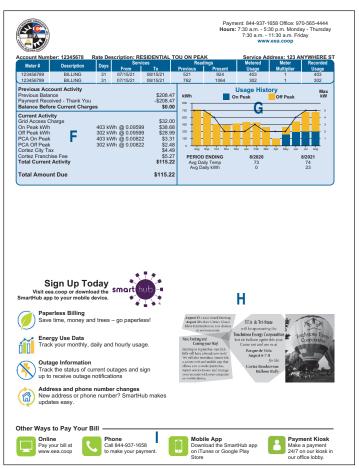
How to Read Your New Billing Statement

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.





- 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.

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 throughyour Smart Hubaccount. 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.