

NAVIGATING YOUR ENERGY BILL

Your energy bill from Eau Claire Energy Cooperative offers easy access to vital information to better manage your energy costs and energy usage. Check out your monthly, average daily and historical energy use, plus monitor how outside temperatures affect usage. It also highlights your total amount due, energy assistance information and more.

SIDE 1

Eau Claire Energy Cooperative

Your Touchstone Energy® Partner

A message from your Cooperative

To stay healthy, sometimes the best defense is a good offense. To ward off germs, make sure you wash your hands often with soap and water for about 20 seconds. Help the little ones get into a good wash routine, too, by singing the "Happy Birthday" song twice to equal about 20 seconds.

Office Hours: Monday-Friday 7:30 am - 4:00 pm
Office: 715-832-1603 Outage: 800-927-5090
www.ecec.com

Member Name: **WILLIE WIREDHAND**
Account #: **0000000**
Billing Date: **04/13/2020**
Current Bill Due Date: **05/20/2020**

Previous Balance: **-\$9.13**
Payments Received: **\$0.00**
Balance Forward: **-\$9.13**
Current Charges: **\$105.05**
Total Amount Due 05/20/20: **\$95.92**

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TOTAL AMOUNT DUE

\$95.92

PAYMENT DUE 05/20/2020

Monthly Energy Use Comparison

Total Energy Use Last Month	Total Energy Use This Month	Total Energy Use This Month Last Year
566 kWh 36° Avg temp	566 kWh 36° Avg temp	441 kWh 44° Avg temp

Your Average Daily Use

19 kWh AVERAGE DAILY USE	4	\$3.50 AVERAGE DAILY COST
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IMPORTANT MEMBER INFORMATION

Cash in on 2020 Energy Incentives! As an ECEC member you can earn incentives on these and more! EV charger, Energy Star appliances, appliances, lighting, & Home Performance Evaluations. Go to www.ecec.com for more information.

PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT

Account Number	0000000
Current Amount Due 05/20/20	\$95.92
Amount Due after 05/20/20	\$96.88

SAMPLE DO NOT PAY

Eau Claire Energy Cooperative PO Box 368
Fall Creek, WI 54742-0368

Your Touchstone Energy® Partner

IMPORTANT: If the phone numbers listed below are incorrect, this could result in delayed response to your power outage. Please correct the numbers below:

Home Number: (715) 123-4567
Work Number: (715) 123-4567
Mobile Number: (715) 123-4567

WILLIE WIREDHAND
123 MAIN ST
FALL CREEK, WI 54742


Eau Claire Energy Cooperative
PO Box 368
Fall Creek WI 54742-0368

- 1 Total Amount Due:**
Summarizes total amount or budget amount due. Automatic payment is indicated if you participate in that program.
- 2 Your Account Information:**
Member name, account number, billing date, balances due, and payments received.
- 3 Monthly Energy Use Comparison:**
Total energy use last month, this month, and a year ago.
- 4 Average Daily Usage:**
At a glance, average daily kWh usage and average daily cost.
- 5 Important Member Information:**
Learn about safety, energy saving programs, services, and events.
- 6 Payment Stub:**
If you are mailing your payment, detach this portion and mail with your check.

Questions? Connect with us at www.ecec.com or 715-832-1603

NAVIGATING YOUR ENERGY BILL

SIDE 2

Eau Claire Energy Cooperative
 Your Touchstone Energy® Partner 
 Office Hours: Monday-Friday 7:30 am - 4:00 pm
 Office: 715-832-1603 Outage: 800-927-5090
 www.ecec.com

Account Number : 0000000 **7**

Service Address: 1234 MAIN ST

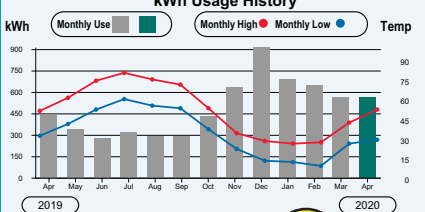
Meter #	Rate	From	To	Days	Previous	Present	Meter Multiplier	kWh Used
00000	A	03/31/2020	04/30/2020	30	10776	11342	1.0	566

Current Charges

Monthly Service Charge		\$33.00
Energy	566 kWh @ .112	\$63.39
PCA	566 kWh @ .0064	\$3.62
NWPA	566 kWh @ -.003	-\$1.70
Public Benefit Fee		\$1.33
State Tax		\$4.92
County Tax		\$0.49
Total Current Activity		\$105.05
Balance Forward		-\$9.13
Total Amount Due		\$95.92

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kWh Usage History



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Sign up for SmartHub for paperless bill, outage information and notifications.

SAMPLE DO NOT PAY

PAST DUE BILLS
 Payments must be RECEIVED in our office by the due date each month to avoid a late payment charge. If the payment cannot be made by the due date, please contact the office during business hours 7:30 a.m. – 4:00 p.m., Monday-Friday. Bills that remain unpaid are subject to disconnect.

NEED ASSISTANCE?
 If you feel you qualify for energy assistance, you must apply in the county where you reside (additional crisis services are available all year). For your convenience, we have listed the contact phone numbers for each county:

Eau Claire County (Western Dairyland)	715-836-7511	Chippewa County	715-726-7840
Dunn County	715-232-1116	Buffalo County	608-685-4412
Jackson County	715-284-4301	Pepin County	715-265-4271
Trempealeau County	715-985-2391	Clark County	715-743-5233

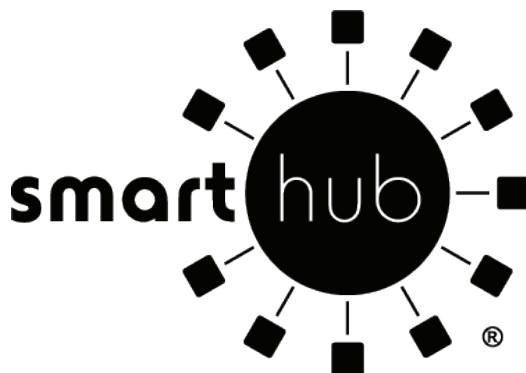
CALL BEFORE YOU DIG
 Stay safe. For your protection, state law requires you to call 811 at least three working days before you start digging or excavating. You have a legal and financial responsibility for damage to utility lines.

Other Ways to Pay Your Bill

- Online**
 Pay your bill with SmartHub at www.ecec.com
- Phone**
 Call 855-386- or 715-832- option 2 **10**
- Mobile App**
 Download the SmartHub app on iTunes or Google Play Store
- In-Person**
 Visit us at 8214 US Hwy 12 Fall Creek, WI 54742 24-Hour Drop Box

- 7 Account Information:**
 Account number, service address, meter#, rate, dates of service, readings, number of days of service, meter multiplier, and usage.
- 8 Account Activity:**
 Total current activity, balance forward, and total amount due.
- 9 Usage History Graph:**
 Compare usage for year with monthly high and low temperatures.
- 10 Payment Options:**
 FREE and SECURE payment options.

If you have any questions regarding your bill statement, please contact our office by calling (715)-832-1603 or emailing memberservices@ecec.com.



With SmartHub, you can manage your ECEC account by:

- Paying your bill
- Viewing your usage
- Contacting us
- Reporting an outage