

How to Read Your New Billing Statement

Your billing statement has a new look. The layout is designed to provide you more information that is easier to understand.

Below is a sample that will help you see where to find information on your new statement. Your bill may have different features and charges based on your rate and location. See the reverse side for definitions and more information.

Empire Electric Association, Inc.
PO Box K
Cortez, CO 81321

Payment: 844-937-1658 Office: 970-565-4444
Hours: 7:30 a.m. - 5:30 p.m. Monday - Thursday
7:30 a.m. - 11:30 a.m. Friday
www.eea.coop

Account #: 12345678
Member Name(s): JANE M DOE
Service Address: 123 ANYWHERE ST
Billing Date: 08/03/2021
Current Bill Due Date: 09/09/2021

TOTAL AMOUNT DUE
\$115.22
DUE DATE 09/09/2021

Charge detail found on the back of this page.

Monthly Energy Use Comparison

Total Energy Use Last Month	Total Energy Use This Month	Total Energy Use This Month Last Year
705 kWh Max kW 5.100	705 kWh Max kW 5.100	766 kWh Max kW 5.314

Your Average Daily Use

23 kWh AVERAGE DAILY USE
\$3.22 AVERAGE DAILY COST

IMPORTANT MEMBER INFORMATION
EEA now offers rate options for Residential, General Service Single Phase, Irrigation Single phase, and Irrigation Three Phase services. Want to find out more? Go to eea.coop/rate-structure-change-information for all of the details.

Please detach bottom portion and return with your payment.

Account Number: 12345678
Current Amount Due 09/09/2021: \$115.22

Amount Paid: _____

Payment Center Barcode: [Barcode]

EMPIRE ELECTRIC ASSOCIATION, INC
PO BOX K
CORTEZ, CO 81321-0676

1450 1 AV 0.398
JANE M DOE
123 ANYWHERE ST
CORTEZ CO 00000-0000

5 1450
C-4

Account Number: 12345678 Rate Description: RESIDENTIAL TOU ON PEAK Service Address: 123 ANYWHERE ST

Meter #	Description	Days	From	To	Previous Readings	Present	Metered Usage	Meter Multiplier	Recorded Usage
123456789	BILLING	31	07/15/21	08/15/21	521	924	403	1	403
123456789	BILLING	31	07/15/21	08/15/21	762	1064	302	1	302

Previous Account Activity
Previous Balance: \$208.47
Payment Received - Thank You: -\$208.47
Balance Before Current Charges: \$0.00

Current Activity
Grid Access Charge: \$32.00
On Peak kWh: 403 kWh @ 0.09599: \$38.68
Off Peak kWh: 302 kWh @ 0.05599: \$28.99
PCA On Peak: 403 kWh @ 0.00822: \$3.31
PCA Off Peak: 302 kWh @ 0.00822: \$2.48
Cortez City Tax: \$4.49
Cortez Franchise Fee: \$5.27
Total Current Activity: \$115.22

Usage History

Month	On Peak (kWh)	Off Peak (kWh)	Max kW
Aug	403	302	5.100
Jul	350	250	4.800
Jun	300	200	4.500
May	250	150	4.200
Apr	200	100	3.900
Mar	150	50	3.600
Feb	100	0	3.300
Jan	50	0	3.000
Dec	0	0	2.700
Nov	0	0	2.400
Oct	0	0	2.100
Sept	0	0	1.800

PERIOD ENDING 8/2020: Avg Daily Temp 73, Avg Daily kWh 0
PERIOD ENDING 8/2021: Avg Daily Temp 74, Avg Daily kWh 23

Total Amount Due: \$115.22

Sign Up Today
Visit eea.coop or download the smart hub app to your mobile device.

- Paperless Billing**: Save time, money and trees – go paperless!
- Energy Use Data**: Track your monthly, daily and hourly usage.
- Outage Information**: Track the status of current outages and sign up to receive outage notifications
- Address and phone number changes**: New address or phone number? SmartHub makes updates easy.

Other Ways to Pay Your Bill

- Online**: Pay your bill at www.eea.coop
- Phone**: Call 844-937-1658 to make your payment.
- Mobile App**: Download the SmartHub app on iTunes or Google Play Store
- Payment Kiosk**: Make a payment 24/7 on our kiosk in our office lobby.

- A. EEA's contact information. Please note the new phone number for making over-the-phone payments.
- B. Easily compare your energy usage and demand for last month, current month, and the same month last year.
- C. Keep an eye out here for important information regarding your account status.
- D. Quickly identify your average daily kWh usage and the average daily cost of your electric service.
- E. Payment stub to return with your payment. It also has a bar code for convenient use at our payment kiosk that is available 24/7.
- F. Summary of your energy use and associated charges.
- G. Track your energy (kWh) usage demand (kW) history for the last 13 months.
- H. Check this area regularly for important co-op announcements and information.
- I. Payment Options.

Please call 970-565-4444 if you have questions about your bill.

Payment Options



Online: Go to eea.coop

Mobile App: Download the SmartHub app in your mobile device app store



AutoPay: Schedule your auto payment



Phone: Call (844-937-1658) 24 hours a day, seven days a week



Mail: Mail your pay stub and check to P.O. Box K, Cortez, CO 81321



Drop Box: Deliver your payment to our secure drop box at 801 N Broadway in Cortez



In Person: You can make a cash or credit/debit card payment at our kiosk.

As an EEA member you have access to SmartHub, our online portal that allows you to monitor usage, pay your bill, and set your communication preferences. Sign up now at eea.smarthub.coop!

Go Paperless

Want to ditch your paper bill and save time and money? Sign up for paperless billing through your SmartHub account. Visit eea.smarthub.coop to create an account, or download the app.



What It All Means

Account Number: The unique number associated with each electric service. One member may have multiple accounts, each with a different account number.

Automatic Draft Payment Plan: This payment option allows you to automatically pay your monthly balance due using a checking account, savings account, or credit or debit card. EEA does not charge any fees for this service.

Balance Before Current Charges: Reflects activity prior to current billing period.

Billing Date: The date the billing statement was generated.

Current Activity: Charges accrued during the billing period.

Current Month Budget Amount: The current amount due based on the calculated budget (levelized) payment. This only applies to accounts signed up for budget (or levelized) billing.

Distribution Demand Charge: The amount charged for the maximum average kilowatt load used in any period of 15 consecutive minutes during the billing period.

Energy Charge: A per kilowatt-hour charge calculated by the amount of electricity used during the billing period.

Franchise Fees and Taxes: Fees assessed based on your service address and forwarded to the appropriate government agency.

Grid Access Charge: The monthly fixed cost per meter to provide operation, maintenance, billing, customer service, and administration.

Kilowatt Hour (kWh): The unit used to measure energy usage. 1 kWh = 1,000 watt-hours.

Max kW Maximum: Average kilowatt load measured for any period of 15 consecutive minutes. This value is used to calculate the Distribution Demand Charge.

Meter Multiplier: Compensates for measured usage at large services where the current flow required exceeds the capability of a conventional meter.

Off-Peak Period: Any time that is not included in the On-Peak Period

On-Peak Period: 12:00 Noon to 10:00 PM Monday to Saturday with the exception of the following holidays if they should fall on a Monday to Saturday: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Power Cost Adjustment (PCA): kWh charge that changes annually to adjust for wholesale power cost revenue requirements.

Present Reading: The kWh reading on your electric meter recorded on the last day of the billing period.

Previous Reading: The kWh reading on your electric meter recorded on the first day of the billing period.

Rate Description: The type of electric service provided to match the needs of each account. Applicability is governed by EEA tariffs.

Service Address: The physical address and/or description for the service associated with the account.