

YOUR NEXT BILL WILL BE EASIER TO READ.

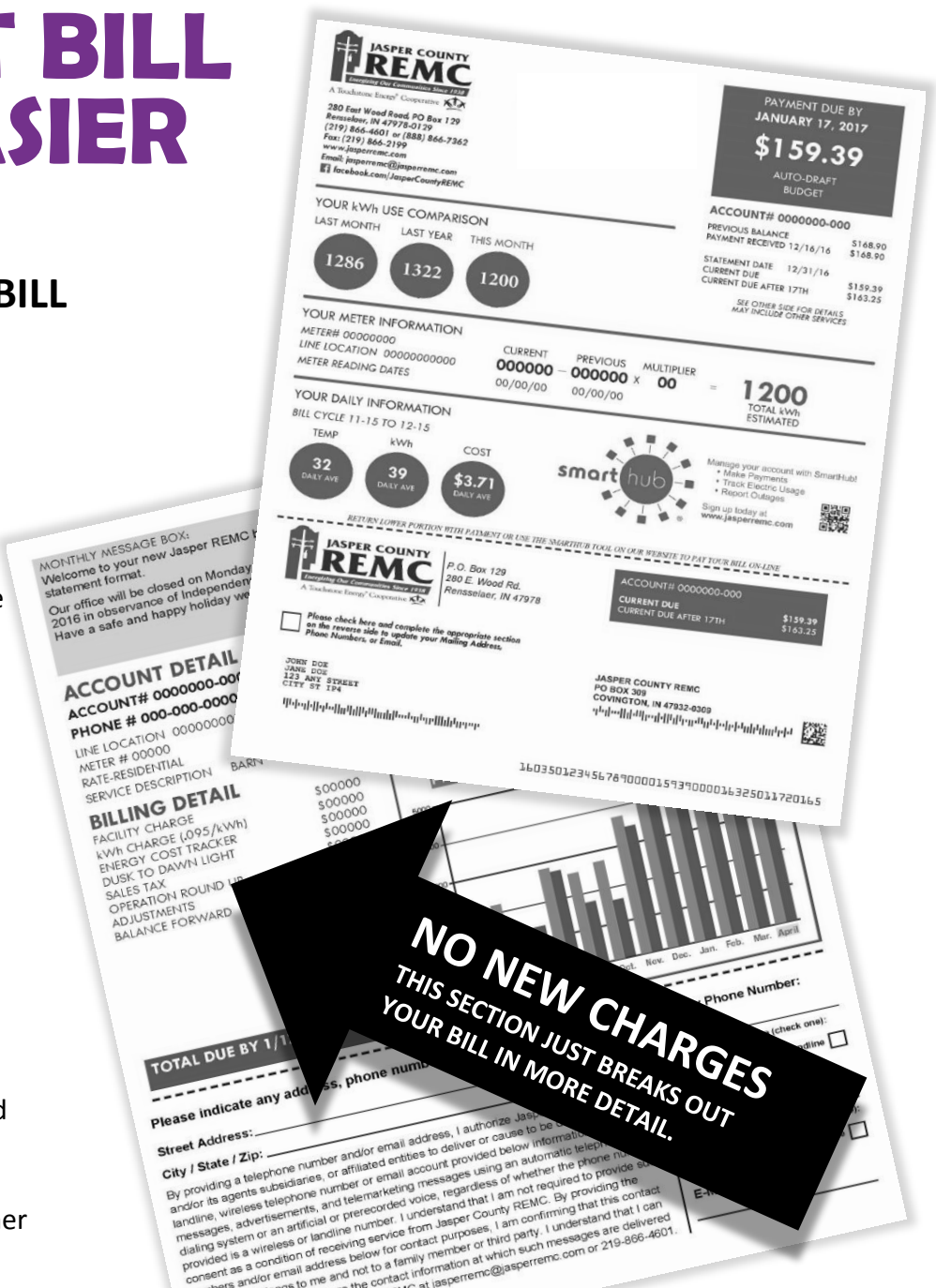
NEW FEATURES ON YOUR BILL

Front of bill

- Simple overview on front
- Oversized & highlighted total amount due
- Last month, last year, this month use
- Oversized kWh use
- Average temperature during bill cycle
- Average daily use during bill cycle
- Average daily cost during bill cycle

Back of bill

- Billing detail
 - Facility Charge
 - kWh Charge
 - Energy Cost Tracker
 - Other Services
 - Tax
 - Operation Round Up
- Additional details to help you understand how your bill is calculated
- Your monthly kWh use history graph comparing last year to this year
- Monthly message box at top left corner with co-op news and updates



There are NO NEW CHARGES on the bill. We have just itemized the old bill.

FROM THE CEO - WHAT'S A FACILITY CHARGE?

You will see the facility charge line item on your next bill. *This is not a new charge but has never been broken out on the bill.* Most people only look at the bottom line, so in the past, we have only provided the total bill. Today, we see the need to break this out to better inform you.

Currently, your not-for-profit cooperative rolls the facility charge into your kilowatt-hour total. Our industry uses this rate mechanism as a way to share the cost of maintaining and growing our electrical distribution system. The facility charge spreads this cost over all of our consumers rather than depending on just kilowatt-hour sales to pay for the system.

EXAMPLE: If you think about it, one anomaly of our membership is that we have some members who use very few kilowatt-hours. They would not be sharing in the cost of maintaining the system unless we had the facility charge in place. A tool shed is a classic example. It may have a meter and electricity available at all times. If the shed only has a few light bulbs, you can see how the member would not be paying his/her fair share of the costs involved in providing service to the shed if we only charged for kilowatt-hours. Cost sharing and allocating the cost of the system is important to all members.

USE SMARTHUB® GATEWAY AND 844-REMCPAY DECEMBER 5TH.

GATEWAY - SmartHub is our new gateway to account management to help you take control of your electricity use and your REMC account. **Whether through our website or the App**, you will be able to pay your bill, view your electricity use, contact customer service, and much more.



PAYMENTS - The first time you make a payment through the web or App, you can store your payment information securely for future transactions. Next time you pay, you'll click here, click there, and be done!

844-REMCPAY
(844-736-2729)

For your security,
all REMC
credit card
payments will
ONLY be taken at
this toll-free
PAYMENT-ONLY
phone number.

This phone
number will be
active on
December 5th.

Due to increased regulations regarding credit card fraud and identity theft, we now have a payment-only phone number. This protocol is necessary for us to comply with credit card security regulations.

Our automated 844# is a secure payment option and will credit your account immediately.

FOR ALL OTHER SERVICES:
LOCAL# 219-866-4601
TOLL-FREE# 888-866-7362

Pay Your REMC Bill in Your Jammies.



- SmartHub® App
- SmartHub® Web



We're Shining a Light on Power Outages.

- Digital Outage Reporting
- Digital Outage Map (2017)
- Outage Restoration Call/Text-back Notice (2017)

