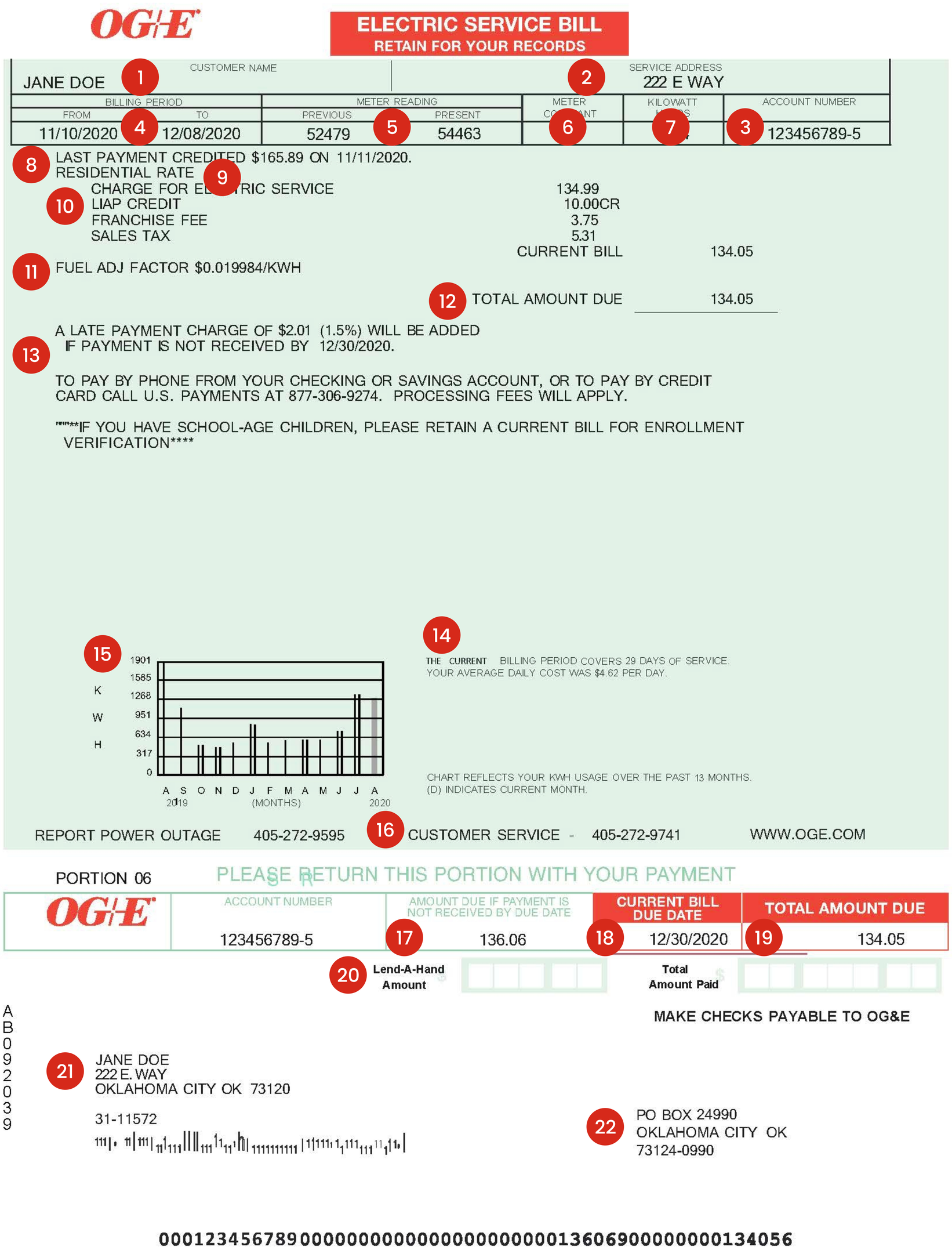
Understand Your Bill

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.



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. **FUEL ADJ FACTOR**
    Interest paid on deposit, if applicable. *(Oklahoma Fuel Cost, FUEL ADJ FACTOR, multiplied by kilowatt-hours to determine the amount and included in charge for electric service)
12. **TOTAL AMOUNT DUE**
    Total balance due
13. **CUSTOMER INFORMATION AREA**
    Contains messages pertaining to your electric service
14. **AVERAGE DAILY COST**
    Number of days and average cost per day for current monthly usage
15. **USAGE CHART**
    Reflects kilowatt hours (kWh) consumed over the past 13 months or your length of service at this address; whichever is less)
16. **CUSTOMER SERVICE**
    Customer service contact number
17. **AMOUNT DUE IF NOT RECEIVED BY DUE DATE**
    Amount of late payment charge if not received by due date (not applicable for Arkansas customers)
18. **CURRENT BILL DUE DATE**
    Last date to pay in order to avoid being late
19. **TOTAL AMOUNT DUE**
    Total balance due
20. **LEND-A-HAND AMOUNT**
    The amount, in addition to your bill, you desire to contribute to Lend-A-Hand
21. **PAYMENT ADDRESS**
    Address to send a payment for this bill
22. **MAILING ADDRESS**
    Address on file for correspondence