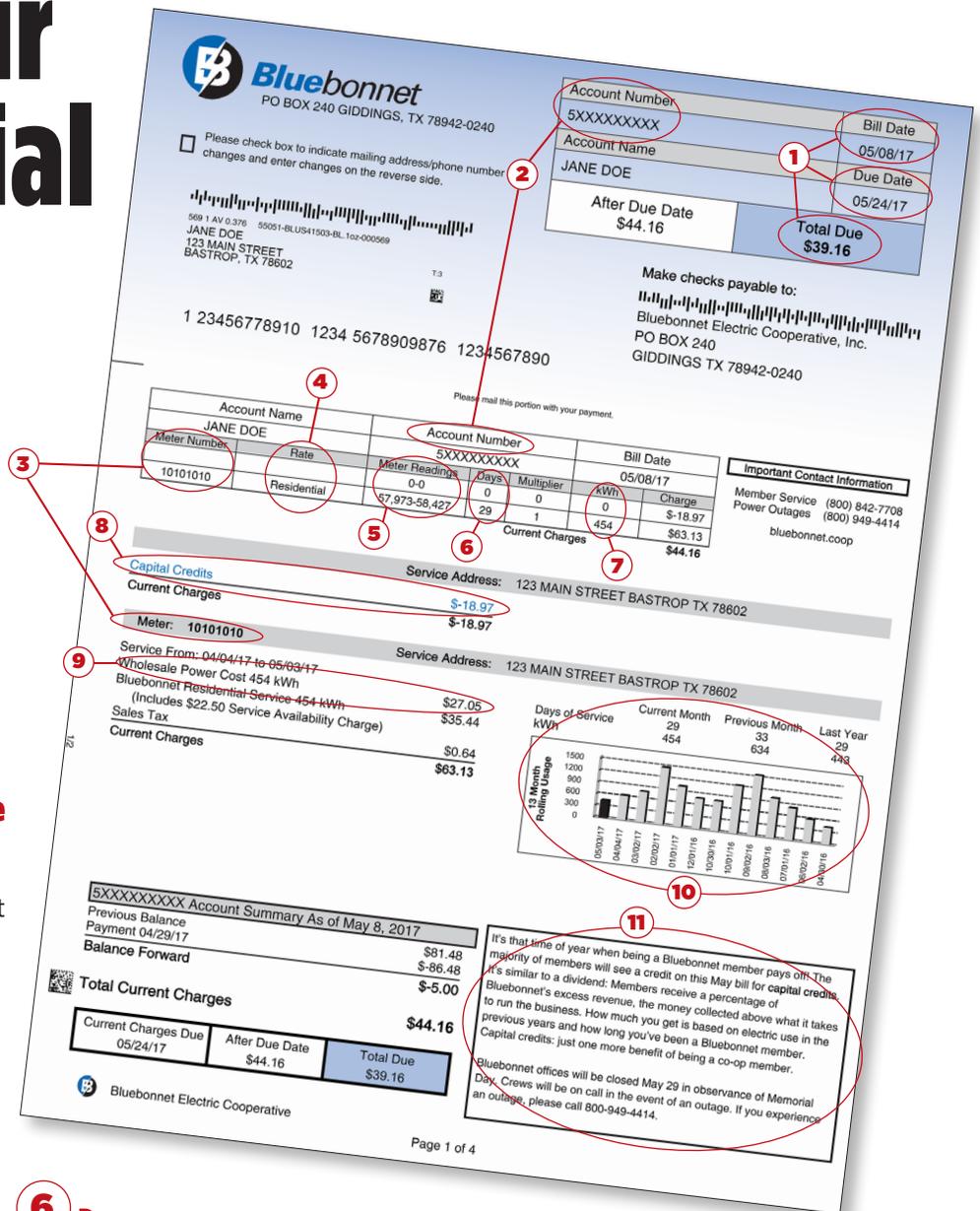


# Understanding your Residential bill

Here are some simple explanations for the terms, abbreviations and numbers you see on your residential bill. Call Bluebonnet's member services at 800-842-7708 if you have questions about your bill.



**1** Bill Date/Due Date/Total Due

**2** Account Number

**3** Meter Number

**4** Rate

**5** Meter Readings

**6** Days

**7** Kilowatt hours (kWh)

**8** Capital Credits

**9** Wholesale Power Cost

**10** 13-Month Rolling Usage

**11** Information box

## 1 Bill Date/Due Date/Total Due

Bill date is when your bill is due, due date is when it must be paid to avoid a late fee and total due is the total amount of your bill, including wholesale power cost and the cost to get power to your meter.

## 2 Account Number

Your time is important so have this number handy when calling member services.

**3 Meter Number** — Number assigned by Bluebonnet to each meter on your account. Some members have more than one meter on their accounts.

**4 Rate** — Residential is your rate classification. About 80 percent of Bluebonnet's members are billed at the residential rate. Other rates include commercial, large power, pumping service and lighting service.

**5 Meter Readings** — The numbers on your meter that show how many kilowatts you used during this billing cycle and determine how much you will be billed.

**6 Days** — The number of days in this billing period. In this example, 29 days.

**7 Kilowatt hours (kWh)** — Unit of measurement for electricity consumed. A watt is a measurement of energy. One kilowatt equals 1,000 watts. A kilowatt hour is the amount of electricity ten 100-watt light bulbs use in one hour.

**8 Capital Credits** — Once a year, most members will see Capital Credits on a bill (starting in May). The credit is your share of Bluebonnet's excess revenue, based primarily on your power use in the last year and how long you've been a co-op member. Capital Credits is a great benefit of co-op membership!

**9 Wholesale Power Cost** — What Bluebonnet pays for power generated at a plant. Ninety percent of our wholesale power comes from the Lower Colorado River Authority; 10 percent from Calpine Energy Services.

**10 13-Month Rolling Usage** — Your electric use in kWh for the past 13 months.

**11 Information box** — Look in this box for messages of importance or interest to Bluebonnet members.

# BLUEBONNET BILL Q&A

**Q:** *On the back of my bill, I'm asked to update my contact information. If I'm getting my bill each month, what other information do you need from me?*

**A:** Bluebonnet may have your correct mailing address but not your primary phone number. Many members have changed their telephone numbers, or canceled their land lines and now use only cell phones. We need your preferred phone number to help us provide excellent member service, locate a power outage on your property and speed up power restoration. We send out automated calls when your payment is late and we may contact you when we need access to your property. **We also send out automated calls providing status updates during prolonged major outages.**

Simply fill out the form on the back of your bill and mail it with your payment, or call member services at **800-842-7708**. You also can update your information by logging into your online account at [bluebonnet.coop](http://bluebonnet.coop) or via our free mobile app, under the Preferences tab.

**Q:** *I know I can pay my bill by mail, but are there other payment options?*

**A:** Yes, you have seven ways to pay your bill.

**1. Mail your payment** and bill stub using the envelope that arrives in the mail with your printed bill. Worried that your payment may be delayed in the mail? Sign up for paperless billing by logging in at [bluebonnet.coop](http://bluebonnet.coop) or the mobile app, and clicking on the Preferences tab.

**2. Pay online** by credit card or check, free of charge. Don't have an online account? At [bluebonnet.coop](http://bluebonnet.coop), click on Register at the top of any page. On the app, click on Register Now on the main login screen. You'll need a valid email address and account information from a recent electric bill.

**3. Sign up for recurring payments** and your payment is automatically drafted from your bank account or charged to a debit or credit card. You'll always get an email telling you the amount of your bill and when it will be paid. You'll need to have a Bluebonnet online account. Get more information at [bluebonnet.coop/recurring-payment](http://bluebonnet.coop/recurring-payment).

**4. Pay via our mobile app.** Don't have it yet? Search for "Bluebonnet Electric" in the App Store or Google Play and download it for free.

**5. Pay by phone.** Call 800-842-7708 to pay your bill through our automated system at any time, or speak with a member service representative from 7:30 a.m. to 5:30 p.m., Monday through Friday.

**6. Pay in person** Monday through Friday at one of our member service centers in Bastrop, Brenham, Giddings, Lockhart or Manor, via our drive-through from 7 a.m. to 5:30 p.m. or in the lobby from 8 a.m. to 5 p.m.

**7. Drop off a payment** after business hours in a drop-off box at a member service center.

**Q:** *Every May I see a line item on my bill for "capital credits." What is this?*

**A:** Members of Bluebonnet, like you, are owners of the cooperative. Each year the co-op shares with members its excess revenue — money it collects above what is required to run the business. The amount you receive depends on multiple factors, including how much electricity you used in previous years and how long you have been a Bluebonnet member.

Your bill covers the various costs of supplying safe, reliable electricity to your home. If you have questions, call **800-842-7708** or email [memberservices@bluebonnet.coop](mailto:memberservices@bluebonnet.coop).