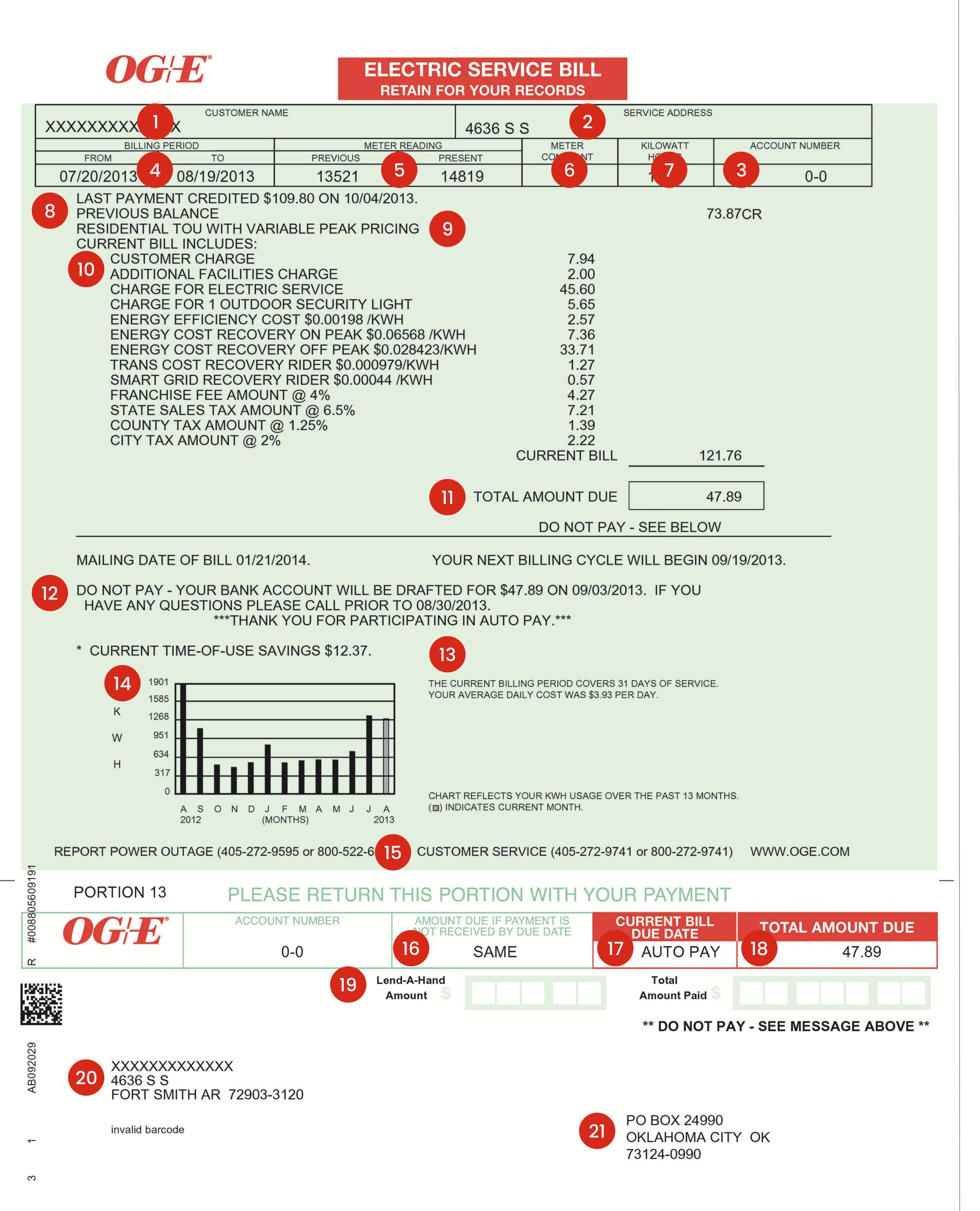
Understand Your Bill

This sample bill can help explain our bill layout so you can better manage your budget. Refer to the diagram and definitions on this page to learn more about your bill.



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1. CUSTOMER NAME

Name under which we bill account

2. SERVICE ADDRESS

Address where electric service is located

3. ACCOUNT NUMBER

Number for this customer at this address

4. BILLING PERIOD

Current billing period

5. **METER READING**

Current meter reading

6. METER CONSTANT

Number multiplied by difference in readings to determine total amount of KWH used

7. KILOWATT HOURS

Total Kilowatt hours (KWH) used

8. LAST PAYMENT CREDITED

Last payment amount and the date it was credited

9. RESIDENTIAL RATE

Rate under which account is billed

10. CURRENT BILL COMPONENTS

Components of the current bill, additional Fees and Taxes

11. TOTAL AMOUNT DUE

Total balance due

12. CUSTOMER INFORMATION AREA

Contains messages pertaining to your electric service

13. AVERAGE DAILY COST

Number of days and average cost per day for current monthly usage

14. USAGE CHART

Reflects kilowatt hours (kWh) consumed over the past 13 months or your length of service at this address; whichever is less)

15. CUSTOMER SERVICE

Customer service contact number

16. AMOUNT DUE IF NOT RECEIVED BY DUE DATE

Amount of late payment charge if not received by due date (not applicable for Arkansas customers)

17. CURRENT BILL DUE DATE

Last date to pay in order to avoid being late

18. TOTAL AMOUNT DUE

Total balance due

19. LEND-A-HAND AMOUNT

The amount, in addition to your bill, you desire to contribute to Lend-A-Hand

20. PAYMENT ADDRESS

Address to send a payment for this bill

21. MAILING ADDRESS

Address on file for correspondence