

NEW & IMPROVED BILL DESIGN

NEW FEATURES ON YOUR BILL

Front of bill

- 1 Account number. This is a new account number you will need for signing up for SmartHub, your online bill portal.
- 2 Amount due and due date.
- 3 Past due and disconnect notice printed here. If you haven't paid your bill be sure to contact us by the disconnect date.
- 4 Meter and usage information.
- 5 Monthly kWh usage and history graph. Main usage is graphed in red.
- 6 Average temperature and average daily use during billing cycle.
- 7 Explanation of how bill was calculated.
- 8 Total bill and due date for current bill. Past due and amounts are shown above.
- 9 Access to SmartHub - your online access to your billing information.
- 10 Off Peak information. Your group numbers and DO needed to check the web site to see if you are being controlled.

Back of bill

- 1 Information about payment options.
- 2 Description of steps to follow during a power outage.
- 3 Information about current customer programs.

Red Lake Electric Cooperative
 P.O. Box 430, Red Lake Falls, MN 56750 Website: www.redlakeelectric.com
 Phone: (218) 253-2168 or (800) 245-6068 After Hours: (218) 253-2200 Email: info@redlakeelectric.com
 Office Hours: Monday - Friday 8:00 am - 4:30 pm

*****DISCONNECT NOTICE***
 PAST DUE AMOUNT OF \$158.34 MUST
 BE PAID BY 05/13/19 TO AVOID
 DISCONNECTION**

Account Number: 99999 Customer Name: JOHN DOE
 Statement Date: 04/11/2019
 Payment Due: 05/01/2019

TOTAL DUE \$322.34

Account Number: 99999 Meter # 11111
 Location # 123456 Service Address: 123 ANY ROAD
 Description: HOUSE

Message from RLEC
 This is a sample message. This will print above the usage graph. This can be changed at any time.

kWh Usage History
 Graph showing usage for meters 11111 and 22222. Period ending 04/29/18 and 04/09/19.

Services	From	To	Days	Readings	Previous	Present	Meter	kWh
HOUSE	03/31/19	04/09/19	9	2510	2250	260	40	343
	03/31/19	04/09/19	9	4758	4517.5	240.5	1	897

Current Service Detail

Activity	Amount
Previous Balance	158.00
Late Charge	2.34
No Payment Received	0.00
Account Balance Before Current Charges	158.34
Current Activity	
Roundup Amt	0.93
Water Heater Credit	7.00 CR
Usage Charge	34.99
MPC Renewable Surcharge	4.86
Off-Peak Heat Usage	50.23
Facility Charge (25-75 kVAa)	38.00
Off-Peak Heat Equipment Charge	5.75
LED Security Light 40	8.00
Multi-phase Surcharge	5.14
State Tax	22.00
Total Current Activity	164.00
Total Amount Due	322.34

KEEP SEND Please do not staple or paperclip.

Red Lake Electric Cooperative, Inc.
 PO Box 430
 Red Lake Falls, MN 56750-0430

Account Number: 99999
 Total Amount Due 05/01/2019: \$322.34
TO AVOID SHUTOFF PAY \$158.34 BY 05/13/2019

smart hub
 RED LAKE ELECTRIC COOPERATIVE, INC.
 PO BOX 430
 RED LAKE FALLS MN 56750-0430

Payment Options
 • Online Payment (Bank Account or Credit/Debit Card): Click on the website, www.redlakeelectric.com or go to www.redlakeelectric.smart.com to set up payments, request paperless billing, set up auto-pay monthly payments with our website.
 • 24 Hour Pay by Phone: Call 1-844-370-1666 to make a payment any time with our automated, secure, payment system.
 • 24 Hour Drive-up Payment Drop Box: Located in the parking lot of our office, 412 Inter Drive SW, Red Lake Falls, MN. Payment must be received by the payment due date listed at the top of your bill.
 • Mail: Payment envelopes are included with your monthly billing statement. Please send your check along with the payment stub from the bill.
 • Pay In Person: During regular business hours (M-F / 8 am to 4:30 pm) you may bring your payment into our office.
 For more information, please contact our Customer Service Representatives by calling 218-253-2168 or email info@redlakeelectric.com

Power Outages
 Please follow the steps below:
 • Check your fuses and breakers to ensure the problem is not within your electrical system.
 • If you have determined the outage is on Red Lake Electric's system, please report it by calling 218-253-2168, 24 hours a day / 7 days a week.
 • Stay away from downed power lines and DO NOT TOUCH them!

Customer Programs
 Residential, commercial and industrial energy efficiency rebates on a variety of appliance and equipment rebates are available. Please see our website and Facebook page for more information on the Rebate forms are available on our website www.redlakeelectric.com; to request forms, please call 218-253-2168 or email info@redlakeelectric.com.

Call Before You Dig
 For your safety, Minnesota law requires home and business owners planning to do any excavation or digging within the state to notify Gopher State One Call by calling 811 at least 72 hours prior to excavation or digging to allow utilities to locate their service equipment/lines. For more information, go to www.gopherstatetonecall.org or contact our operations department 218-253-2168.