



# YOUR GUIDE TO UNDERSTANDING YOUR **BILL** NEW & IMPROVED FORMAT

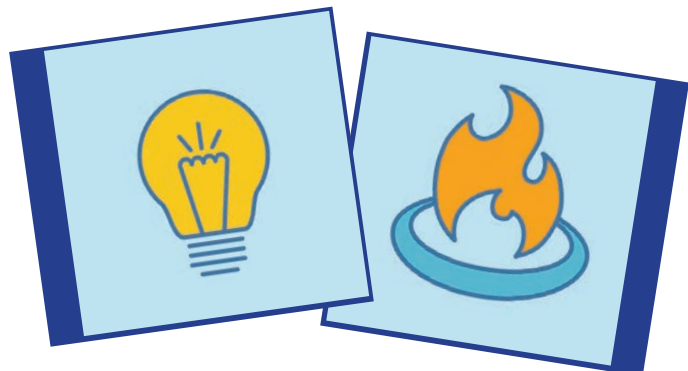
## How to read your new bill.

Follow this guide to understand your new bill format.

- 1** Message to members.
- 2** Total amount due on the 25th of each month.
- 3** Account information, beginning balance, payments, adjustments, current charges, and the account balance.
- 4** Meter number, service address, and meter information is printed at the top of each service.
- 5** Monthly graphic with 13 months of usage history and weather data for each service. **Color key: previous usage (light green) and current usage (dark green).** The temperature graph shows the **monthly high (red)** and **monthly low (blue)**.
- 6** Current service detail charges is shown along with the total current charges for each service.
- 7** Total amount due for all service.
- 8** Member information we have on file.

### On the reverse side of the bill, you will find information about:

- conditions of payment
- payment methods
- explanation of billing terms
- disclosure statement to members
- member contact information



# Understanding Your Natural Gas Bill

YNNN



Scan and go to SmartHub

GO PAPERLESS

SIGN UP at [ure.smarthub.coop](http://ure.smarthub.coop)

1

**Trust Your Senses**  
Suspect a natural gas leak?  
**MOVE** your feet then **CALL** 937-642-1826 when you're down the street!

2

Total Amount Due  
**\$116.84**  
Due Date: 04/25/2023

3

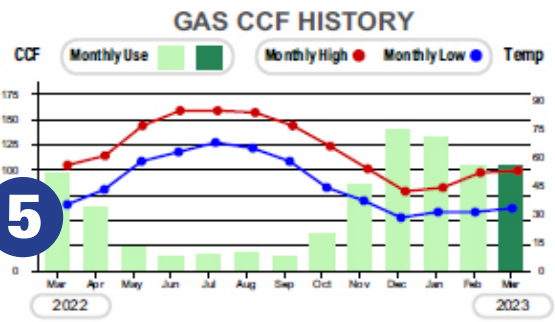
Member Name: John Doe  
Account #: 1234567  
Bill Type: Regular  
Billing Date: 04/07/2023  
Current Bill Due Date: 04/25/2023  
Previous Balance: \$134.86  
Payment - Thank You: -\$134.86  
Balance Prior to this Billing: \$0.00

4

Service Address: 1234 Natural Gas Lane

Meter No.	Reading Dates		Readings		Billed Days	Multiplier	CCF Usage
	From	To	Previous	Present			
1234567	03/01/2023	04/01/2023	4704	4798	31	1.113	105

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**Current Service Detail**

Energy - Natural Gas		
CCF Commodity	105 CCF @ 0.50353	\$52.87
CCF Distribution Margins	105 CCF @ 0.35000	\$36.75
Base Charge		\$20.00
OH Gas CCF Tax 1		\$1.67
Gross Receipts Tax		\$5.55
<b>Subtotal</b>		<b>\$116.84</b>
Total Gas Charges		\$116.84
Balance Prior to this Billing		\$0.00
<b>Total Amount Due</b>		<b>\$116.84</b>

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See reverse side for terms, conditions, pay options, and important information about this bill.

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15461 US Highway 36  
Marysville, OH 43040  
(937) 642-1826  
ure.com

Account Number	1234567
Current Amount Due 04/25/2023	\$116.84
Total Due After 04/25/2023	\$122.68

Sign me up for Operation Round Up!

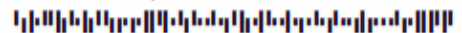
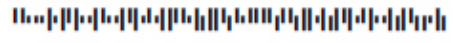
1600 1 AV 0.471  
John Doe  
1234 Natural Gas Lane  
Marysville, OH 43040

8

5 1600  
C-5

URE  
15461 US HIGHWAY 36  
MARYSVILLE, OH 43040-7621

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## CONDITIONS OF PAYMENT

Charges on this bill represent services already provided by Union Rural Electric Cooperative, Inc. (URE) or a division thereof. Statement is due and payable upon receipt. Balance due must be paid on or before the stated due date to avoid late payment charges. A late payment charge of 5% will be added to bills which remain unpaid on the first day following the due date. Failure to receive your bill does not void balance due and/or late payment charges.

Past due bills are subject to disconnection. If this statement includes a disconnect notice, the past due amount must be paid BEFORE the disconnect date to avoid disconnection of service. If your service is disconnected for nonpayment, the total amount due, at the time of disconnection, a security deposit, collection and reconnection charges, if applicable, must be paid before service can be reconnected.

## PAYMENT METHODS

**Auto Pay** – Payments are automatically withdrawn from or charged to your designated account each month on the billing due date or the next business day following a weekend or URE observed holiday. Some restrictions apply.

- Bank Account (checking or savings)
- Credit Card (Visa, MasterCard or American Express)

**Pay-by-Phone** – Visa, MasterCard, American Express or electronic check payments can be made 24 hours a day, 7 days a week, by calling our “payments only” toll-free number **(877)999-3413**. Some restrictions apply.

**By Mail** – Please return stub with payment and allow at least five (5) days for delivery.

**Office** – Checks, money order, Visa, MasterCard and American Express are accepted in our office during normal business hours Monday through Friday, 7:30am-4:00pm. Some restrictions apply.

**24-Hour Drop Box** – Located in our parking lot. Payments received in the drop box will be credited to your account on the next regular business day.

## SMARTHUB

Account Management at your fingertips. Download the SmartHub App for your tablet or smart phone or go online to sign up at [ure.smarthub.coop](http://ure.smarthub.coop). Some restrictions apply.

## EXPLANATIONS OF BILLING TERMS

**Buckeye Generation & Transmission** – Buckeye Power Inc. is the generation and transmission provider to URE. Kilowatt-Hour, and if applicable Kilowatt-Demand, charges for the production of electricity and movement of that electricity over high-voltage lines to a URE facility for distribution to your home or business.

**Fuel Cost Adjustment** – The total costs of producing electricity and/or purchasing power from the market to serve members. Included in the total costs of producing electricity at our power plants are the cost of fuel (coal, natural gas), fuel handling and other consumables needed for the generation of electricity.

**URE Distribution Services** - Kilowatt-Hour, and if applicable Kilowatt-Demand, charges for use of local wires, transformers, substations, and other equipment used by URE to deliver electricity, and a fixed base charge to partially cover administrative, maintenance, and equipment costs.

**Kilowatt-Hour (kWh)** – Basic measure of electrical energy equivalent to consumption of 1,000 watts for 1 hour.

**Kilowatt-Demand (kW)** – The basic measure of the highest peak supply of electricity in each billing period.

**Buckeye Net Meter kWh Credit** – The rate used to calculate any monthly billing credits for electric energy production of the Member's electric generating facility above the Member's electric energy usage in any month.

**Energy-Natural Gas** – Includes all monthly costs for the commodity, transmission, firm capacity, and ancillary services required for the delivery of gas to the distribution system, distribution service charges per ccf, and a fixed base charge to partially cover administrative, maintenance, and equipment costs (regardless of gas consumed).

**100 Cubic Feet (Ccf)** – The basic measure of natural gas consumption.

**Multiplier** – The figure required to convert a meter reading to reflect actual usage.

## DISCLOSURE STATEMENT TO THE CONSUMER

Under state law, the amount you are being billed includes kilowatt-hour taxes that have been in effect since 2001. Calculate the average daily usage by dividing the total usage billed by the number of days in the billing period, then calculate the tax by using the following blocks: 0-67 kWh X # of Days X \$.00465 per kWh, 68-500kWh X # of Days X \$.00419 per kWh, and above 501 kWh X # of Days X \$.00363 per kWh. Taxes are shown in the distribution services section of the bill.

Under state law, natural gas distribution taxes have been in effect since 2001. Calculate the tax by multiplying usage using the following blocks: 0-1,000 Ccf X \$.01593 per Ccf, 1,001-20,000 Ccf X \$.00877 per Ccf, and above 20,000 Ccf X \$.00411. Taxes are included in the distribution services section of the bill.

Under state law, natural gas customers are subject to a gross receipts tax. Calculate the tax by multiplying the sum of all billing charges X \$.0499. Taxes are included in the distribution services section of the bill.

## UPDATE MEMBER CONTACT INFORMATION

Contact member services at (937) 642-1826, visit [ure.com](http://ure.com) or log into your SmartHub account.