Beginning in November 2015, Mecklenburg Electric Cooperative will change to a new bill format.

Features of the new bill include 13 month usage history at a glance; average daily cost, temperature, and kWh usage

New online SmartHub website coming soon with current bill balances, invoice view and print capability, eBill options, daily usages, and apps for smartphones. No more changing your password every 90 days.

Kiosk machines will also be available 24/7 at all three district offices as a drive up option. You can pay by; cash, check, VISA, MasterCard, or Discover. Payments will be posted immediately to your account. All you need is your Mecklenburg Electric Cooperative account number, or account name, or phone number.

We continue to offer the option of automatic bank withdrawal, automatic credit card payments, and our 24/7 automated phone payment service.

If you have any question regarding your new bill, please contact Mecklenburg Electric Cooperative.

Contact Information

Check your balance or pay by credit card:	1-877-541-5737 *(toll-free)*
Power Outage ONLY:	1-877-632-5688 *(toll-free)*
Chase City District Office:	1-800-989-4161 *(toll-free)* 434-372-6200 *(local)*
Emporia District Office:	1-800-989-0776 *(toll-free)* 434-634-6168 *(local)*
Gretna District Office:	1-800-989-1289 *(toll-free)* 434-656-1288 *(local)*

www.meckelec.org

Headquarters Office

11633 Highway 92 West
Post Office Box 2451
Chase City, Virginia 23924

Office Hours

8 am-5 pm Monday-Friday

Understanding Your Utility Bill

MECKLENBURG
ELECTRIC COOPERATIVE

How To Read Your Bill

General contact information is provided here.

Your name and billing address are printed here.

Your service address, service type/class, rate schedule, and phone number will be listed here.

Your Meter number, current months readings and usage, daily average cost, and 13 months usage will be printed in this area.

This area gives you the daily average temperature and your daily kWh usage.

Watch this area for any special messages.

Please note any changes in your mailing address, phone number, or email.

Additional information is located on the back of your bill, including terms and definitions, payment options, and a form to update your personal information.

Mecklenburg Electric Cooperative
P.O. Box 2451
Chase City, VA 23924-2451
A Touchstone Energy® Cooperative

Check your balance or pay by credit card: 1-877-541-5737 *(toll-free)*
Power Outage ONLY: 1-877-632-5688 *(toll-free)*
Chase City District Office: 1-800-989-4161 *(toll-free)*
434-372-6200 *(local)*

```
6618 1 AB 0.413                    5 6618
MEMBER NAME                      C-24 P-25
MEMBER ADDRESS
CITY STATE ZIP+4
```

Statement Date	06/10/2015
Account Number	123-45-678-90 C
Next Bill Date	07/10/2015

Service Summary

Previous Balance		$150.00
Payment Received	*Thank you!*	-$75.00
Past Due Balance		$75.00
Current Charges		$150.00
Invoice Total Due		**$225.00**

To avoid Late Charge of 1 1/2 % payment in full must be received by 07/10/15

***** DISCONNECT NOTICE *****

According to our records, your electric bill has not been paid. IF WE HAVE NOT RECEIVED THE PAYMENT OF $75.00 BY 4:30 PM ON 06/20/2015, YOUR SERVICE WILL BE DISCONNECTED.

Important Message from MEC

Welcome to the new MEC bill format. Please see the inclosed brochure for help understanding your new bill.

Service Address: 1692 West Spring Hill Rd
Chase City, VA 23924
Class: House **Rate:** Schedule R-U
Phone #: xxx-xxx-xxxx

Meter and Usage

Current Billing Days		31
Meter:	12345678	05/10 - 06/10
Multiplier		1
Current Reading		34376
Previous Reading		33047
Total Billing kWh		374
Average Daily Cost		$4.66

Usage History

Mo	Yr	kWh
Jun	14	521
Jul	14	532
Aug	14	481
Sep	14	478
Oct	14	407
Nov	14	401
Dec	14	474
Jan	15	498
Feb	15	426
Mar	15	368
Apr	15	317
May	15	371
Jun	15	374

Billing Period	June 2015	June 2014
Avg Daily Temperature	92	86
Avg Daily kWh Usage	13	12

Effective 1/1/2015 WPCA Supply cost has changed from .03301/kWh to .03311/kWh and Energy Adjustment changed from .00117/kWh to .00048/kWh, due to an adjustment in Mecklenburg Electric Cooperative's wholesale power cost from its suppliers.

Billing Detail

Consumer Delivery		$16.00
Energy Delivery/kWh		$15.00
Electricity Supply Service/kWh		$19.00
WPCA Supply	.03311/kWh	$20.00
Energy Adjustment	.00117/kWh	$0.50
Greensville County Tax		$3.00
VA Consumption Tax		$0.50
VA Surcharge		$1.00
Security Light 46 kWh		$10.00
Security Light Energy Adj	.00117/kWh	$.05
Late Charge		$1.00
Collection Fee		$10.00
TOTAL CURRENT CHARGES		$150.00
DELINQUENT AMOUNT		$75.00
Disconnect Date 06/20/2015		
Bill Due When Presented	**Total Due:**	**$225.00**

Mecklenburg Electric Cooperative
P.O. Box 2451
Chase City, VA 23924-2451
A Touchstone Energy® Cooperative

☐ Check this box and print on reverse side any address, telephone, email corrections and/or additions. *Thank you!*

MEMBER NAME: JOHN DOE
BILLING ADDRESS: 1692 West Spring Hill Rd
Chase City, VA 23924

Return This Portion With Your Payment

Statement Date	Cycle	Status	Account Number
06/10/2015	04	A	123-45-678-90 C

Delinquent Amount must be paid by 06/20/2015	Delinquent Amount Due $75.00
Next Bill Date 07/10/2015	Total Amount Due $225.00

To avoid Late Charge of 1 1/2 % payment in full must be received by 07/10/15

MECKLENBURG ELECTRIC COOPERATIVE
PO BOX 2451
CHASE CITY, VA 23924-2451

```
49031999999999900020180000020180001312015 7
```

This area shows the statement date, account number, and your next scheduled billing date.

This area shows account activity since the previous billing, and your total due.

These areas show important messages about your account and your cooperative.

Your account billing detail will print on the right side of the bill. This will show a detailed listing of all current charges billed to your account. At the bottom of this section will print a subtotal of current charges, any delinquent amount due, and your new total amount due.

Be sure to return the bottom portion of the bill with your payment to ensure proper credit to your account.

The total amount due for your account is printed here.

When making your payment, return or mail to this address.