

# 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

Page 1 of 2

**powerNET**  
BENTON RURAL ELECTRIC ASSOCIATION

MEMBER NAME  
Bill Date:  
Account Number:

**Make A Payment**  
Pay By Phone: 844-255-3685  
Pay Online: [www.BentonREA.org](http://www.BentonREA.org)

**Contact Us**  
Billing Questions: 509-786-2913  
PowerNET Questions: 509-786-4004  
Report an Electric Outage: 800-221-6967  
Email: [billing@bentonrea.org](mailto:billing@bentonrea.org)

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

**West Richland Office**  
6995 W. Van Giesen  
West Richland, WA 99353  
Mon - Fri, 8 a.m. to 5 p.m.

**Message Center**

**TOTAL DUE**  
**\$59.95**  
Payment Due By: 04/20/2020

**Billing Summary**

Balance From Last Billing	\$59.95
Payment Received 03/01/2020	-\$59.95
Balance Forward	\$0.00

**Service Summary**

PowerNET Service	\$59.95
Current Charges	\$59.95
Total Charges Due by 04/20/2020	\$59.95

**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!

KEEP Please do not staple or paperclip payment.  
SEND

**powerNET**  
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 #:

Bill date 03/31/2020  
Account Number  
Total Due \$59.95  
Please pay by Apr 20, 2020

BENTON REA  
PO BOX 1150  
PROSSER WA 99350-0953

Barcode

## Back Side of Bill

Page 2 of 2

**powerNET**  
BENTON RURAL ELECTRIC ASSOCIATION

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

**Service Activity:**  
Monthly Charges  
Wireless Standard  
Current Charges Subtotal  
Total Current PowerNET Service

**Account:**

	\$59.95
	\$59.95
	\$59.95

**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 1<sup>st</sup> or 20<sup>th</sup> of the month

**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.

Please call 509-786-4004 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 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
<i>Starter</i>	2 Mbps	512 Kbps	\$49.95
<i>Standard</i>	4 Mbps	512 Kbps	\$59.95
<i>Enhanced</i>	6 Mbps	1 Mbps	\$79.95
<i>Premium</i>	8 Mbps	2 Mbps	\$99.95
<i>Ultimate</i>	10 Mbps	3 Mbps	\$119.95
<i>Professional</i>	4 Mbps	4 Mbps	\$99.95
<i>Enterprise</i>	8 Mbps	8 Mbps	\$139.95

