How to read your electric bill

Questions?
For immediate assistance, call us during our office hours or send an email to butler@butlerrec.coop. Our after-hours answering service handles only outage and emergency calls.
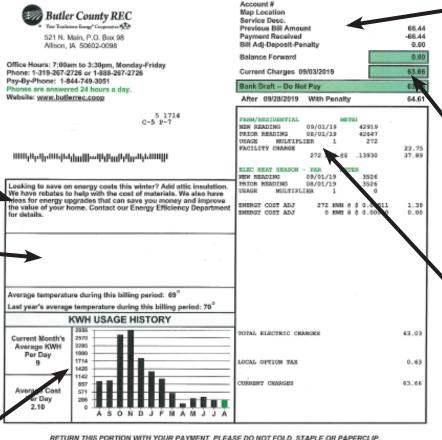
Message Box
Important co-op news and announcements are printed here.
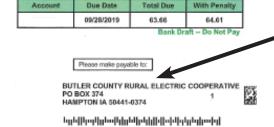
Past Due Account Notice
If your account is past due, a statement (printed in green) will appear in this box giving the balance and the date we must receive your payment to avoid disconnection. **THIS IS THE ONLY NOTICE YOU WILL RECEIVE.** We do not send separate delinquent notices to customers with past due balances.

Power Usage
Information about your electrical usage and cost, with a 13-month usage graph, is shown here.

Payment History
This part shows last month's bill amount; payment received; and any bill adjustments, penalties or balance forward. If this information does not match your records, please contact us.

Amount Due
The total amount due is shown in this green box. Your bill is due upon receipt. If not paid by the "Past Due After" date — 28th of the month — a penalty will be added to this amount.

Charges and Fees
A detailed list of the energy used and service charges for your current billing period are given here. The new and prior meter readings, including your kilowatt hour (kWh) usage and rates, are also shown. This example may not be the rate that you are billed.

Payment Options
We offer a wide variety of bill payment services:
- Automatic bank draft or credit card
- Budget billing
- Check or credit card payments with Pay-by-Phone
- Dropbox on building
- Mail or hand delivery
- SmartHub

Information about co-op services and programs is on the back page of your electric bill.