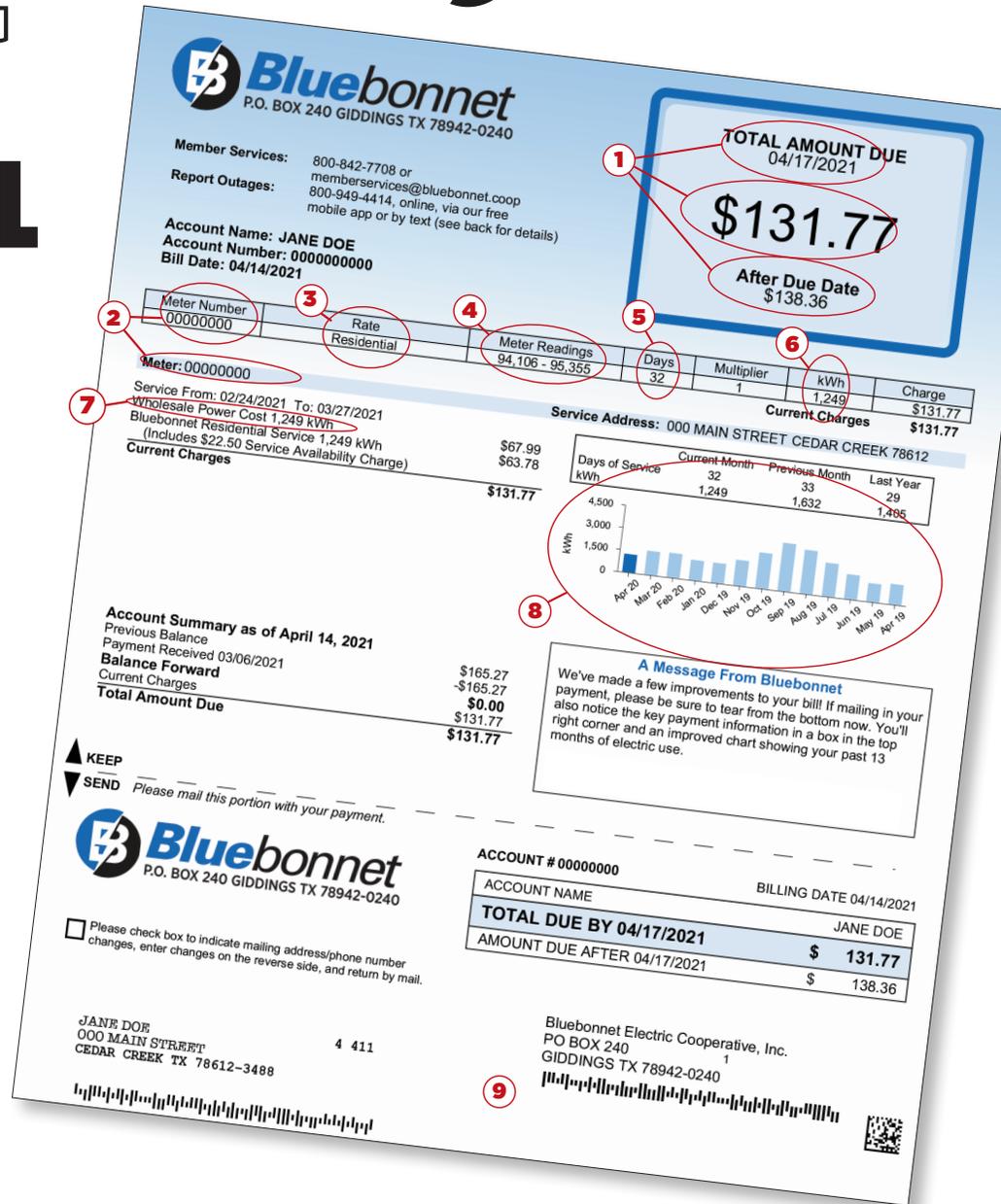


# UNDERSTANDING YOUR RESIDENTIAL BILL

Here are some explanations for the terms, abbreviations and numbers you see on your residential bill.



**Bluebonnet**  
P.O. BOX 240 GIDDINGS TX 78942-0240

Member Services: 800-842-7708 or memberservices@bluebonnet.coop  
Report Outages: 800-949-4414, online, via our free mobile app or by text (see back for details)

Account Name: JANE DOE  
Account Number: 0000000000  
Bill Date: 04/14/2021

**1** **TOTAL AMOUNT DUE**  
04/17/2021  
**\$131.77**  
After Due Date \$138.36

**2** Meter Number: 00000000  
**3** Rate: Residential  
**4** Meter Readings: 94,106 - 95,355  
**5** Days: 32  
**6** kWh: 1,249  
Multiplier: 1  
Current Charges: \$131.77

**7** Service From: 02/24/2021 To: 03/27/2021  
Wholesale Power Cost 1,249 kWh  
Bluebonnet Residential Service 1,249 kWh  
(Includes \$22.50 Service Availability Charge)  
Current Charges: \$67.99  
Wholesale Power Cost: \$63.78  
Total: \$131.77

Service Address: 000 MAIN STREET CEDAR CREEK 78612

**8** Days of Service: Current Month 32, Previous Month 33, Last Year 29  
kWh: Current Month 1,249, Previous Month 1,632, Last Year 1,486

Account Summary as of April 14, 2021  
Previous Balance: \$165.27  
Payment Received 03/06/2021: -\$165.27  
Balance Forward: \$0.00  
Current Charges: \$131.77  
Total Amount Due: \$131.77

**9** **A Message From Bluebonnet**  
We've made a few improvements to your bill! If mailing in your payment, please be sure to tear from the bottom now. You'll also notice the key payment information in a box in the top months of electric use.

KEEP  
SEND Please mail this portion with your payment.

**Bluebonnet**  
P.O. BOX 240 GIDDINGS TX 78942-0240

ACCOUNT # 00000000  
ACCOUNT NAME: JANE DOE  
BILLING DATE 04/14/2021  
**TOTAL DUE BY 04/17/2021** \$ 131.77  
AMOUNT DUE AFTER 04/17/2021 \$ 138.36

JANE DOE  
000 MAIN STREET  
CEDAR CREEK TX 78612-3488 4 411

Bluebonnet Electric Cooperative, Inc.  
PO BOX 240  
GIDDINGS TX 78942-0240

## 1 Total Amount Due

The box at the top highlights the information you want most — the total amount due, due date and total due after the due date. Information is also on the pay stub at the bottom of the bill.

## 2 Meter Number

— Number assigned by Bluebonnet to each meter on your account. A member may have more than one meter on their account.

## 3 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.

## 4 Meter Readings

— The numbers on your meter that show how many kilowatt-hours (kWh) you used during this billing cycle and determine how much you will be billed.

## 5 Days

— The number of days in this billing period.

## 6 Kilowatt-hours

— 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.

## 7 Wholesale Power Cost

— What Bluebonnet pays for power generated at a plant. The majority of our wholesale power, more than 86 percent, comes from the Lower Colorado River Authority. The remainder comes from other energy providers.

## 8 13-Month Rolling Usage

— Your electric use in kWh for the past 13 months.

## 9 Pay stub

If paying by mail, include the bottom portion of your bill.

**Capital Credits** — Once a year, most members will receive Capital Credits, generally on the May bill. 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 are a great benefit of co-op membership!

# BLUEBONNET BILL Q&A

## 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?

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 may call with important information about your account or contact you when we need access to your property. To update your phone number on file, you can fill out the form on the back of your bill and mail it with your payment. Create an online account at [bluebonnet.coop](http://bluebonnet.coop) and you can update your information. Go to "Notifications," then "Manage Contacts." On our mobile app, go to "More," "Settings," then "Contact Methods." You can also call member services at 800-842-7708.

## What are my options for paying my bill?

Here are seven ways to pay your bill:

**1.** Pay online by credit card or check. Don't have an online account? At [bluebonnet.coop](http://bluebonnet.coop), click on Register at

the top of any page. On the mobile app's launch screen, click on "Don't have an online account? Register now." You'll need your account number.

**2.** Sign up for Auto Pay, 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/autopay](http://bluebonnet.coop/autopay).

**3.** 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.

**4.** Pay by phone. Call 800-842-7708, option 2, to pay your bill through our automated system at any time, or speak with a member service representative from 8 a.m. to 5 p.m., Monday through Friday.

**5.** 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! Log in to your online account at [bluebonnet.coop](http://bluebonnet.coop), and go to "My Profile." On the app, go to "More," then "Settings."

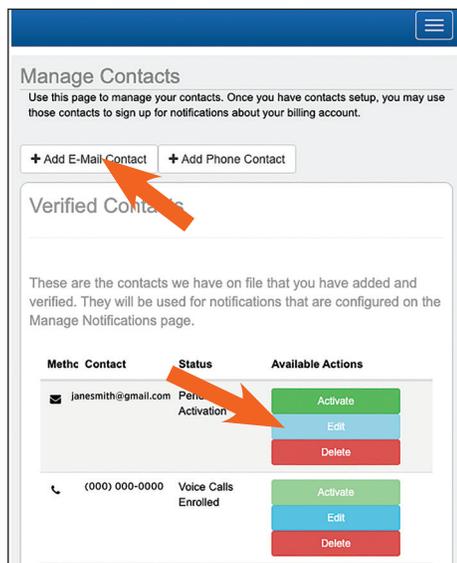
**6.** Pay in person at one of our member service centers in Bastrop, Brenham, Giddings, Lockhart or Manor. They are open from 8 a.m. to 5 p.m., Monday through Friday.

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

## Have another question?

Email [memberservices@bluebonnet.coop](mailto:memberservices@bluebonnet.coop) or call 800-842-7708.

### ONLINE



### MOBILE APP

