

NEW & IMPROVED BILL DESIGN COMING IN DECEMBER

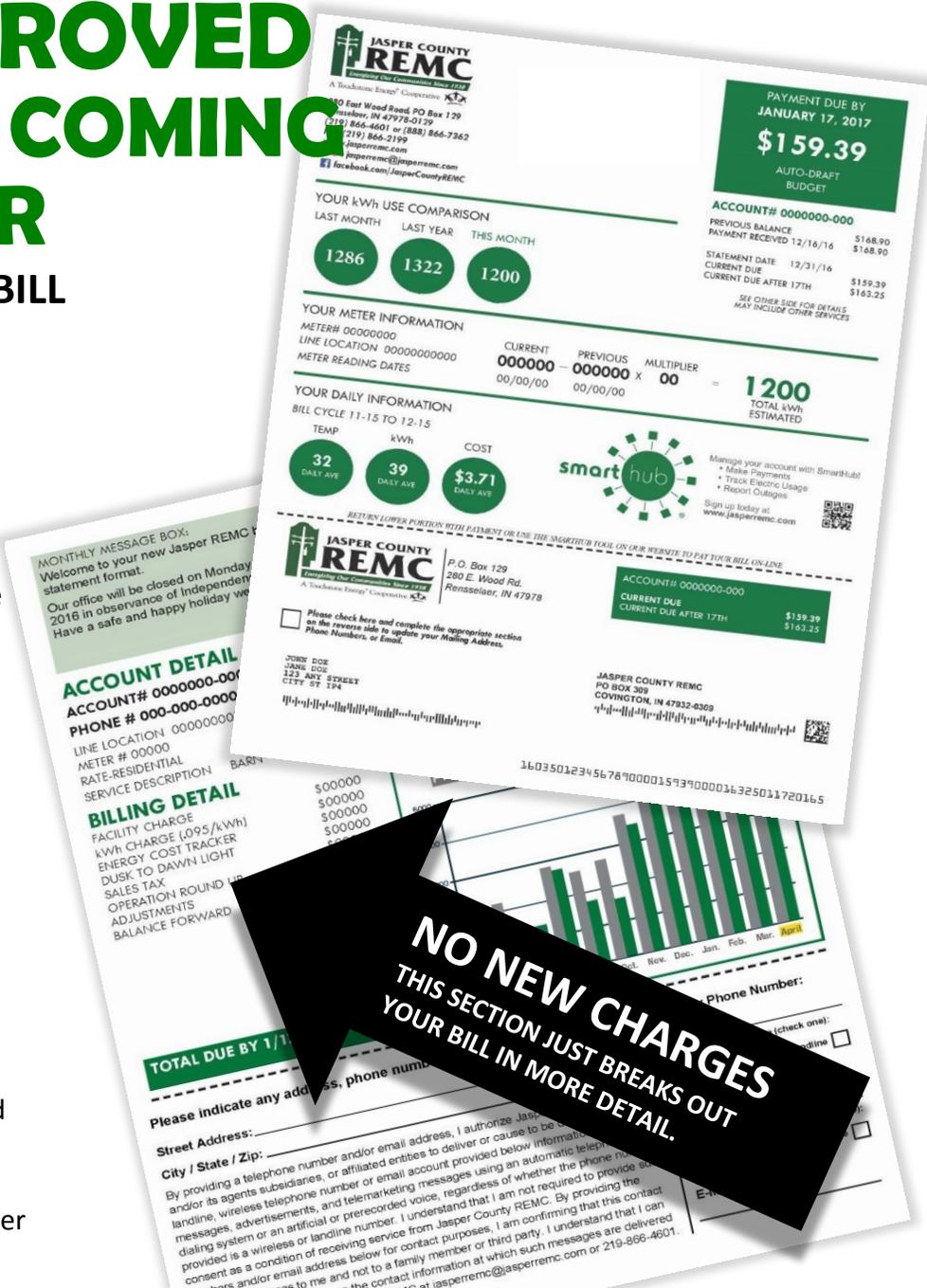
NEW FEATURES ON YOUR BILL

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

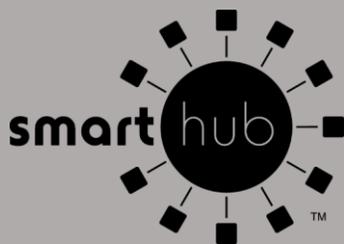
Back of bill

- 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.

SmartHub™ coming in December



GATEWAY - This SmartHub logo represents our new gateway to account management to help you take control of your electricity use and your REMC account. Whether through the internet or App on a mobile device, 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 either the web or App, you will be able to store your payment information securely for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

TUTORIAL - You can see the SmartHub tutorial now on our home page. There will be more SmartHub tools available as we complete our software conversion this spring. Stay tuned for updates in the *Electric Consumer*, on our Facebook page, and at jasperremc.com!

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FROM THE CEO

As I have noted in your *Electric Consumer* magazine, we are switching to a new software vendor that is allowing us to make changes that we hope you will appreciate. You will see one of these changes in December when we change the format of our bill.

In the interest of being more transparent to our members, we are changing the format of our bill to make it easier to understand. You will also see a more detailed listing of charges. The first thing I would like to discuss is the way we present our bills.

We are moving to a two-sided bill. The front will have an “info-graphic” style that allows all the information to be displayed in a graphical manner for those members who “just want to know what I owe.” The specific details will be on the back of the bill for those members who want to know exactly how the bill is calculated. We will still have our kWh use graph but it will have more information on it to satisfy both the detailed and not-so-detailed member.

WHAT'S A FACILITY CHARGE?

In addition to the new info-graphic style, we are also breaking out our charges in more detail. You will now see a facility charge line item. 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.

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 of this. 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.

In the coming months you will see the facility charge line item on your 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.

Please know that all of the changes we are making are with the members' best interests in mind. Feel free to call with any questions you may have about this new bill. You can also email us at jasperremc@jasperremc.com.

Yours cooperatively,



Bryan Washburn, CEO/GM
Jasper County REMC

This institution is an equal opportunity provider and employer.

