

Understanding your Guernsey-Muskingum electric bill

Guernsey-Muskingum Electric Cooperative is redesigning its electric bills to make them even **easier for members to read and understand**. This flyer breaks down the various parts of GMEC's newly designed electric bills.

Members' **total amount due** and **due date** are located conveniently at the top of their monthly bill so they are easy to find.

GMEC posts important messages at the top of members' bills, including office closures, rate increases, co-op events and programs, and more.

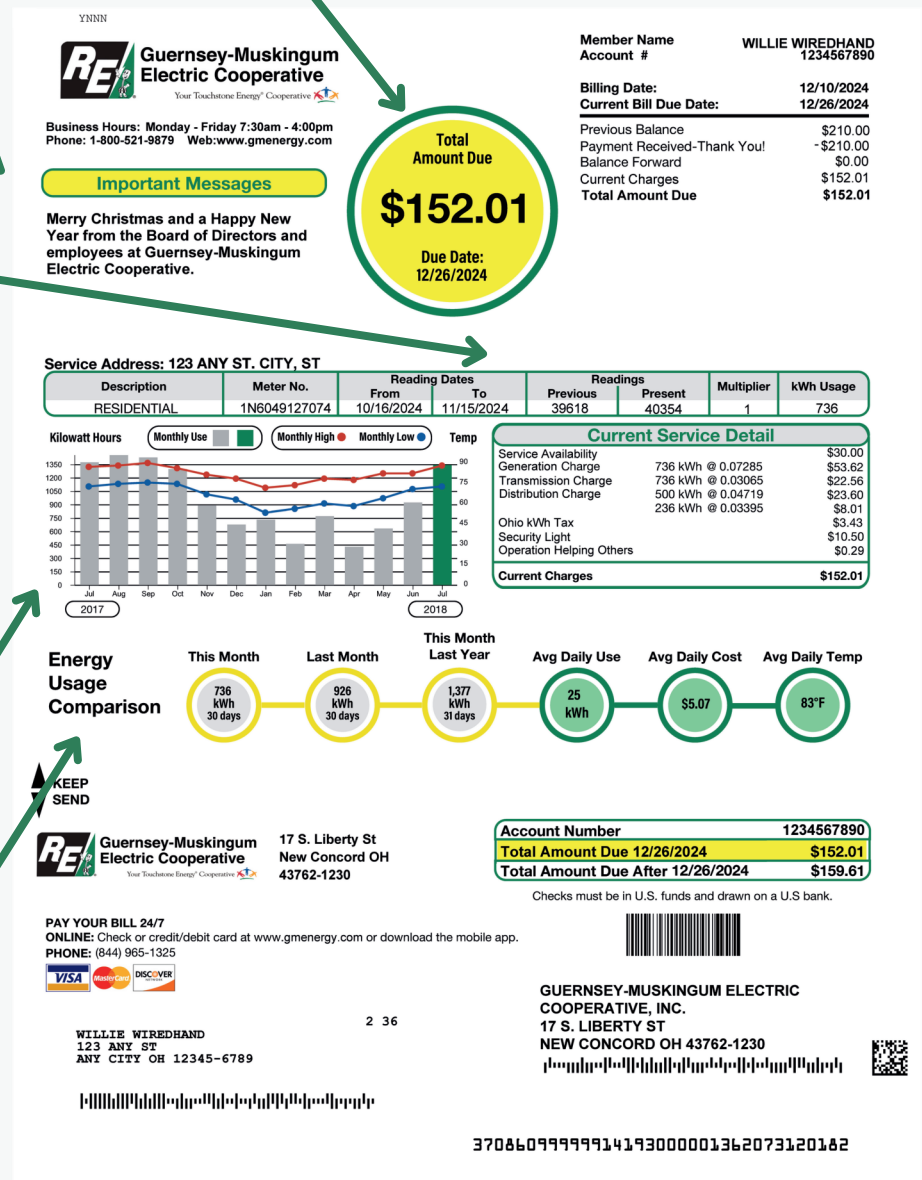
The Current Service Detail section **breaks down members' bills by charge**.

Here, members can easily find their meter number, confirm their service address, view billing periods, and review past and current meter readings and kWh usage.

Before we explore the next few charts, let's define what a kilowatt hour (kWh) is. A kWh is a unit of measurement that indicates the amount of electricity consumed over a one-hour period. One kWh is equal to the amount of energy used by a 1,000-watt appliance running for one hour.

If you're curious about the cost of your bill, there are several ways to **learn about your usage and how it compares to past months**. For example, this chart displays your last year of usage, broken down by month.

The next chart offers a side-by-side visual of your usage compared to last month and this time last year. Here, members can **compare kWh readings with the average daily temperature**. This chart demonstrates how the temperature impacts your daily usage.



This is a sample bill with sample rates. Rates are subject to vary by members' individual accounts.

The back of your GMEC electric bill

On this page, we'll review the various charges included in the Current Service Detail Section, learn how to report an outage, the many ways to pay your bill, and how to update your contact information.

- The **service availability** charge goes toward operating the co-op in every capacity, including member service, power outage restoration, system maintenance, and more.
- The **generation & transmission charges** are determined by Buckeye Power, which owns and operates the power generation facilities that produce the electricity delivered to your homes and the homes of all electric cooperative members in Ohio.
- The **distribution charge** includes the cost to maintain electric poles, power lines, and deliver electricity to your homes and businesses.

In the event of an outage, there are three simple ways members can report their service disruption to the co-op.

GMEC offers members **several convenient ways to pay their bills**, including:

- Online at gmenergy.com
- With SmartHub, our online account management system
- Enrolling in automatic bill payments or online bill payments
- Calling our automated pay-by-phone system at 844-965-1325
- Removing the payment stub at the bottom of your bill and mailing or delivering it to our office

Explanation of Charges

Service Availability: A fixed fee that covers a portion of the costs for maintaining electric meters, lines, and equipment that connects you to the cooperative's local system.

Generation Charge: The cost to produce electricity at power plants.

Transmission Charge: The cost of moving high-voltage electricity to the substations.

Distribution Charge: A variable based usage charge that covers a portion of the cost for the movement of electricity over the cooperative's substations, wire, transformers, and other equipment to your location.

Demand Charge: Is the maximum flow of power used at any one time at your location, measured in kw.

kWh Tax: A consumption tax charged by the State of Ohio, based upon electric usage.

kWh: A measure of how much energy you are using. If you use a 100-watt light bulb for 10 hours, you use 1 kWh of electricity.

To Report an outage:

- ⚡ Use the SmartHub app
- ⚡ Text OUT to 1-844-965-1325 (must be a SmartHub user)
- ⚡ Call 1-800-521-9879

Avoid paying the \$3.95 bill payment fee!

Enroll in automatic payments

RE Guernsey-Muskingum Electric Cooperative
Your Touchstone Energy® Cooperative



To register for SmartHub:

- ⚡ Use the QR code
- ⚡ Visit www.gmenergy.com



Help Us Keep Your Contact Information Current

☐ Please update my contact information. Please call us for all other service change requests.

Mailing Address _____

City _____ State _____ Zip _____

Email _____

Phone _____

Other Ways to Pay Your Bill



Online
Pay your bill at gmenergy.com. Convenience fee applies.



Pay-By-Phone
1-844-965-1325
24 Hrs/Day. Convenience fee applies.



In-Person
Headquarter Office
17 S. Liberty St.
New Concord, OH 43762



SmartHub App
Manage your account online or with your mobile device. Visit: www.smarthubapp.com



Autopay
Use autopay to have your bill paid directly from your checking or savings account. Sign-up through SmartHub. No fee applies.

After hours deposit box available 24/7 at our office..

Finally, to ensure our members are always informed and receive timely communications from GMEC, it's important we have up-to-date member contact information at all times. Members can easily update their contact information with the co-op by filling out this contact form at the bottom of their monthly bill and returning it to the co-op.

Guernsey-Muskingum Electric Cooperative has and always will remain focused on providing excellent, safe, and reliable service to the more than 17,000 members it serves across Coshocton, Guernsey, Harrison, Licking, Morgan, Muskingum, Noble, Perry, and Tuscarawas counties. Since 1938, our co-op has been owned and operated by you, our members, and remains proud to provide at-cost electricity to you and your neighbors.

Have more billing questions? We're here to help! Give us a call at 1-800-521-9879.



Guernsey-Muskingum Electric Cooperative
Your Touchstone Energy® Cooperative