

Understanding Your New Bill

INTERCOUNTY ELECTRIC COOPERATIVE ASSOCIATION


Effective September 2020, Intercounty Electric Cooperative has adopted a new billing format in an effort to better serve our members. This new detailed statement provides you with more information on your energy consumption in an easier to read format. Follow the numbers for a guide to your new billing format.

- 1 How to contact IECA.
- 2 Your IECA account number.
- 3 Billing Summary shows activity for your account(s).
- 4 Message area for important message from IECA.
- 5 Account number and amount due.

On the reverse side of your bill, you will find more detailed information regarding kWh consumption, a monthly tempature and usage graph, a breakdown of fees and charges for your account(s), and more information regarding available programs and services. For more detailed account information, please log-in online at www.ieca.coop or download our SmartHub app from your app store.

Please remember to visit us at IECA.coop and sign up for SmartHub. Smart-Hub is a fast and convenient way to view usage history information and manage your account.

We value our IECA Members and continually seek ways to better serve you – our owners!



Intercounty Electric Cooperative Association
A Touchstone Energy® Cooperative

Customer Service
Office Hours: Mon - Fri 8 AM - 5 PM
(573) 674-2211/Toll Free: (866) 621-3679

For Electric Outages After Hours: Choose option #2 or report using SmartHub
Website: www.ieca.coop/

Billing Summary

Balance From Last Billing	\$271.00
Payments Received - Thank you!	-\$271.00
Balance Forward	\$0.00

Service Summary


Electric Service	\$243.00
Current Charges	\$243.00
Total Due Upon Receipt	\$243.00

Please pay by May 22, 2020

Contact information on file:
Phone: (573) 247-2070
Email: remurr75@gmail.com

KEEP Please do not staple payment.

SEND



Intercounty Electric Cooperative Association
PO Box 209, Licking MO 65542-0209
Your Touchstone Energy® Cooperative

Check to receive ACH/Bank draft Form

Your payment and any returned items may be processed electronically.

3728 1 AV 0.386 5 3728
REBECCA SMITH C-11 P-11
123 COUNTY ROAD 999
SALEM MO 66666-5555

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CUSTOMER NAME | **2** REBECCA SMITH
Account Number | 123456789
Bill Date: | 05/05/2020
Map Location | 1111-0091


TOTAL DUE

\$243.00

Payment Due By:
05/22/2020

Message Center
Test front of bill message from BMM.

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Take control of your account with SmartHub.
Available on Apple and Android devices and on the Web.

Account Number | 123456789
Master Account Number | 123456789
Service Type | Electric
Map Location | 1111-0091

Total Due Upon Receipt | **\$243.00**
Please pay by May 22, 2020

Make checks payable to:
Intercounty Electric Cooperative Association
PO Box 209
Licking, MO 65542-0209

270180123456789000024300000024300050520209

Understanding Your New Bill Continued

- 6 Message area for messages specific to your account.
- 7 Meter location and meter reading information.
- 8 Current charges for electric use.
- 9 Monthly usage information.
- 10 Daily usage and cost information.
- 11 Ways to pay your bill.

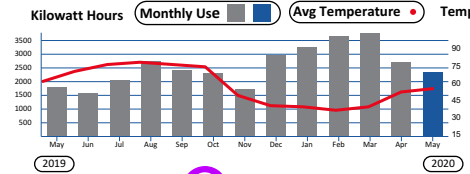
Service Address: 123 COUNTY ROAD 999 **Account: 123456789**

Test Account Message from BMM

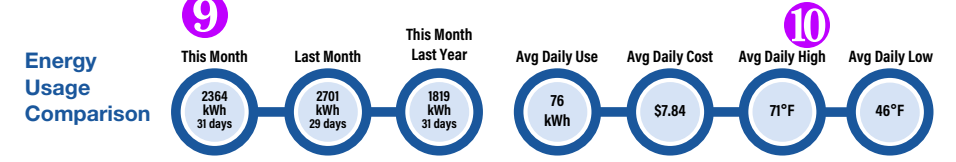
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Electric			Description: HOME					
Meter #	Rate	Services	From	To	Days	Readings	Meter	Usage
99999999	RESIDENTIAL		03/28/2020	04/28/2020	31	Previous: 86776 Present: 89140	Multiplier: 1	2364

Kilowatt Hours	Monthly Use	Avg Temperature	Temp	Service Availability	31 @ 1.19	36.89
				kWh Usage	2,364 kWh @ 0.08606	203.45
				Tax		2.40
				Round-Up		0.26
Electric Service Subtotal						243.00



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Total Current Charges: 123 COUNTY ROAD 999 **243.00**

Programs/Services:

- AUTOMATIC BANK DRAFT PROGRAM/ RECURRING CREDIT CARD:** is an electronic funds transfer payment that saves you the trouble of writing a check. Make paying your bill hassle-free. Request the sign-up form by checking the box on the payment stub.
 - PREPAY POWER:** Paying for energy before you use it gives you control of your energy bill, when you pay, and how much.
 - OPERATION ROUND UP:** is a program to round up your bill to provide funds to help family, friends, neighbors and local communities with needs. Sign up by checking the box on the payment stub.
 - LEVELIZED BILLING:** offers members, who have lived at the same location for a minimum of 12 months with a good payment history, a budgeted flat rate to pay for 12 consecutive months. It is automatically renewed with adjusted amount.
 - REBATE PROGRAM:** offers rebates on qualifying electrical appliances and equipment. Contact Member Services for information before you purchase.
 - ENERGY AUDITS:** are available to our members to determine heating/cooling loss or gain and assist them in their plans to become more energy efficient and save money on their electric bills.
 - ELECTRIC SAFETY TRAINING AND OTHER INFORMATION:** Handouts and presentations are available regarding the cooperative, electrical safety, energy efficiency, home heating/cooling, insulation, wiring and other available programs. Call our Member Services department to learn more.
- For additional products and services available to members, visit us online at www.ieca.coop.

Other Ways to Pay Your Bill

- Online bill-pay** – provides access to your energy account, see payment and usage history, and report/verify outages through SmartHub. Visit www.ieca.coop to register.
- Pay by Phone** – Use secure automated phone system to pay your bill by calling 888-678-1987. Select Option # 1
- SmartHub App** – Download free app to your smart phone to pay your bill or report outages. Search for SmartHub in your app store.
- Office Locations** – Licking Office: 102 Maple Ave
Rolla Office: 1310 S Bishop
Mtn Grove Office: 100 W 5th St

