



**Butler County REC**

Your Touchstone Energy® Cooperative 



## Billing Services Offered at Butler County REC

Bills are calculated on the previous month's usage, printed and mailed out by the 8th of each month. Payments are due on the 28th of the month.

Overdue bills are charged a penalty of 1.5 percent of the amount due. Delinquent balances must be paid within 12 days after the billing date to avoid disconnection and additional costs (such as bill collection and reconnection fees).

### Payment OPTIONS designed to save you time and money

- 1. Set up SmartHub on our website (My Account - Online Bill Pay) to set up:**
  - a. Automatic Bill Payments** – You'll need a checking or savings account and SmartHub does the rest. Members receive their bills each month or can choose to receive e-mail notifications when bills are viewable online.
  - b. Credit or Debit Card Payments**
  - c. Paperless Billing**
  - d. Scheduled Payments**
- 2. Automatic Bank Draft Payments** With this service, all you need is a checking or savings account, and we do the rest. You still receive a bill each month, but your payment is automatically withdrawn from your bank account on the 28th of every month or the next banking day if the 28th is a bank holiday or weekend. Automatic bank draft payment is offered at no extra charge for members.
- 3. Budget Billing** Wouldn't it be nice to know exactly how much your bills were going to be every month? At Butler County REC we can help. When you sign up for our budget billing, we base your bill on the past 12 months' usage. Budget-billing accounts are reviewed in January and July. Participants are notified at those times if adjustments are needed. We do require at least 12 months of billing history with us to participate.
- 4. Night Depository Payments** Place your payment in our night depository box located on the south end of the office in Allison. To avoid confusion, include the bottom portion of the bill with your payment and use the return envelope provided.
- 5. Pay-by-Mail** Payments can be mailed to our payment center in Hampton: Butler County REC, PO Box 374, Hampton, IA, 50441. Be sure to return the bottom portion of the bill with your payment and use the return envelope provided. Allow four to five working days for delivery.
- 6. Pay-by-Phone** Call our toll-free, 24-hour, secure payment line at 855.918.3803. You will need either the primary phone number listed on your Butler County REC account or your Butler County REC account number to sign up. In addition, you will need the last four digits of the Social Security number listed on your Butler County REC account.
- 7. Pay-in-Person** Payments are accepted at our office located at 521 N. Main, Allison, from 7:00 a.m. to 3:30 p.m., Monday – Friday.

WEBSITE: [butlerrec.coop](http://butlerrec.coop) • E-MAIL: [butler@butlerrec.coop](mailto:butler@butlerrec.coop)



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Follow us on Instagram at [instagram.com/butlercountyrec.com](https://instagram.com/butlercountyrec.com)

**smart choices** 

Sign up for our e-newsletter at [butlerrec.coop](http://butlerrec.coop)

# How to read your electric bill

**Message Box**  
Important co-op news and announcements are printed here.



**Important Messages**

Your new bill print is here! Be sure to check out your bill insert, which includes instructions on how to read your new bill.

**Past Due Account Notice**  
If your account is past due, a statement (printed in red) 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 members with past due balances.

**Meter Information**  
Your meter number and reading and demand information.

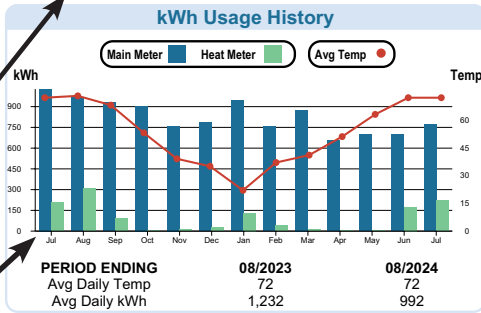
**Power Usage**  
Information about your monthly usage, along with the monthly average temperature. You can also compare your usage for the last 13 months.

**Payment Options**  
We offer a wide variety of bill payment services:

- Automatic bank draft or credit/debit card
- Night deposit
- Pay-by-mail
- Pay-by-Phone
- Pay-in-person
- SmartHub

Service Address: 123 ANY ROAD

Description	Meter No.	Reading Dates From	To	Days	Previous Readings	Present	Mult	kWh Usage	On-Peak kW	Max-Peak kW
1 PHASE	999999991	07/01/2024	08/01/2024	31	19261	20253	1	771	1.004	0.000
MAX DEMAND	999999991	07/01/2024	08/01/2024	31	0	0	1	0	0.000	7.424
ELEC HEAT - SUB	999999992	07/01/2024	08/01/2024	31	1076	1297	1	221	0.872	0.000
MAX DMD EH - SUB	999999992	07/01/2024	08/01/2024	31	0	0	1	0	0.000	1.544



**Current Service Detail**

Meter Number 999999991		
Facility Charge	771 kWh @ 0.1379	\$47.50
Energy Charge	771 kWh @ -0.00177	-\$1.36
Meter Number 999999992		
Energy Charge	221 kWh @ 0.1000	\$22.10
Energy Cost Adj	221 kWh @ 0.0000	\$0.00
County Tax	\$174.56 @ 1.0000%	\$1.74
<b>Total Current Charges</b>		<b>\$176.30</b>

**Total Due**  
**\$176.30**  
Due Date: 08/28/2024

Office Hours: 7:00 am to 3:30 pm, Monday - Friday  
Visit us online at [www.butlerrec.coop](http://www.butlerrec.coop)  
Phone: (319) 267-2726 or (888) 267-2726  
Pay-By-Phone: (855) 918-3803 24/7

Member Name	JOHN DOE
Account #	99999999
Billing Date:	08/06/2024
Current Bill Due Date:	08/28/2024
Previous Balance	\$161.62
Payment Received	-\$161.62
Balance Forward	\$0.00
Current Charges	\$176.30
<b>Total Amount Due</b>	<b>\$176.30</b>

**Questions?**  
For immediate assistance, call us during our office hours or send an e-mail to [butler@butlerrec.coop](mailto:butler@butlerrec.coop). Our after-hours answering service handles only outage and emergency calls.

**Payment History**  
This 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.

**Charges and Fees**  
A detailed list of your kilowatt-hour (kWh) usage and rates, along with service charges, for your current billing period are provided here. This example may not be the rate that you are billed.

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



**PAY YOUR BILL 24/7**  
ONLINE: Check or credit/debit card at [butlerrec.coop](http://butlerrec.coop) or download the mobile app.  
PHONE: (855) 918-3803



JOHN DOE  
123 ANY ROAD  
ALLISON IA 50602



Account Number 99999999  
**Total Due 08/28/2024 \$176.30**

BUTLER COUNTY RURAL ELECTRIC COOPERATIVE  
PO BOX 374  
HAMPTON IA 50441-0374



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