

## PAYING YOUR BILL

### By Mail

All bills may be paid by return mail using the return envelope provided.

### By Telephone

Checks, debit cards, Visa, Mastercard, Discover and American Express credit cards accepted. Call 1-800-255-6815.

### Online

Gas and Electric members can pay online with checks, debit cards, Visa, Mastercard, Discover and American Express credit cards. Find out more about online bill pay at [www.theenergycoop.com](http://www.theenergycoop.com).

### In Person

Bills may be paid at the main office located at 1500 Granville Road, Newark, Ohio. Both our walk-in hours and drive-through hours are Monday through Friday from 7:30 a.m. until 5:30 p.m. (except for holidays).

All bills may be placed in our night drops located at two locations: 1500 Granville Road, inside the member service entrance; 11339 Mt. Vernon Rd., Utica, Ohio at the Licking Rural Electrification, Inc. building located on the north side of the building. (Payment should always include a copy of the billing or account number along with the check or cash payment as well as the name on the account and service location.)

## ONLINE BILL PAY

Gas and Electric members can pay online with Checks, debit cards, Visa, Mastercard, Discover and American Express credit cards. Go to [www.theenergycoop.com](http://www.theenergycoop.com) and click on **Pay/View Your Bill**. Under the section heading, **Online payments for Gas and Electric**, go to **Click here to securely view/pay your bill online**. After being directed to a new page, you will then need to sign in with your user name and password. If you are using the online bill-pay for the first time, click on the link below the login to sign up for a new user account. You will then need to fill out the New User Registration form. Once your account is created you can log on with your user name and password to access your bill and pay your balance online.



## REDUCE YOUR ON HOLD TIME

When calling The Energy Cooperative for routine business, remember that Tuesday through Thursday in the afternoon most calls are answered in less than one minute.

**Please call 1-800-255-6815 if you have any questions!**



### At the Bank


There are also several banks in our area which will accept The Energy Cooperative bill payments such as:

LICKING COUNTY	PARK NATIONAL BANK
KNOX COUNTY	FIRST KNOX NATIONAL BANK
RICHLAND COUNTY	FIRST KNOX NATIONAL BANK FARMERS BANK
ASHLAND COUNTY	FARMERS BANK
FAIRFIELD COUNTY	PARK NATIONAL BANK
PERRY COUNTY	PARK NATIONAL BANK

# Understanding Your Billing Statement



the **ENERGY**<sup>™</sup>  
cooperative

Your Touchstone Energy® Partner 

1500 GRANVILLE ROAD  
P.O. BOX 4970  
NEWARK, OH 43058  
1-800-255-6815  
[www.theenergycoop.com](http://www.theenergycoop.com)

# THE ENERGY COOPERATIVE - Understanding Your Billing Statement

## Contact Information

The Energy Cooperative's contact information including phone numbers, web site and office hours are all located at the top left-hand side of the statement for your reference.



P.O. Box 4970  
1500 Granville Road  
Newark OH 43058-4970

Your Touchstone Energy® Cooperatives

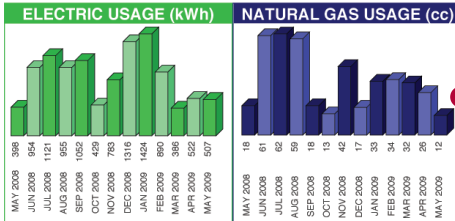
Office Hours: 7:30 AM - 5:30 PM Mon - Fri.  
Billing Inquiries Call (740) 344-2102 - 1-800-255-6815  
www.theenergycoop.com  
Emergency Numbers: Electric Call 1-888-535-5732/Gas Call 1-800-255-6815

JOHN SAMPLE  
1234 MAIN ST  
NEWARK OH 43056  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX

**ACCOUNT NUMBER: 000000000**

STATEMENT DATE: 05/26/2009  
TYPE OF BILL: Regular Billing  
SERVICE ADDRESS: 1234 MAIN ST

METER # 1 00000001 METER # 2 156131



PREVIOUS BALANCE 111.73  
PAYMENT THANK YOU -111.73

SERVICE TYPE	SERVICE PERIOD From - To	METER READING Previous - Present	BILLING DAYS	MULTIPLIER	USAGE kWh/CCF	AMOUNT
ELECTRIC	04/03/2009 05/05/2009	9621 10643	32	1	1022	124.55
NATURAL GAS DELIVERY	04/03/2009 05/05/2009	4071 4088	32	1	17	19.57
GAS COST						13.43
OPERATION ROUNDUP						0.37
ACRE-COPA MEMBER						2.08
MISCELLANEOUS CHARGES						2.00
<b>AMOUNT DUE</b>						<b>\$162.00</b>
AFTER 06/09/2009						\$170.10

*Find timely information here with more details listed on the reverse side of the bill.*

PLEASE DETACH BOTTOM PORTION AND RETURN WITH YOUR PAYMENT

If paying at a bank, please allow 7 days for payment to clear.

NAME JOHN SAMPLE	
ACCOUNT NUMBER 00000000	DUE DATE 06/09/2009
AMOUNT DUE \$162.00	AFTER DUE DATE: \$170.10

14000272502000971700097177



Your Touchstone Energy® Cooperatives

PLEASE BILL MY (CHECK ONE):

VISA  AM EX  MC  DISC

Signature \_\_\_\_\_ Exp. Date \_\_\_\_\_

Please make checks payable to:

The Energy Cooperative  
PO BOX 740467  
CINCINNATI OH 45274-0467  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX

## Account Number

## Account Information

All information regarding your account is located here. When calling with a question, please refer to this section of the bill so that you can give the service representative the needed information.

## 13 Month Usage Graph

A usage graph has been added to your monthly statement. The 13 month graph can help you compare your current month usage with the usage from the same month the previous year.

## Operation Round Up

Cooperative members' bills are rounded up to the nearest dollar, with the difference going to a fund which is distributed to charitable causes in the cooperative's service territory.

## ACRE-COPA

This amount represents the contribution made towards Co-op Owners for Political Action, which is a means to have your voice heard in the political arena.

## Miscellaneous Charges

You will find any miscellaneous charges, as described on bill, in this area.

## Amount Due

The amount due is highlighted with bright yellow so that it is easy to locate. Underneath the yellow box, you will find your amount due if paid after the due date.

## Remittance Stub

The remittance stub repeats important account information needed for processing payments.

## Description of Current Charges

A brief description of services and charges are listed here.

## Wholesale Power Cost & Gas Cost

For a more detailed description of the components that make up the Wholesale Power Cost or the Gas Cost, please visit our web site at www.theenergycoop.com.

## Important Messages

This area will be used to display messages regarding the status of your account, or to inform you of upcoming events and public service announcements.

## Credit Card Information

Credit card payments are accepted... Just fill in the appropriate information and return stub in the payment envelope.

cycle: 21  
0 / 0