

REGULAR OFFICE HOURS
WEEKDAYS 8:00 AM- 5:00 PM
CLOSED SAT & SUN



**DEEP EAST TEXAS
ELECTRIC COOPERATIVE, INC.**
"Owned by those we serve"

TELEPHONE: (936) 275-2314
OUTAGE: (800) 392-5986 (888) 465-5742
TOLL FREE: (866) 392-2547
EMAIL: POWER@DEEPEAST.COM
WEB: WWW.DEEPEAST.COM

ACCOUNT # 1		ACCOUNT NAME				BILLING ADDRESS				BILL DATE 2
123456789		DOE JOHN								08/01/13
METER 3 NUMBER	SERVICE PERIOD 4		NO 5 DAYS	METER READING 6		LOCATION	7 MULT	8 ESTIMATED	9 KILOWATT USAGE	CHARGES
	FROM	TO		PREVIOUS	PRESENT					
12345	06/19/13	07/20/13	31	14723	16109		1	NO	1386	124.35
10 ENERGY CHARGE										124.35
11 PCA@0.032212										44.65
12 1 MERCURY VAPOR 175 WATT TAXES										8.50
13 TOTAL CURRENT CHARGES										182.86
14 TO REPORT AN OUTAGE OR MAKE A PAYMENT BY CREDIT/DEBIT CARD OR ECHECK CALL 1-800-392-5986 OR 1-888-465-5742.										
15 YOUR ELECTRICITY USE OVER THE LAST 13 MONTHS						PRIOR BALANCE DUE IMMEDIATELY			16 179.28	
						CURRENT BILL DUE 08/20/13			17 182.86	
						TOTAL DUE			18 362.14	
						AFTER 08/20/13 PAY			19 374.62	
						THIS BILL DOES NOT EXTEND THE DUE DATE OF ANY PRIOR BALANCES				
20 TERMINATION NOTICE Accounts with prior balances not paid by the 15th will be subject to immediate disconnection										

KEEP THIS PORTION FOR YOUR RECORDS - RETURN BOTTOM PORTION WITH PAYMENT

TX09640B



DEEP EAST TEXAS ELECTRIC COOPERATIVE, INC.
PO BOX 736
SAN AUGUSTINE, TX 75972-0736
RETURN SERVICE REQUESTED

TELEPHONE #	ACCOUNT #	CYCLE	BILL DATE
555-555-5555	123456789	10	08/01/13
PRIOR BALANCE DUE IMMEDIATELY			179.28
TOTAL DUE			362.14
AFTER 08/20/13 PAY			374.62
TOTAL AMOUNT PAID			

DOE JOHN
PO BOX 736
SAN AUGUSTINE, TX 75972

Deep East Texas Electric Cooperative, Inc.
PO Box 736
San Augustine TX 75972-0736

00118162900400035338000361830801139

Understanding Your Electric Bill

- 1. ACCOUNT #** – This number is used to identify your account. It is important that you provide the account number in question any time you need information on your account or report an outage.
- 2. BILL DATE** – This is the date that your bill was printed.
- 3. METER NUMBER** – This number identifies the meter at the service location for which you are being billed. The meter number is located on the face of the meter.
- 4. SERVICE PERIOD** –The SERVICE FROM date is the date your meter was read for the last billing period. The SERVICE TO date is the date your meter was read for this billing period.
- 5. NO. DAYS** - Indicates the number of days in your billing period. This number may vary slightly from month to month due to the number of days in a month. A billing cycle may be a bit shorter or a bit longer so as not to make your bill due on a weekend or holiday.
- 6. METER READING** – Indicates the kilowatt (kWh) reading from the previous billing period compared to the kWh reading for the present billing period.
- 7. MULT** –Your kWh readings are multiplied by this number to calculate the total kWh usage. Different size electrical services may have different multipliers due to the demand needed.
- 8. ESTIMATED** – DETEC’s meters transmit the meter readings to our office electronically. In the event DETEC fails to receive a meter reading for any reason, the Cooperative may estimate the reading and render a bill accordingly. Any difference between your actual and estimated usage will be corrected in the next normal reading and your bill will be adjusted up or down as necessary.
- 9. KILOWATT USAGE** - Your electricity usage is measured in kilowatt hours (kWh). It is the amount of electricity required to power a 1000-watt device for one hour. For example, a 100-watt light bulb burning for 10 hours would consume 1 kWh of electricity. This is the PRESENT reading minus the PREVIOUS reading to equal total kWh used during the billing period.
- 10. ENERGY CHARGE** – This amount is determined by multiplying your KILOWATT USAGE by your current rate (residential, commercial, etc.). The rate set by DETEC includes the cost of maintaining the service lines and meter at the member’s location and other operational expenses for the cooperative. For more details on your rate, contact Customer Service.
- 11. PCA** – The vast majority of your kWh rate goes directly to the cost of purchasing or producing electric power. However, sometimes the actual cost to purchase power can exceed the portion of the standard rate that is designed to cover this cost. This can be due to market conditions, supply shortages on the grid or increased fuel costs. The Power Cost Adjustment (PCA) is the difference between the actual cost of producing a kWh and the portion of your kWh rate that is dedicated to power cost. The PCA only collects costs associated with purchased or generated power. It does not contain any costs associated with supplying the power to your meter.
- 12. ADDITIONAL CHARGES** – This lines shows any additional charges you are billed for such as the number and type of security lights you have, any state or local taxes, disconnect or reconnect fees, etc. All security lights are billed at a set 80 kWh per light or \$8.50 each monthly. Members are billed for their security light connection whether the light is currently working or not. It is the member’s responsibility to notify Customer Service if the blub needs replacing. A lineman will be dispatched to repair the light at no additional cost to you. All lights will be replaced with a high pressure sodium 100 watt bulb.
- 13. TOTAL CURRENT CHARGES** – This is the total cost for your electricity service and any fees for this billing period.
- 14. MESSAGE AREA** – This area occasionally details any important information regarding Deep East Texas Electric Cooperative such as contact information, office closures, etc.
- 15. HISTORY OF USE** – A quick reference table of your current and past kWh use over the last 13 months to help you identify trends in your usage.
- 16. PRIOR BALANCE** – This total reflects any prior balances that you have unpaid. Prior balances are due immediately to avoid termination of service.
- 17. CURRENT BILL DUE X/X/X** – This is your total due for this billing period. The due date is the date that your payment is due in our office.
- 18. TOTAL DUE** – This is your cumulative total due including the current billing period and any past due balances.
- 19. AFTER X/X/X PAY** – This is the amount owed if your bill becomes delinquent. There is a 5% late fee charged on all kWh usage not paid by the due date.
- 20. MESSAGE AREA** – This area details any messages in regards to your service. Should your bill become delinquent, this area will include a Termination Notice and due date to avoid termination.

Deep East Texas Electric Co-op Customer Service: 936-229-4000 or 1-866-392-2547