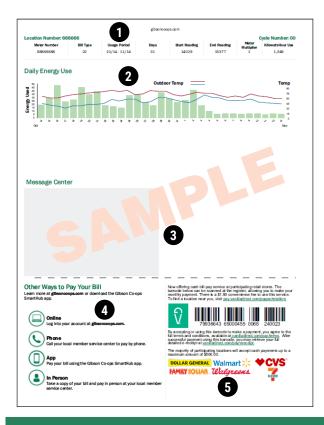
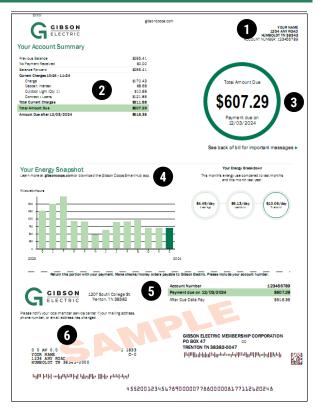
Understanding your utility bill

Information on side 1 of your bill:

- **1.** Your account information is here.
- **2.** This section provides balance, payment and charges information.
- 3. The circle shows the total amount due.
- 4. View your monthly kilowatt-hours use.
- 5. Please clip out and include the lower portion of your bill with a mailed payment. It's also helpful if you bring it when paying in person.
- **6.** Please keep us updated if your contact information changes.







Information on side 2 of your bill:

- 1. Here's where you'll find your Usage Period, number of days in the period, kilowatt-hour use and other important information.
- **2.**The bars on this graph show your daily energy use, while the red line shows the average outdoor temperature high and the blue line shows the average outdoor temperature low.
- **3.** Check the Message Center for important information each month.
- **4.** This section describes a variety of convenient payment options.
- **5.** We're excited to now offer the convenience of paying your bill at participating retail stores. The barcode can be scanned at the register.