$99.95
Enterprise	8 Mbps	8 Mbps	\$139.95

