

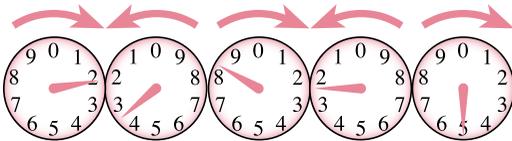
How to Read Your Meter

If your bill is based on an estimated reading, you can read your meter to determine if the estimate is accurate. Please note that any difference between your estimated usage and actual usage is automatically adjusted the next time we read your meter.

To read your electric meter:

Your meter has either four or five dials with pointers. The pointers alternately rotate clockwise and counterclockwise. Each dial represents a single number in the reading.

1. Start with the dial on the right. If the pointer is directly on a number, write down that number. If the pointer is between two numbers, record the lesser of the two numbers. If the pointer is between 9 and 0, 9 should be recorded.
2. Read the next dial. When the pointer appears to point directly at a number, use that number only if the pointer on the dial to the right has passed zero. Otherwise, use the lesser number.
3. Move to the next dial on the left and repeat step 2 until you've read all the dials.



The reading is **23825 kWh**

Important Information Regarding Your Bill

Residential customers who make an overpayment due to a utility billing error are entitled to interest on the amount of the overpayment if it meets the following criteria:

- The overpayment amount is not the result of an estimated bill or a budget billing agreement.
- You have notified the utility in writing about the alleged error and documented the error in sufficient detail.
- Your account has not been credited or you haven't received a refund, and at least two billing cycles (a minimum of 60 days) have passed since you notified the utility in writing about the error.

Interest is calculated at a rate equal to the average yields on new six-month Treasury bills for the 12-month period ending each September 30. That rate becomes effective January 1 of the following year. The rate for 2018 is 0.87 percent annually.

If you have any questions about this information, please call

1-800-662-3115