

Understanding Your Electric Bill

BILL FRONT

- 1 - Your Account Information
- 2 - Amount Due and Due Date
- 3 - Energy Use Data
- 4 - Important Messages from Nolin
- 5 - Payment Stub

Meter #	Reading Dates	Readings	Days	Meter	kWh	kW
	From To	Previous Present	Billed	Multiplier	Usage	Demand
888888	08/11/20 09/11/20	26976 27145	31	1	169	0.000

Account Information
 Account Number: 1234567890
 Service Address: 123 ANY ROAD
 Location Description: GARAGE/AUTO REPAIR SHOP
 Rate Schedule: COMMERCIAL
 Cycle: 3

Previous Activity
 Previous Balance \$64.77
 Payment(s) Received -\$64.77
 Balance Forward \$0.00

Current Activity
 Member Cost Of Service \$23.00
 kWh Charge 169 kWh x \$0.08806 \$14.88
 FAC 169 kWh x -\$0.004703 -\$0.79
 Enviro Surcharge \$37.09 x 8.59% \$4.72
 School Tax \$1.25
 State Sales Tax \$2.58
 Current Month Charges \$45.64

Your energy use over the last 24 months

TOTAL AMOUNT DUE \$45.64
 DUE DATE 10/05/2020

MANAGE YOUR ACCOUNT WITH SMARTHUB

8 **SmartHub**
 Sign up through the free mobile app or go to www.nolinrecc.com.

Payment Options
 Make a payment, sign up for Budget Billing or set up automatic payments.

Account Information
 Request changes or update your personal and account information.

Outage Information
 Report an outage, track the status of current outages and sign up for outage notifications.

Energy Use
 Track your hourly, daily and monthly electric usage.

OFFICE PHONE
 270-765-6153
PAY BY PHONE
 1-855-356-6359

ONLINE
 Make payments, manage account and get energy-saving tips at www.nolinrecc.com

MOBILE
 Download our free SmartHub app from the Apple Store or Google Play

IN PERSON
 Elizabethtown office: 411 Ring Rd
 Radcliff office: 101 W Lincoln Trail Blvd

SIGN UP TODAY
You could win cash!
OPERATION ROUND UP
 JOIN OPERATION ROUND-UP® BY NOVEMBER 30 AND BE ENTERED IN OUR DRAWING FOR \$100, \$200 OR \$300. ALREADY "ROUND UP" YOUR BILL TO THE NEAREST DOLLAR? YOU ARE ALREADY IN THE DRAWING!

FOLLOW US!

NOLIN 411 Ring Road
 Elizabethtown KY 42701-6767

PAY BY PHONE: 1-855-356-6359
 Office: (270) 765-6153
 Toll-Free: 1-888-637-4247
 Office Hours: Mon-Fri 8AM-5PM
www.nolinrecc.com

Account Number: 1234567890
 Member Name(s) JOHN DOE
 Billing Date: 09/17/2020
 Bill Type: REGULAR
 Board District: 5

TOTAL AMOUNT DUE \$45.64
 Due Date 10/05/2020

Charge detail found on the back of this page.

Monthly Energy Use Comparison

This Month: 169 kWh, 74° Avg Temp
 Last Month: 381 kWh, 76° Avg Temp
 This Month Last Year: 309 kWh, 75° Avg Temp

Your Average Daily Use

5 kWh AVERAGE DAILY USE Range: 0 - 13 kWh
 \$1.47 AVERAGE DAILY COST Range: \$0.00 - \$3.51

For more information on your electricity use, visit SmartHub at www.nolinrecc.com. Or download the free app from the iTunes or Google Play stores.

A MESSAGE FROM YOUR CO-OP
 Nolin continues to temporarily waive new late fees due to the current public health situation. During this period you will be responsible for the net amount due as shown on your bill.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT. PLEASE DO NOT STAPLE OR FOLD.

NOLIN 411 Ring Road
 Elizabethtown KY 42701-6767
 Statement Enclosed

Account # 1234567890
 Amount Due By 5 pm 10/05/2020 \$45.64
 Amount Due After 5 pm 10/05/2020 \$45.64

5 We Accept:

NOLIN RURAL ELECTRIC COOPERATIVE
 411 RING ROAD
 ELIZABETHTOWN, KY 42701-6767

☐ Sign me up for Operation Round Up!

6733 1 AV 0.380 C-23 5 6733
 JOHN DOE
 JANE DOE
 123 ANY STREET
 ANYTOWN TN 37171-9999

1234567890000001081700000045648

BILL BACK

- 6 - 24-Month Rolling Usage Graph
- 7 - Billing Details
- 8 - SmartHub Features
- 9 - Ways to Connect with Us
- 10 - Important Messages from Nolin

PAYMENT OPTIONS FOR YOUR NOLIN RECC BILL



411 Ring Road
Elizabethtown, KY
42701

101 W Lincoln Trail
Radcliff, KY
40160

Office hours M-F
8am-5pm



Call a Customer Service Representative at 270-765-6153 option 2 with questions about the following

MAIL

Mail your check or money order for the full amount to our Elizabethtown office and we will credit your account. Be sure the check or money order arrives before the due date so you won't be assessed a late fee. Please include your account number on your check or money order so the payment can be posted to the proper account. No post-dated checks accepted.

AT OUR OFFICE

You can drop off your payment at one of our Nolin offices. Make your payment at your convenience at a lobby, drive-thru or night depository. Be sure to drop off your payment before 5:00 p.m. on the due date and include account number on or with your payment to insure proper credit to your account.

SMARTHUB

You can pay bills, review your account and even transfer and disconnect service online at <https://nolinrecc.smarthub.coop/> or on our FREE SmartHub mobile app. Must have your Nolin account number and valid email address to sign up.

PAY BY PHONE

Nolin RECC offers a toll-free number for payments. Pay your bill 24 hours a day, 7 days a week with your Visa/MasterCard. Simply dial 1-855-356-6359, enter your account number and complete your transaction on our secure, automated system.

PREPAY

Nolin PrePay is a plan that allows members to sign up for service without paying a deposit. With Nolin PrePay you are in control. You decide how much and how often you pay into your Nolin PrePay account. Funds can be deposited into your account online, by phone, or in person at any Nolin RECC office. In order to be eligible for Prepay, members must have access to the Internet, have a valid email address, and cannot have a medical condition requiring electricity. Call our office for more details.

VARIABLE BUDGET BILLING PLAN

With the Variable Budget Billing Plan, your electric bill is averaged throughout the entire year based on your previous year's bills. This means that the amount you pay will be an average of the previous 12 months which will allow you to budget your expenses better. Your payment is reviewed every month, and may result in an adjustment to more accurately reflect your household usage. There is no large payment to balance your account at the end of the year. In addition to the average amount, your actual electric usage and cost is always shown on each statement, allowing you to track electric usage. You can join our Variable Budget Billing Plan at no charge. Call our office for more details.

AUTOMATIC BANK DRAFT

With Automatic Bank Draft, your Nolin payment can be automatically deducted from your checking account each month. Each month, about 10 to 12 days before the payment due date, we mail you a copy of your Nolin bill marked "Paid By Bank Draft." Your bank will deduct that amount from your checking account on the due date and list the deduction on your monthly bank statement.