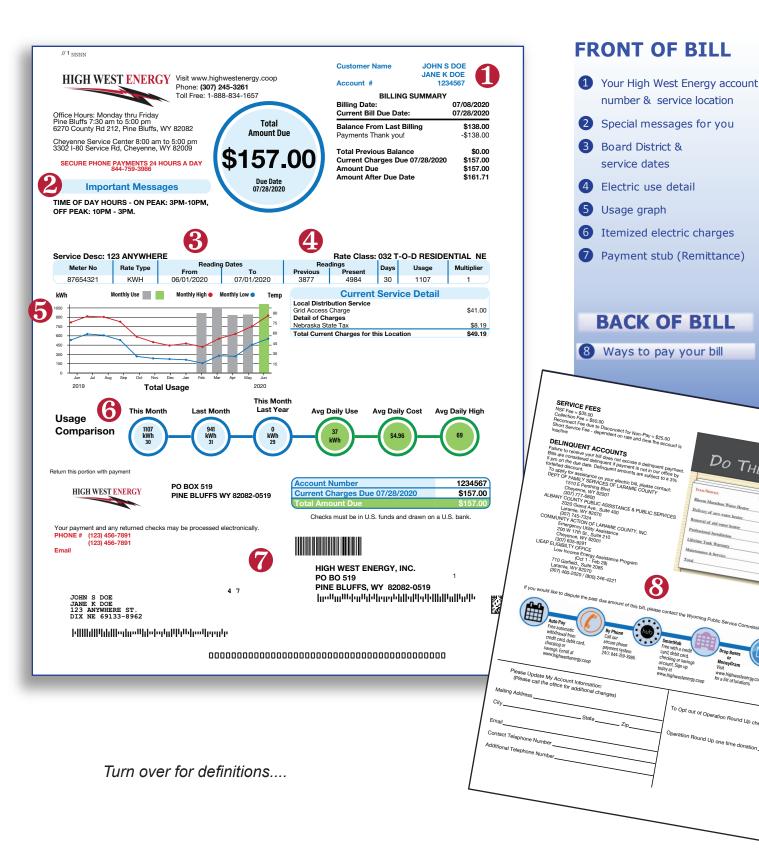# Understanding Your Bill

Beginning this month, High West Energy will begin using a new bill format. We have worked diligently to upgrade our system and this redesigned bill is the result of our desire to provide our members with the most information possible.

FRONT OF BILL

1. Your High West Energy account number & service location
2. Special messages for you
3. Board District & service dates
4. Electric use detail
5. Usage graph
6. Itemized electric charges
7. Payment stub (Remittance)

BACK OF BILL

8. Ways to pay your bill

Bill (sample)

// 1 NNNN

HIGH WEST ENERGY
Visit www.highwestenergy.coop
Phone: **(307) 245-3261**
Toll Free: 1-888-834-1657

Office Hours: Monday thru Friday
Pine Bluffs 7:30 am to 5:00 pm
6270 County Rd 212, Pine Bluffs, WY 82082

Cheyenne Service Center 8:00 am to 5:00 pm
3302 I-80 Service Rd, Cheyenne, WY 82009

SECURE PHONE PAYMENTS 24 HOURS A DAY
844-759-3986

② **Important Messages**

TIME OF DAY HOURS - ON PEAK: 3PM-10PM, OFF PEAK: 10PM - 3PM.

Total Amount Due
$157.00
Due Date
07/28/2020

① Customer Name **JOHN S DOE JANE K DOE**
Account # **1234567**

BILLING SUMMARY

Billing Date:	07/08/2020
Current Bill Due Date:	07/28/2020
Balance From Last Billing	$138.00
Payments Thank you!	-$138.00
Total Previous Balance	$0.00
Current Charges Due 07/28/2020	$157.00
Amount Due	$157.00
Amount After Due Date	$161.71

③ **Service Desc: 123 ANYWHERE**   ④ **Rate Class: 032 T-O-D RESIDENTIAL NE**

Meter No	Rate Type	Reading Dates From	To	Readings Previous	Present	Days	Usage	Multiplier
87654321	KWH	06/01/2020	07/01/2020	3877	4984	30	1107	1

⑤ kWh Monthly Use Monthly High Monthly Low Temp

Total Usage

Current Service Detail

Local Distribution Service	
Grid Access Charge	$41.00
Detail of Charges	
Nebraska State Tax	$8.19
Total Current Charges for this Location	$49.19

⑥ **Usage Comparison**

This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg Daily High
1107 kWh 30	941 kWh 31	0 kWh 29	37 kWh	$4.96	69

Return this portion with payment

HIGH WEST ENERGY

PO BOX 519
PINE BLUFFS WY 82082-0519

Your payment and any returned checks may be processed electronically.
PHONE # (123) 456-7891
         (123) 456-7891
Email

Account Number	1234567
Current Charges Due 07/28/2020	$157.00
Total Amount Due	$157.00

Checks must be in U.S. funds and drawn on a U.S. bank.

⑦ **HIGH WEST ENERGY, INC.**
PO BO 519
PINE BLUFFS, WY 82082-0519

4 7

JOHN S DOE
JANE K DOE
123 ANYWHERE ST.
DIX NE 69133-8962

Back of bill (sample)

SERVICE FEES
NSF Fee = $35.00
Collection Fee = $50.00
Reconnect Fee due to Disconnect for Non-Pay = $25.00
Short Service Fee - dependent on rate and time the account is inactive

DELINQUENT ACCOUNTS
Failure to receive your bill does not excuse a delinquent payment. Bills are considered delinquent if payment is not in our office by 5 pm on the due date. Delinquent amounts are subject to a 3% forfeited discount.
To apply for assistance on your electric bill, please contact:
DEPT OF FAMILY SERVICES OF LARAMIE COUNTY
1510 E Pershing Blvd
Cheyenne, WY 82001
(307) 777-6800
ALBANY COUNTY PUBLIC ASSISTANCE & PUBLIC SERVICES
2020 Grand Ave., Suite 400
Laramie, WY 82070
(307) 745-7324
COMMUNITY ACTION OF LARAMIE COUNTY, INC
Emergency Utility Assistance
200 W 17th St., Suite 210
Cheyenne, WY 82001
(307) 635-9291
LIEAP ELIGIBILTY OFFICE
Low Income Energy Assistance Program
(Oct 1 - Feb 28)
710 Garfield, Suite 2085
Laramie, WY 82070
(307) 460-2020 / (800) 246-4221

DO THE MATH

ITEM/SERVICE	HIGH WEST ENERGY	MEMBER PIPE
Rheem Marathon Water Heater		
Delivery of new water heater		$0
Removal of old water heater		$0
Professional Installation		$0
Lifetime Tank Warranty		$0
Maintenance & Service		$0
Total		$0 (Seriously!)

⑧ If you would like to dispute the past due amount of this bill, please contact the Wyoming Public Service Commission @ (307) 777-7427.

Auto Pay Free automatic withdrawal from credit card, debit card, checking or savings. Enroll at www.highwestenergy.coop

By Phone Call our secure phone payment system 24/7. 844-759-3986.

SmartHub Free with a credit card, debit card, checking or savings account. Sign up today at

Drop Boxes or MoneyGram Visit www.highwestenergy.coop for a list of locations.

Mail check or money order to: High West Energy P.O. Box 519 Pine Bluffs, WY 82082

Please Update My Account Information:
(Please call the office for additional changes)
Mailing Address _____
City _____ State _____ Zip _____
Email _____
Contact Telephone Number _____
Additional Telephone Number _____

To Opt out of Operation Round Up check here _____
Operation Round Up one time donation _____

Turn over for definitions....

Definitions to help you understand your electric bill:

Peak Capacity Charge – Measured in kilowatts (KW) this is the peak amount of current running through your electric meter in a one-month period.

Power Generation Service and Energy Production Charge – The wholesale cost that High West pays for electricity to the organization that generates power.

Transmission Service and Delivery Charge – The cost required to transport power from the site of generation to High West's infrastructure.

Local Distribution Service, Delivery Charge and Grid Access Charge* - The cost to bring power through High West's infrastructure to your home, farm or business.

*Grid Access Charge- A monthly charge that offsets some of our fixed service and maintenance costs and exists regardless of usage. Based on the size and type of service.

Kilowatt-Hour (KWH) – One kWh is the energy needed to power ten 100-watt light bulbs for one hour, or one 100-watt light bulbs for ten hours.

Multiplier – Converts units measure by a meter to account billing usage.

Operation Round-Up - An optional High West Energy program where electric bills can be "rounded-up" to the next dollar. The money is used to help our members and community through difficult or tragic times.

Contract Minimum – A charge derived from the construction of the service which allows the construction costs to be paid over a five-year time frame. The minimum includes any usage and the grid access charge, and the account may be billed a contract minimum in order to reach the contract amount.

Time-of-Day – A rate that bills the member on peak and off-peak usage based on the time of day the energy is used.

SmartHub – The ebill site that allows a member to register and view account information and pay their bill.