# Understanding Your Bill

### Customer Service Charge

Customer Service charge is a flat, fixed rate designed to cover NEC's costs for poles, wires, transformers and equipment. It also supports fleet, facility, customer service and administrative functions, such as line maintenance, tree clearing, safety equipment, and general administrative responsibilities.

#### Service Delivery Charge

The Service Delivery Charge varies with the amount of energy NEC delivers over the power lines. If you use less electricity, these charges go down, but if you use more, this portion of your bill goes up.

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#### Power Provider

NEC Members have the right to choose their retail electric providers, resulting in separate billing charges for the delivery and power of members. Most providers have chosen to bill separately for their power supply services.

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#### Current Charges Due

Current amount to be paid based on electric energy (kWh) consumed.

Total Amount Due

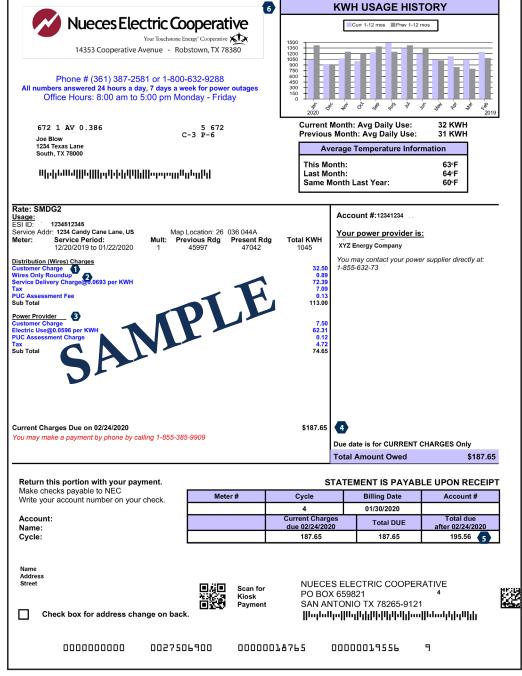
An amount that has passed the date of payment deadline. Failure to pay the Past Due Amount may result in disconnection of service.

## kWh Usage History

This chart on your bill includes your current energy usage history along with your average daily uses for the current and previous month.

#### What is Kilowatt-Hour (kWh)?

The kilowatt-hour is the basic measurement used to calculate your bill. Any electronic device has a certain amount of electricity it needs to function, also known as its wattage. For example, the average ceiling fan is 50 watts. If you use that ceiling fan for 20 hours in one month, your ceiling fan will have consumed one kilowatt-hour.



You pay your electric bill every month, but what does it mean?