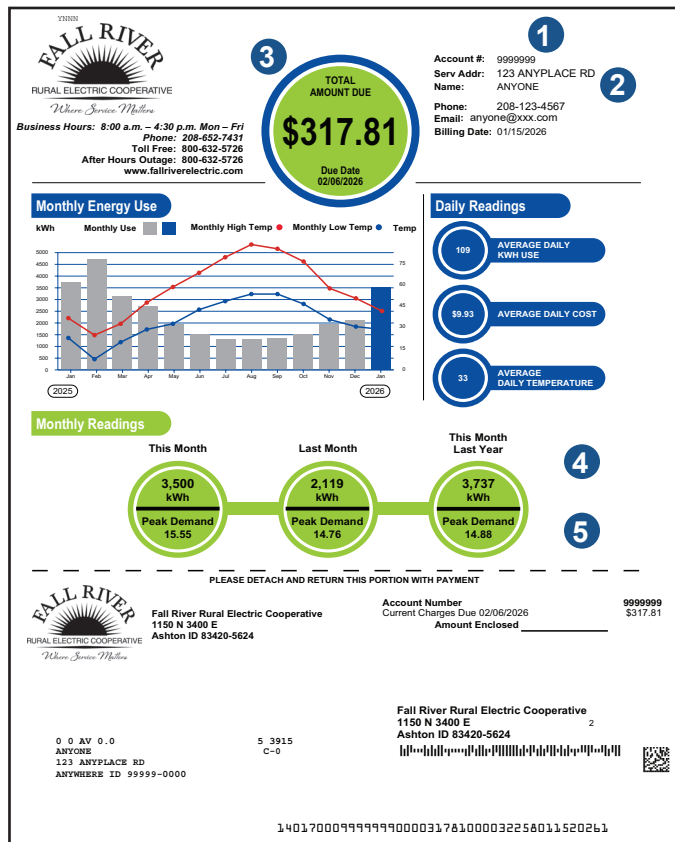


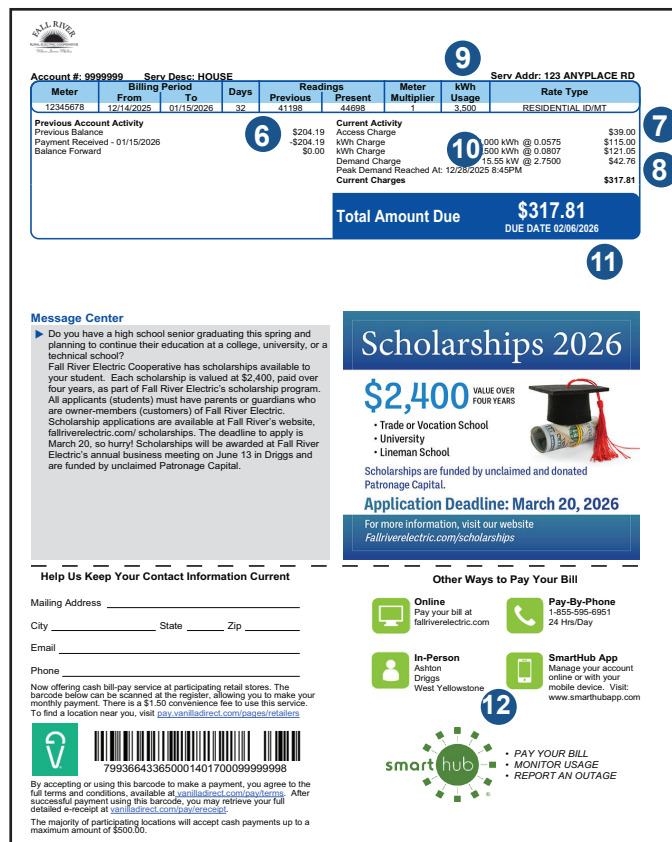
How to Read Your New Billing Statement

Your billing statement has a new look! The new layout is designed to provide you additional, easy to understand information.

Front side of bill



Back side of bill



- 1- Account Number:** This is unique to your location and meter. Please have this number ready when you call us with billing questions.
- 2- Service Address:** Here is the physical address for the location of your electric service with street name and number as it is shown on our system. If this information is incorrect, please notify us immediately.
- 3- Amount & Date Due:** This shows the current amount due on your account and the due date.
- 4- KWH Amount & Comparison:** This shows the amount of kilowatt hours you used this month, last month, and same month last year.
- 5- Demand:** This shows your peak demand this month, last month, and the same month a year ago. This amount represents the largest amount of power a residence or business uses at any one point in time within the billing period.
- 6- Previous Balance:** If you have not paid your previous balance, this is the amount due from our prior billing.
- 7- Access Fee:** The Access Fee is charged each month. The fee covers a portion of the fixed costs Fall River Electric incurs to build and maintain the system that carries electricity to your home or business. The costs include transmission lines, substations, power line improvements, maintenance and repair, billing, accounting, the payment of loans and other member services.
- 8- Demand Billed:** This is the total amount billed for demand for this billing period, the kW's used, and the cost per kW.
- 9- KWH:** This indicates the total number of kilowatt hours you used during this billing period.
- 10- Kilowatts:** Here are the number of kilowatt hours used for each level of usage and the cost per kWh.
- 11- Total Due:** This shows the total amount due and the due date which should be the same as on the front of your statement.
- 12- Payment Options:** Here is a list of several options as to how to pay your bill.

Please call 800-632-5726 if you have questions about your bill.