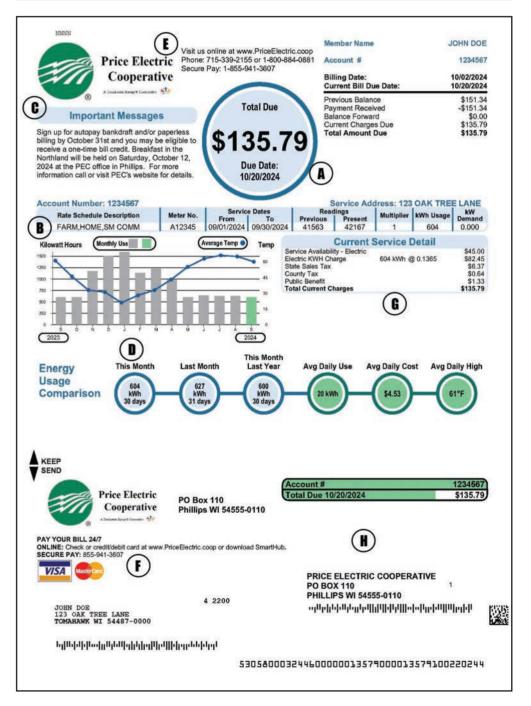




## Redesigned With You in Mind

## Welcome to your new billing statement!

We have used the previous bill format for over 20 years, and new options available from our billing provider allowed us to make significant improvements. In addition to all of the billing details you are accustomed to viewing, we now have the opportunity to provide you with additional information.





#### A. Amount Due

The total amount due and the payment due date are located here at the top of the bill.

### **B. Rate Schedule**

The rate schedule for your account.

## C. Important Messages

Priority messages from the cooperative regarding your electric service or bill.

# D. Monthly/Daily Energy Use

The total amount of energy used at your service location compared to the same month of the previous year and average daily energy use for the billing period.

#### E. Contact Us

We are happy to assist you with any questions regarding your service. Please contact us by calling 715-339-2155 during our regular business hours.

### F. Quick Payment Options

Fast, easy payments through your SmartHub account online at www.PriceElectric.coop or through the mobile app. Or call our secure payment line 24/7/365.

## G. Current Charges

The monthly kWh charges, service availability, and a listing of other monthly charges for your account (i.e. outdoor light, taxes, etc.).

#### H. Bill Stub

The lower portion of your electric service bill to return to the cooperative by mail. The billing stub includes the total amount due.

## **DUAL FUEL WINTER PREPAREDNESS TEST**

Note: This test is for participating dual fuel heat members only. If you do not participate in the dual fuel/load management program, this test does not apply to you.

The winter preparedness test is performed in advance of the winter full load control season to ensure members' familiarity with the control times and to ensure that backup heating systems are functioning properly. Dual fuel heat will be tested on **Wednesday, November 20**. The control will begin at 6:55 a.m., with some loads beginning restoral at 10 a.m., and all loads being restored by 11 a.m..

The winter load control season runs from December through February. On full load control days, dual fuel heat will begin controlling at 6:55 a.m., with some loads beginning restoral starting at 10 a.m., and all loads being restored by 11 a.m.

If you are a dual fuel heat or load management participant, you can sign up to be notified when there is a load control event. If you would like to be added to the notification system, call member services at 715-339-2155 or email memberservices@PriceElectric.coop.



# See if you qualify for energy assistance

## Who is eligible?

Homes heated with wood, propane, natural gas, electricity, or fuel oil can receive energy assistance if your household gross income is less than the amount shown on the chart below. You may also be eligible to receive a payment from Wisconsin Public Benefits for your non-heating electric costs.

Househol	d One	Annual
Size	Month	Income
1	\$3,061.08	\$36,733
2	\$4,002.92	\$48,035
3	\$4,944.83	\$59,338
4	\$5,886.75	\$70,641
5	\$6,828.58	\$81,943
6	\$7,770.50	\$93,246
7	\$7,947.08	\$95,365
8	\$8,123.67	\$97,484

## How does it work?

Energy assistance is a one-time payment during the heating season (October 1–May 15). The funding pays a portion of energy costs, but it is not intended to cover the entire energy costs of a residence. In most cases, the energy assistance benefit is paid directly to the household's energy supplier.

# What if you do not have heat or may be disconnected?

Crisis assistance may be available if you have no heat, have received a disconnect notice, or are nearly out of fuel and are unable to purchase more. WHEAP agencies provide a 24-hour crisis phone number to help with emergencies after business hours. Non-emergency assistance may include

information on how to reduce energy costs, counseling on budgeting and money management, and payments to an energy provider

For information and application information, contact your local social services office.

715-682-7004
715-561-3636
715-539-1344
715-362-5695
715-339-2158
715-532-2299
715-634-4806
715-785-5350
800-506-5596

Source: https://energyandhousing. wi.gov/



## MEMBER ENGAGEMENT GROWS WITH THIS YEAR'S BREAKFAST

pproximately 300 members of the cooperative gathered at TPEC headquarters in Phillips on the morning of Saturday, October 12, for breakfast, appliance recycling, and connecting with cooperative staff and fellow members.

Northcentral Recyclers had staff and trucks ready to collect various electronics and appliances to be recycled. They collected a semi load of items from members. While adults dropped off their items, kids enjoyed coloring and decorating pumpkins.

Members brought non-perishable food items for donation to St. Vincent de Paul food pantry in Phillips. The Price County Health Department was on site for a flu shot clinic and members learned about electric vehicles from fellow member Erik Langfoss, who was inside the shop with his Tesla.

PEC directors and staff enjoy preparing and serving breakfast to members and look forward to seeing more members next year!



Above right: PEC staff and board members prepared and served breakfast.

Right: Left to right, Nina Sulsdorf and Shirley Hemp of St. Vincent de Paul, Jeff





# CAPITAL CREDITS RETURNED TO MEMBERS THIS MONTH

Capital credits are each member's share of ownership in the cooperative. Each year the cooperative has earnings (income minus expenses). The earnings are distributed proportionately to all active cooperative members based on each member's total electricity purchases for that year.

Capital credits accumulate in an account in your name. When the cooperative's financial condition allows, the PEC Board of Directors will elect to retire, or return, capital credits via bill credit or physical check. The retirement is an actual payment back to members and former members.

If you had an active electric service with PEC in 1995 or 1996, you may be receiving a retirement, which will be listed as a line item on the statement you receive in November.

### UNDERSTANDING THE CAPITAL CREDIT PROCESS



PEC tracks how much electricity you use and how much you pay for it through the year.



the year, PEC assesses the finances to see if there is excess revenue.

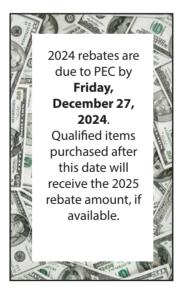


PEC allocates the excess revenue as capital credits to the members, based on electricity used.



When financial condition allows, the PEC board will retire, or pay, the capital credits to you.





## Jeff Olson, President/CEO

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Office Hours: Monday-Friday, 7:30 a.m.-4 p.m.

Amy Jordahl, Editor

