

DIVING IN: UNDERSTANDING YOUR BILL

There are plenty of benefits in taking a closer look at your energy bill.

You can learn how much electricity you are using each month and even save energy and money if you just spend a few moments reading your bill. While this task may seem daunting like a maze of numbers, we're here to help break it down and focus on the sections that will be most helpful to you. Getting familiar with your bill is especially useful if you're looking to sign up for an alternative energy supply or future programs like electric vehicle rates. So, get your recent bill (either online or through your recent mail) and let's dive in.

1. **Member contact(s) and billing address:** This section shows the contacts listed on the account and your current billing address that we have on file.
2. **kWh usage graph:** This section shows a 13-month history of your energy usage. It can help you review trends and evaluate the amount of energy you are using during specific months and time of year. You can also view this more in depth online using your SmartHub account. Visit gvp.org or give us a call.
3. **Account number:** This is where your Grand Valley Power account number is

located. You may need this for service requests, member programs and youth opportunities.

4. **Service location:** This section indicates your current service address, which could be different than your billing address.
5. **Rate description:** Most members are FH-1 residential rate consumers, however, this could also be where other rates, such as commercial and small power or street and yard lighting.
6. **Billing date and due by date:** The date that you were billed and the due by date, which indicates the date your bill is due without incurring late fees or additional charges.
7. **Meter number:** The meter number is assigned by GVP to each meter. You may have more than one meter.
8. **Reading dates and meter readings:** The numbers on your meter that show how many kilowatt-hours (kWh) you used during a billing cycle and determine how much you will be billed. Reading dates are the beginning date and ending date for which your bill is calculated.
9. **Multiplier:** Used in electric utility services, "multiplier" usually only

applies to commercial members. Residential member bills will reflect a multiplier of "1."

10. **Energy kWh:** Total energy use in kilowatt-hours are recorded for the reading dates.

11. Charges and calculations

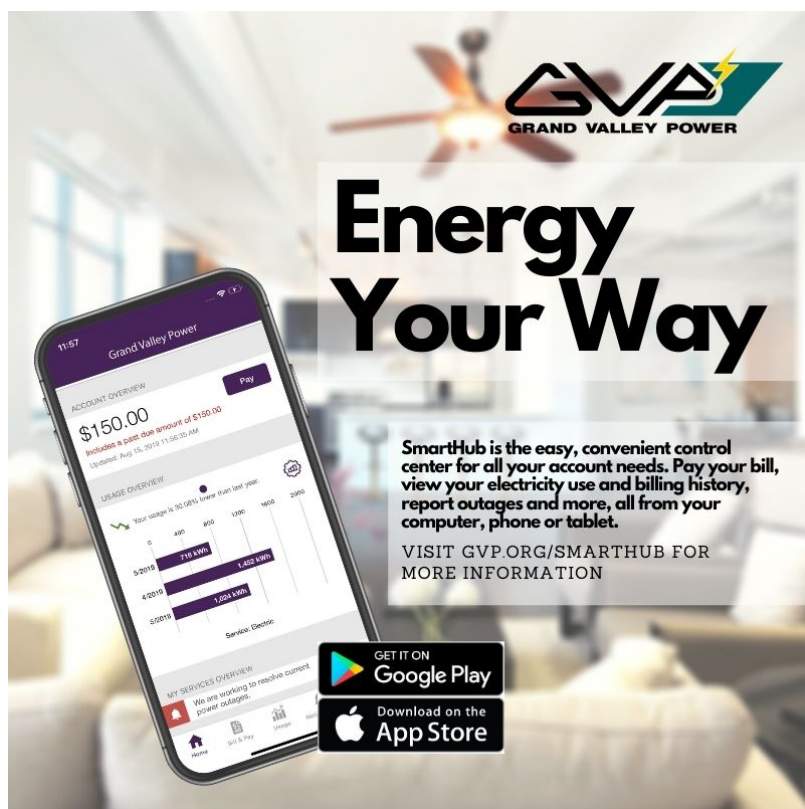
Distribution charges:

- a. **Grid connectivity:** This is a flat rate charged to members that is used to recover the fixed costs associated with serving each consumer. This charge does not fluctuate based on the kilowatt-hours delivered. These costs include maintenance of the service equipment, administrative and billing services, and other functions required to safely deliver electricity on our distribution grid.
- b. **Energy delivery:** A charge to recover the cost of facilities on the distribution grid from the substation to a member's service. Energy, which is measured in units of kilowatt-hours (kWh), is calculated by multiplying a service's power consumption in kilowatts by the operating time in hours. A device that uses 1000 watts (one kW) for one hour consumes one kWh.

Generation & transmission charges:

- c. **Power cost pass through:** The Power Cost Pass Through (PCPT) is the cost of wholesale power purchased from Xcel Energy. This charge includes the generation and delivery of power over transmission lines to GVP's substations. The PCPT will vary month to month due to fluctuations in the wholesale costs, primarily due to the changes in the price of generation fuel.
- d. **Other charges or fees may be applied depending on your rate structure.** This could include net metering, a franchise fee or wholesale power cost adjustment.

12. **Important co-op messages:** Please make sure to pay attention to this message each month. It contains important co-op messages including events, programs, safety and more.



The advertisement features the Grand Valley Power logo at the top, which includes a stylized sun and the text "GVP GRAND VALLEY POWER". Below the logo, the text "Energy Your Way" is prominently displayed. In the foreground, a smartphone shows the SmartHub app interface, which includes an "ACCOUNT OVERVIEW" section with a balance of "\$150.00" and a "Pay" button, and a "USAGE OVERVIEW" section with a bar chart showing energy usage over time. A text box on the right side of the ad states: "SmartHub is the easy, convenient control center for all your account needs. Pay your bill, view your electricity use and billing history, report outages and more, all from your computer, phone or tablet. VISIT GVP.ORG/SMARTHUB FOR MORE INFORMATION". At the bottom, there are buttons for "GET IT ON Google Play" and "Download on the App Store".