

How to Read Your New Billing Statement

Your billing statement has a new look! The new layout is designed to provide you additional, easy to understand information. The following example is a Rate 1/Single Phase Service electric billing statement. Your bill may have different features and charges.

Front side of bill

Shelby Electric Cooperative
Your Touchstone Energy® Cooperative

Office Hours: Monday-Friday 7 AM - 4 PM
(217) 774-3986 or (800) 677-2612
Pay-By-Phone (855) 385-9981
www.shelbyelectric.coop

Account Number: 123456
Member Name(s): JOHN SMITH
Statement Date: 07/21/2021
Cycle Code: 2
Primary: (217) 123-4567
Secondary: (217) 123-4567
Email:

Billing Summary

Balance From Last Billing	\$198.95
Payments Received - Thank you!	-\$198.95
Balance Forward	\$0.00

Service Summary

Electric Service	\$234.68
Current Charges	\$234.68
Total due	\$234.68
Please pay by 08/11/2021	
Total due after 08/11/2021	\$246.41

Message Center

Shelby Electric Cooperative is pleased to announce our new billing statement layout! **Please note, Electric and PWR-net rates have NOT changed.** If you have any questions about your new billing statements, please call during office hours at 217-774-3986.

KEEP Please do not staple, paperclip or tape payment.
SEND

Shelby Electric Cooperative
Your Touchstone Energy® Cooperative
PO Box 560
Shelbyville IL 62565-0560

Statement Date 07/21/2021
Account Number 123456

Total due \$234.68
Please pay by 08/11/2021
Total due after 08/11/2021 \$246.41

SHELBY ELECTRIC COOPERATIVE
PO BOX 560
SHELBYVILLE IL 62565-0560

JOHN SMITH
123 COOPERATIVE WAY
SHELBYVILLE IL 62565

Back side of bill

MEMBER NAME: JOHN SMITH
Statement Date: 07/21/2021

Service Address: 123 Cooperative Way **Account: 123456**

Electric **Description: House & Shed**

Meter #	Rate	Map Location	From	To	Days	Previous Reading	Meter Multiplier	kWh Usage
00000000	1	00000000	06/16/2021	07/16/2021	30	51839	1	1520

Kilowatt Hours **Average Temp**

Electric Service Subtotal 234.68

COMPARISONS	DAYS	TOTAL kWh	AVG kWh	DAILY COST	AVG TEMP
CURRENT BILLING	30	1520	51	\$7.82	73
PREVIOUS BILLING	30	1225	41	\$6.63	71
LAST YEAR BILLING	31	1878	61	\$8.91	76

WAYS TO PAY

ONLINE/PAY NOW
Choose one-time quick-pay with PAY NOW or log in to SmartHub online; www.shelbyelectric.coop

SMARTHUB
Download the SmartHub app on your mobile device

PAY-BY-PHONE
Call our automated line; 855-385-9981

MAIL
Mail stub provided with check or money order

AUTO-PAY
Auto-draft from bank account or credit/debit on billing due date each month

IN-PERSON
Visit our Shelbyville office during business hours or use our after-hours dropbox

A – Contact Us Look here for ways to contact our office or make a payment.

B – Message Center Important messages about your account and payments will be listed here. This is also where you can learn about news and events for co-op members.

C – Billing Summary Here you will find your recent payments, current and total charges due, and your due date.

D – Payment Stub If you are mailing your payment, tear off and include the payment stub with your check or money order. Turn the stub over for all your payment options; there are NO FEES to pay using any of these options!

E – Energy Use Graph and Comparison Chart Compare your current energy use to previous months and last year with this 24-month graph. Knowing the length of your billing period and average temperature during that time can help you understand changes in the amount of electricity you use.

F – Billing Details For each of your accounts, the top bar displays details such as the meter number, rate schedule, service dates, meter readings, and total usage. Below this bar, charges are detailed and calculated.

Please note, Electric and PWR-net rates have NOT changed.

Please call 217-774-3986 if you have questions about your bill.