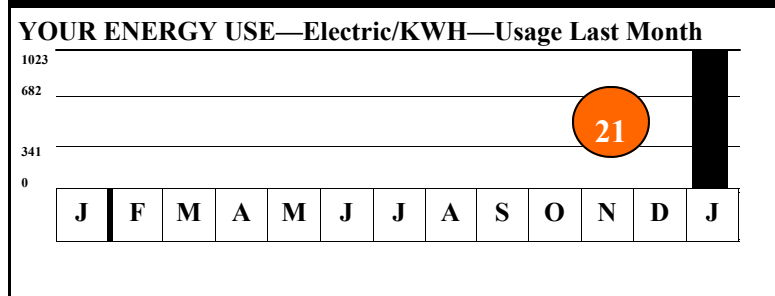


UNDERSTANDING YOUR ELECTRIC BILL

1 ACCOUNT NUMBER 6241011		2 NAME DOE, JOHN			3 RATE 1	4 METER 960112		5 LOCATION 36700000		
6 SERVICE PERIOD FROM TO		7 DAYS SERVICE 34	METER READINGS PRESENT PREVIOUS		METER MULTIPLIER	KWH	READING CODE	CYCLE	16 CHARGES	
12/05/03 01/08/04		34	8076	7055	1	1021	2	12	100.07	3.00
3% NC SALES TAX									103.07	103.07
TOTAL CURRENT ELECTRIC BILL DUE				02/04/04	9	10	11	12	17	18
TOTAL AMOUNT DUE									19	

IF PAYMENT IS NOT RECEIVED BY DUE DATE A \$6.00 LATE FEE WILL BE ADDED

13 BILL DATE 01/08/04		15 WPCA 0.000000		DISCONNECT DATE FOR UNPAID BALANCE					
COMPARISONS				DAYS SERVICE	KWH USED	AVG. KWH/DAY	COST PER DAY	TOTAL DUE NOW	\$ 103.07
CURRENT MONTH		34	1021	30	2.94	CURRENT BILL IS PAST DUE AFTER		02/04/04	
LAST MONTH		0	0	0	0				
MONTH LAST YEAR		0	0	0	0				



MESSAGE:

THE COOPERATIVE'S STAFF WOULD LIKE TO WISH YOU THE BEST IN 2004 AND HOPES THAT IT BRINGS YOU MUCH PROSPERITY.

20

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT



P.O. Box 440~Rich Square, NC 27869-0440
FORWARDING SERVICE REQUESTED

DOE, JOHN
409 N. MAIN ST.
RICH SQUARE, NC 27869

ACCOUNT #	DUE DATE	TOTAL DUE
6241011	02/04/04	103.07
BILLING DATE	CYCLE	TELEPHONE NUMBER
01/08/04	12	(252) 539-2231
SERVICE ADDRESS		TOTAL AMOUNT PAID
409 N. MAIN STREET		

ROANOKE ELECTRIC COOPERATIVE
P.O. BOX 440
RICH SQUARE, NC 27869



Roanoke Electric Cooperative

Your Touchstone Energy® Partner



UNDERSTANDING YOUR ELECTRIC BILL

1. The **account number** is located here. Please write this number on your check, money order, or any correspondence sent to the cooperative.
2. The **account name** as it appears in the cooperative's billing system should appear here.
3. The **rate** is the schedule by which you are billed. A rate schedule is available at the cooperative office. Rate or class 01 indicates that your account is a "residential service." The numbers are different depending upon the rate for which the service qualifies.
4. The **meter number** should be the same as that on your electric meter.
5. The **service address** appears here. This is the address of the facility that is receiving electrical service for the account.
6. The **service period** is the period of time for which all electricity was recorded and billed.
7. The **days of service** are the number of days in the service period.
8. The **meter reading** section indicates **present reading**, which is the most recent reading shown on your meter, and the **previous reading** which is the ending reading from last month's bill.
9. Most residences will have a **meter multiplier** of 1. This number is a factor that calculates actual kilowatt-hour usage and demand (kW).
10. This is the **kilowatt-hour usage** that indicates the number of kWhs used during the service period. It is the difference of the previous and present meter readings multiplied by the meter multiplier.
11. The **reading code** notifies office personnel on how your meter reading was calculated. Sometimes bills are estimated or a meter is changed during a service period and changes it from being your conventional bill.
12. The **cycle** is mainly for office purposes to identify a cluster of members' billing schedule.
13. The **bill date** is the date that the current statement was drawn. It is usually the business day after your meter was read.
14. The **due date** is the date that the payment of service for the current billing period should be made and is past due after this date. The **wholesale power cost or fuel adjustment factor** will change from month to month. The charge or credit reflects the actual cost of fuel used to generate electricity for that particular billing period. We cannot include all fuel costs in our base rates because the cost of fuel varies from month to month. The factor will be a charge or a credit towards your electric bill.
15. The **base charge** is the cost based on the amount of electricity recorded through your electric meter. It mainly consists of the basic facilities charge, energy charge, and the demand charge (most residential accounts do not have demand charges).
16. As with all utilities in North Carolina, a **sales tax** must be charged on your electric bill.
17. The **total current bill due** is the total of all debits and credits from the current service period. Other items that would be itemized on your current bill are load management credits, the Operation Round-Up® program contributions, security light charges, and the fuel adjustment charge or credit if the WPCA is anything other than zero.
18. The **total amount due** is the total of all transactions through the current billing date.

UNDERSTANDING YOUR ELECTRIC BILL *continued*

19. The **message** will change from time to time with different information on the cooperative available.
20. This **graph** gives a brief review of your energy usage over the previous 13 months.
21. The **comparisons** show differences and similarities between the days of service, total kWh, avg. kWh per day, and cost per day for your current, previous and same billing month's information from last year's period.
22. The **stub** part of your bill should be returned with your payment to ensure proper credit.
23. The **mailing address** is the place where the bill is being sent. It can differ from the service address.
24. If your **telephone number** is not listed here, please call the co-op office to make sure we have it in our system.

If you have any questions, call REC at 252-529-2236.