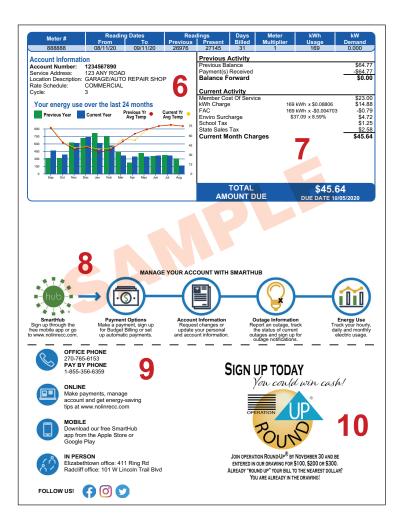
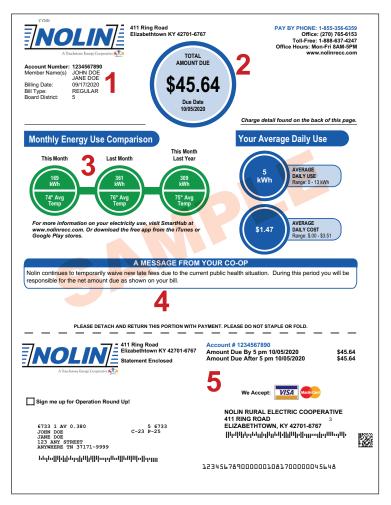
Understanding Your Electric Bill

BILL FRONT

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





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.