

BILLING OPTIONS

Paper Bill

Your bill arrives in the U.S. Mail around the first week of the month.

E-bill (Electronic bill)

Sign-up on our website, www.psrec.coop, with a valid e-mail address and select a password. Near the end of the month you will receive an e-mail notifying you that your bill is ready. You can login to the PSREC website at www.psrec.coop to view your current bill. You also have access to 13 months of payment and electric usage history. You can use any of our payment options at any time during the month to pay your bill. Online payment is not required.

PAYMENT OPTIONS

Electronic Funds Transfer (EFT)

Automatic payment comes directly from your checking account every month.

Pre-authorize PSREC to automatically debit your checking account every month. Each month you can either receive a statement via U.S. Mail or view your bill electronically. You will receive a statement each month by U.S. Mail or e-mail reflecting the amount to be debited prior to transfer.

Credit and Debit Cards

(Visa and MasterCard or ATM cards with the Visa symbol). This will be charged to your credit card account, or come out of your checking account, depending on which type of card you are using. There are three options for credit and debit card payments.

- Pay your bill online by using our secure website, <https://psrec.VPDUWKXEFRRS> Payment posts the next day.
- Call our office, give your card number to a PSREC Customer Service Representative and amount to be paid. Posts the same day.

3. Pre-authorize PSREC to automatically charge your card every month. Each month you can either receive a statement via U.S. Mail or view your bill electronically.

Check

Write your account number on your check and put it in the U.S. Mail. Usually reaches our office in two to three business days, and is posted in an additional two to three business days.

Drop off at our office, or one of our pay stations:

Doyle Payless - Highway 395 & Rachel Drive (530) 827-2880. Must have payment stub. Payments posted within 2 business days.

Margie's Book Nook - 722 Main Street Susanville. (530) 257-2392. Must have payment stub. Payments posted within 2 business days.

Cash

Drop off at our office, or one of our pay stations listed above.


BUDGET BILLING

With Budget Billing, your bill will stay roughly the same every month year-round despite changes in the weather.

Your monthly Budget Billing plan is based on your past energy use and the price PSREC pays for energy. At the end of each year's Budget Billing plan, we balance your account. If you used more energy than you paid for, we'll add the amount to your bill. If you overpaid us, we'll credit your bill. To participate in our Budget Billing plan, your account must be active for a minimum of one year, and you must have a good credit rating with Plumas-Sierra REC. The Budget Billing enrollment period is June and July of each year.

To sign up for Budget Billing please call our office at 800-555-2207.



Your Touchstone Energy® Cooperative 

PSREC CONTACT INFORMATION

www.psrec.coop
800-555-2207

73233 State Route 70
Portola, CA 96122
Phone: 530-832-4261
Fax: 530-832-5761



Your Touchstone Energy® Cooperative 

Billing and Payment Options & How to Read Your Bill

READING YOUR BILL

It can be a challenge deciphering the various charges on an electric bill, especially if you have recently moved to a new home or have a new utility provider.

Plumas-Sierra Rural Electric Cooperative (PSREC) has designed this handout to make it easier for you, the member-owner.

To the right is a sample bill. Your account number will appear in the upper right-hand box, followed by a green box containing a summary with your previous balance, any payments and the current balance due.

Messages from your cooperative, details of the charges, and a monthly usage graph follow below.

One of the first things to pay attention to is the number of days in a billing period. These can fluctuate, but are generally between 28 and 32 days per month.

The graph shows your monthly usage over the past 12 months, and indicates the usage from the same time last year.

If you divide your kilowatt-hour usage by the number of days in the billing period, you will get your average daily usage. If you divide your total service cost by the number of days in the billing period, you will get your average daily cost.

If you have signed up for automatic payments, your bill's payment stub will show: **EFT - Do Not Pay**, instead of the amount due.



Electric Inquiries: 530-832-4261 1-800-555-2207
Telecom Inquiries: 530-832-4126 1-800-221-3474

1234 1 AT 0.111 C-1 4 1234
JOHN DOE P-10
123 WEST ST
SOMEWHERE CA 96100-XXXX

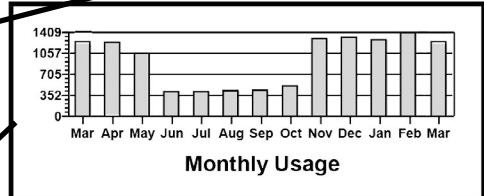


| | |
|--|-----------------|
| Account Number | XXXX |
| Billing Summary | |
| Balance From Last Billing | \$219.08 |
| Payments - 03/21/2014 | \$219.08 CR |
| Balance Forward | \$0.00 |
| Current Charges - Electric | \$236.33 |
| Account Balance | \$236.33 |
| Statement Date March, 2014 Page 1 of 1 | |
| Current Charges Due Date 04/21/2014 | |

Messages
To minimize the impact of cold weather on your energy bill, consider putting cable, block & stock heaters on timers. Insulate pump houses, water pipes & use a self regulating thermostat to keep pumps & pipes from freezing. Turn off & unplug all space heaters when not in use. If your meter is consumer read you can leave your reading at 800-555-2207 ext. 6061

Location 123 WEST (C123R3) 04140100 Rate: 110 Residential - CA

| Meter | From | Through | Days | Type | End Read | Start Read | Mult | Usage | Est |
|----------|--------------|--------------|------|------|----------|------------|------|-------|-----|
| 56752168 | Feb 16, 2014 | Mar 21, 2014 | 33 | KWH | 42700 | 41302 | 1 | 1398 | No |



| Comparisons | Days | kWh | Avg / Day | Avg Temp |
|---------------|------|-------|-----------|----------|
| Current Month | 33 | 1,398 | 42 | 44 |
| Last Month | 29 | 1,283 | 44 | 49 |
| One Year Ago | 33 | 1,409 | 42 | 43 |

Detail of Charges - Electric

| | | |
|---------------------------|------------------|-----------------|
| Facilities Charge | | \$28.00 |
| KWH Charge | 1398 KWH @ 0.148 | \$206.90 |
| CA Energy Tax | | \$0.60 |
| Public Benefits Charge | | \$9.18 |
| TOTAL THIS SERVICE | | \$244.68 |

Avg. Daily Cost: \$7.41 **Avg. Daily Usage: 42**

Your payment and any returned checks may be processed electronically.

Please Return This Stub With Your Payment
Please do not staple or paperclip

| | |
|-----------------|-------------|
| Account Number: | XXXX |
| Statement Date: | March, 2014 |
| Amount Due: | \$244.68 |

If you have questions about your bill, please call PSREC at 832-4261 or 800-555-2207.

Not all of our members live on co-op read routes. Some members must read their own meters and call in or send in the reading.

If you read your own meter, it is best to read it on the same day each month, preferably by the 21st.

If you do not notify us with a reading by the 25th, your bill may be estimated by our billing system.

Once we receive an actual reading after a bill has been estimated, the following bill will show a prorated Kilowatt-hour charge.

EXPLANATION OF CHARGES:

Facilities Charge: A monthly fee charged to EVERY member to cover operation and maintenance of the system.

Kilowatt-hour (KWH) Charge: Total KWHs used multiplied by our current rate.

Public Benefits Charge: This fee is mandated, and used in developing energy programs that benefit all members.