

Important updates to your bill

Hancock-Wood Electric has recently changed to a time-of-day rate and, with that change, we had to update our bills. Please see the new bill sample with explanation below. Another item the co-op has been working to update is the “meter read” date.

Starting in November, if you previously had your meter read on the sixth, 12th, or 18th of the month, your meter will be read on the first of the month. The meter read dates are listed on your bill. The change in meter read dates helps to make our billing cycles more consistent with one another. Members who are impacted will also receive a letter and/or email in October.

Members can expect to receive additional information in the future if their read date is changing. If you have any questions about your meter read date or the changes to the bill, please feel free to call our office at 800-445-4840.

A – Your account number, statement number, service location district number, billing date and board district.

B – This indicates your meter number and rate classification.

C – Your 13-month usage history to help you better watch trends and electric consumption.

D – Your meter reading section:

- Type of Service: Listed as “Electric Service;” however, on security light-only accounts this column will be blank.
- Read Dates: The beginning and end dates for the billing period.
- Days: The total number of days in this current reading cycle.
- Reads: The previous and current meter dial readings.
- Metered Usage: The amount of electricity you consumed during this reading cycle, measured in kWh (kilowatt-hours).
- Unit of Measure: Measured in kWh (kilowatt-hours).
- Multiplier: In most homes the meter multiplier is 1. Monthly electricity use may be more than the meter can register on some accounts, so there could be a “multiplier” labeled on the front, which is usually 40, 80, or more. You then multiply the kWh metered usage by the multiplier to get the total billed usage.
- Billed Usage: The amount of electricity you are being billed for during this reading cycle.

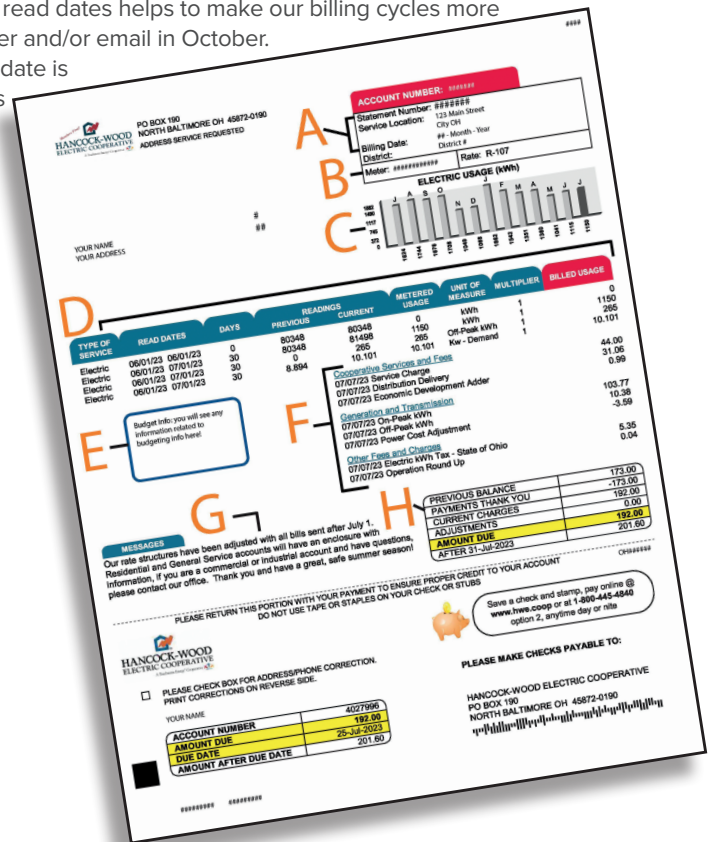
E – Budget message: If you are on budget billing, this message (with your current information) appears on your bill each month.

F – Your charge details / breakdown of charges:

- Cooperative Services and Fees – This component allows us to generate sufficient revenue to cover our fixed costs. Fixed costs are those that we incur annually no matter what, such as interest and principal on long-term debt, insurance, employee wages and benefits, equipment, trucks, tools, and rebuilding of the distribution system, to name a few.
- Generation & Transmission Charge – This is Buckeye Power’s wholesale cost that Hancock-Wood incurs each month and is the amount you pay for wholesale power, which includes generation, transmission, and environmental costs. On-peak and off-peak kWh information can be found here.
- Other Fees and Charges – This includes the required State of Ohio kWh tax and can also include security lights, load control credits, etc., and Operation Round Up, if you’ve chosen to participate. (Your bill is automatically rounded up to the next highest dollar, and that amount is then deposited into a separate account. These funds are used as charitable contributions to qualifying community groups and individuals in our area needing assistance).

G – Messages: We share important messages here, so be sure to read this area each month.

H – Account Summary



Read date	Bill date	Due date
1st	5th	25th
6th	10th	30th
12th	20th	10th
18th	25th	15th

New billing*		
Read date	Bill date	Due date
1st	5th	25th
1st	9th	29th
1st	9th	29th
1st	12th	2nd

* Billing dates may fluctuate because of weekends and holidays.