How To Read Your Monthly MVEA Bill

Mountain View Electric Association, Inc’s monthly electric bill was designed to put the power of account management in the palm of your hand—allowing you to become an expert on your energy use.

Not only does your monthly bill report how much energy you use, but it shows you the average daily cost, how outside temperature affects your energy use, and how your current energy consumption compares to the year before.

1. **Important Account Information**: Includes the name, or names, on the electric account; bill date; account number; member number; meter number.

2. **Monthly Message Centers**: Three areas on the bill provide timely information about MVEA’s programs and upcoming member events.

3. **Monthly Energy Use**: This graph charts your monthly energy use and temperature highs and lows over 13 months, so you can see how weather impacts the energy that you use.

4. **Daily Average Energy Use**: This area provides a breakdown of your monthly energy use, providing your average use per day, both in kilowatt-hours (kWh) and in daily cost.

5. **Monthly Energy Use Comparison**: Have you upgraded your appliances, or made the switch to LED lighting? Take a look at your energy use compared to last month, as well as the same month last year.

6. **Payment Stub**: This portion of the payment stub includes your account number, total due, and payment date. It also includes the “payment only” address for MVEA. Please detach the bottom of your monthly statement and include with your monthly payment to be mailed to this address.

7. **Member Information**: The name, or names, on the electric account and the mailing address for the electric bill. The mailing address may appear differently than the service address for billing purposes.

This is an example of a basic MVEA residential electric bill. Other bill types will look different. Some members may have account credits for going paperless or bank account auto-pay, charges for opt-in programs, or fees based on the town and county they reside in. If you have questions about your bill, please contact MVEA at (800) 388-9881.
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8. **Account Information, Left Side:** This portion of your bill provides details about your account with MVEA, including: your account number; billing period, date, and cycle; actual service address; account rate type; meter number; your present and previous meter readings; a multiplier for some accounts (a ratio used to calculate the bill based on your meter); and kWh’s used during the current billing period. There are three special messages members may receive.

- **December & January:** Members who contribute to Operation Round Up® receive a line item of their total yearly tax deductible contribution. “Annual Operation Round Up Fund Contributions: $.__.____.”
- **June:** Members who participate in budget billing receive their annual budget bill amount. “Effective July 20__ Your Budget Bill Amount Will Be $.__.____.”
- **November:** Members receiving a capital credits allocation receive a line item of their allocation for the year prior. “Your 20__ Capital Credits Allocation Is $.__.____.”

9. **Account Information, Right Side:** This section outlines the breakout of a typical residential monthly electric bill. Your bill includes, but may not be limited to, these items:

- **Previous Balance & Payments Applied:** a re-cap of your total bill from the previous month and payments received by MVEA.
- **Balance Forward:** If your bill was not paid in full, or was paid after the due date, a balance forward will be reflected on your bill.
- **Energy Charge:** This is the kWh use for the current billing cycle multiplied by the per kWh rate.

10. **Other Ways to Pay Your Bill:** This section highlights some of the convenient ways you can pay your bill 24/7/365. In addition to three office locations, online billing, and account management—MVEA has over a dozen drop box locations. Visit www.mvea.coop/payment-options for a list of locations and options.