# Understanding your electric bill

## PIERCE PEPIN
### COOPERATIVE SERVICES
#### Live Better.®
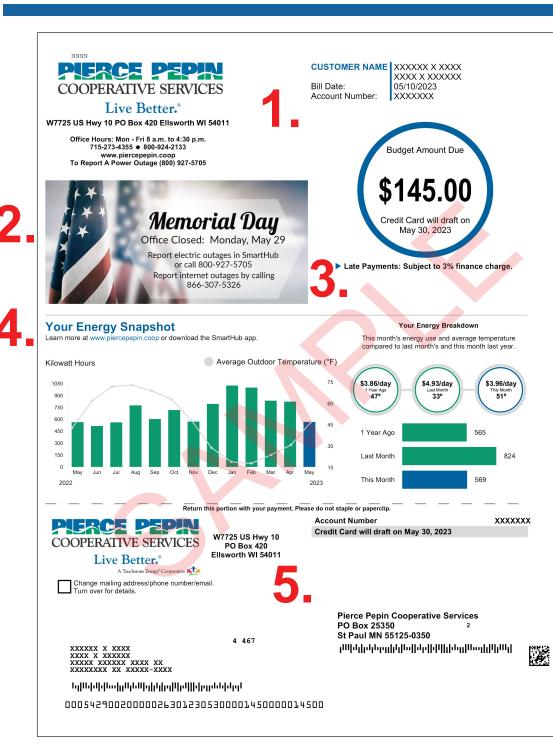
*Your monthly energy bill includes important information to help you understand your energy use throughout the month. Questions about your account? Call 715-273-4355 or 800-924-2133.*

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**1.**

### PIERCE PEPIN
### COOPERATIVE SERVICES
#### Live Better.®

**W7725 US Hwy 10 PO Box 420 Ellsworth WI 54011**

**Office Hours: Mon - Fri 8 a.m. to 4:30 p.m.**
715-273-4355 ● 800-924-2133
www.piercepepin.coop
**To Report A Power Outage (800) 927-5705**

NNNN

| CUSTOMER NAME | XXXXXX X XXXX |
| | XXXX X XXXXXX |
| Bill Date: | 05/10/2023 |
| Account Number: | XXXXXXX |

**Budget Amount Due**

## $145.00

Credit Card will draft on
May 30, 2023

**2.**

### Memorial Day
Office Closed: Monday, May 29

Report electric outages in SmartHub
or call 800-927-5705
Report internet outages by calling
866-307-5326

**3.** ▶ **Late Payments: Subject to 3% finance charge.**

**4.**

## Your Energy Snapshot
Learn more at www.piercepepin.coop or download the SmartHub app.

Kilowatt Hours    ◯ Average Outdoor Temperature (°F)

**Your Energy Breakdown**

This month's energy use and average temperature compared to last month's and this month last year.

| $3.86/day | $4.93/day | $3.96/day |
| 1 Year Ago | Last Month | This Month |
| 47º | 33º | 51º |

| 1 Year Ago | 565 |
| Last Month | 824 |
| This Month | 569 |

(graph) May 2022 — May 2023

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**Return this portion with your payment. Please do not staple or paperclip.**

### PIERCE PEPIN
### COOPERATIVE SERVICES
#### Live Better.®
A Touchstone Energy® Cooperative

☐ Change mailing address/phone number/email.
Turn over for details.

W7725 US Hwy 10
PO Box 420
Ellsworth WI 54011

| Account Number | XXXXXXX |

**Credit Card will draft on May 30, 2023**

**5.**

**Pierce Pepin Cooperative Services**
PO Box 25350
St Paul MN 55125-0350                    2

4  467

XXXXXX X XXXX
XXXX X XXXXXX
XXXXX XXXXXX XXXX XX
XXXXXXX XX XXXXX-XXXX

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## On the front

### 1. Find what you need at first glance
The top section of your bill includes the total amount due and due date. Here you will also find contact information for PPCS.

### 2. Keep up with important info
Watch this area for important information such as office closures and PPCS programs.

### 3. Find important messages for your account
This area includes information specific to your account such as expiring credit cards on file and disconnect notices.

### 4. Compare energy use
Use the graph to view the previous 12 months of usage. See how the average outdoor temperatures affect the amount of energy you use each month.
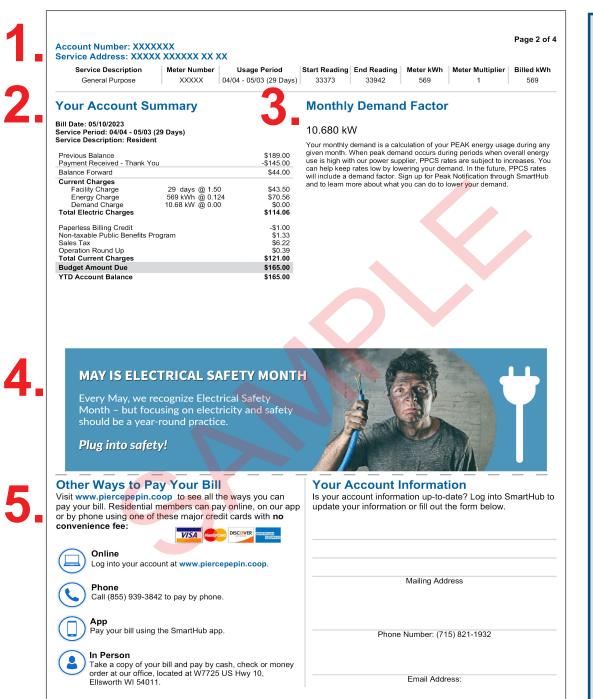
### 5. Use your bill stub to make a payment
Return this portion with mailed in payments.

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## Live Better.®

# Understanding your electric bill

**PIERCE PEPIN COOPERATIVE SERVICES**

**Live Better.®**

*You can take control and save. View and track your energy use each month.*
*Check out convenient payment options and customer programs.*

**1.**

**Account Number:** XXXXXXX
**Service Address:** XXXXX XXXXXX XX XX

| Service Description | Meter Number | Usage Period | Start Reading | End Reading | Meter kWh | Meter Multiplier | Billed kWh |
|---|---|---|---|---|---|---|---|
| General Purpose | XXXXX | 04/04 - 05/03 (29 Days) | 33373 | 33942 | 569 | 1 | 569 |

**2.**

## Your Account Summary

**Bill Date:** 05/10/2023
**Service Period:** 04/04 - 05/03 (29 Days)
**Service Description:** Resident

| | | |
|---|---|---|
| Previous Balance | | $189.00 |
| Payment Received - Thank You | | -$145.00 |
| Balance Forward | | $44.00 |
| **Current Charges** | | |
| Facility Charge | 29 days @ 1.50 | $43.50 |
| Energy Charge | 569 kWh @ 0.124 | $70.56 |
| Demand Charge | 10.68 kW @ 0.00 | $0.00 |
| **Total Electric Charges** | | **$114.06** |
| | | |
| Paperless Billing Credit | | -$1.00 |
| Non-taxable Public Benefits Program | | $1.33 |
| Sales Tax | | $6.22 |
| Operation Round Up | | $0.39 |
| **Total Current Charges** | | **$121.00** |
| **Budget Amount Due** | | **$165.00** |
| **YTD Account Balance** | | **$165.00** |

**3.**

## Monthly Demand Factor

**10.680 kW**

Your monthly demand is a calculation of your PEAK energy usage during any given month. When peak demand occurs during periods when overall energy use is high with our power supplier, PPCS rates are subject to increases. You can help keep rates low by lowering your demand. In the future, PPCS rates will include a demand factor. Sign up for Peak Notification through SmartHub and to learn more about what you can do to lower your demand.

**4.**

### MAY IS ELECTRICAL SAFETY MONTH

Every May, we recognize Electrical Safety Month – but focusing on electricity and safety should be a year-round practice.

*Plug into safety!*

**5.**

## Other Ways to Pay Your Bill

Visit www.piercepepin.coop to see all the ways you can pay your bill. Residential members can pay online, on our app or by phone using one of these major credit cards with **no convenience fee:**

**Online**
Log into your account at **www.piercepepin.coop**.

**Phone**
Call (855) 939-3842 to pay by phone.

**App**
Pay your bill using the SmartHub app.

**In Person**
Take a copy of your bill and pay by cash, check or money order at our office, located at W7725 US Hwy 10, Ellsworth WI 54011.

## Your Account Information

Is your account information up-to-date? Log into SmartHub to update your information or fill out the form below.

Mailing Address

Phone Number: (715) 821-1932

Email Address:

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## On the back

**1. Find account details**
Here you will find detailed information about your account such as meter number and readings, number of days in billing cycle, and energy used (kilo-watt-hours).

**2. Quickly view current account information**
Here you will find a summary of your account information, billing period, and account balance.

**3. Monthly demand factor**
Know your demand for energy during peak periods. Reducing electric usage during peak periods can help keep your rates lower.

**4. Keep up with important info**
Watch this area for important member notices, programs and service information.

**5. Other ways to pay and manage your account**
Find out how to make real-time payments online, by phone or by using the SmartHub mobile app. Update your contact information. Always check to ensure we have a current phone number on file to reach you for outage notifications.

**www.piercepepin.coop**