

# Understanding your bill

## Information on side 1 of your bill:

- Contact Information:** Our customer service contact information and office hours.
- Account Information:** Account number and billing date.
- Total Amount Due:** Summarizes total amount or budget amount due for service address included on this statement along with the due date. Automatic debit/credit or bank draft would be indicated, if you participate in one of these programs.
- Monthly Energy Use Comparison:** Current energy billed, previous billing period energy, previous year energy during the same billing period along with temperature data.
- Average Daily Use:** Comparison of the average amount of kWh consumed per day and the average daily cost.
- Message Center:** Read important messages about products, services, notices, and events.
- Payment Stub:** If mailing payment, paying in office, or via dropbox, please detach this portion to return with payment.

Group 247721401  
**PERENNIAL**  
 Office Location: 2122 S Lincoln Ave  
 York, NE 68467  
 Office Hours: M-F 7:30 am - 4:30 pm  
 Account Number: 123456789  
 Customer Name: JOHN DOE  
 JANE DOE  
 Billing Date: 10/28/2021

**TOTAL AMOUNT DUE**  
**\$163.03**  
 Bank Drafted on 11/18/2021

This bill does not reflect payments after 10/28/2021  
 Charge detail found on the back of this page.

**Your Average Daily Use**  
 50 kWh  
 AVERAGE DAILY USE  
 Range: 33 - 88 kWh  
 \$5.43  
 AVERAGE DAILY COST  
 Range: \$3.95 - \$9.27

**Monthly Energy Use Comparison**  
 Total Energy Use Last Month 31 Days: 2330 kWh, 81° Avg temp  
 Total Energy Use This Month 30 Days: 1512 kWh, 68° Avg temp  
 Total Energy Use This Month Last Year 32 Days: 2312 kWh, 81° Avg temp

**IMPORTANT INFORMATION**  
 Have a safe harvest, remember to always look up and out for overhead power lines.

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT - WHEN PAYING IN PERSON BRING ENTIRE STATEMENT

2122 S LINCOLN AVE  
 PO BOX 219  
 YORK NE 68467-0219

Billing Date: 10/28/2021  
 Account Number: 123456789  
**Total Amount Due \$163.03**  
 Bank Drafted on November 18, 2021  
 If After, pay \$163.03

Customer Service & Outages: 800-289-0288 or 402-362-3357  
 Visit our website at [www.perennialpower.com](http://www.perennialpower.com)

153 1 AV 0 423  
 JOHN DOE  
 JANE DOE  
 2122 PERENNIAL WAY  
 YORK NE 68467  
 C-1 P-153

290640243743000000163030000163032021102821

## Information on side 2 of your bill:

Page 2 of 2  
 Customer Service & Outages: 800-289-0288 or 402-362-3357  
 Visit our website at [www.perennialpower.com](http://www.perennialpower.com)

Meter #	Reading Dates From	To	Days	Readings Previous	Present	Meter Multiplier	kWh Usage	kW Demand
4975	09/20/2021	10/20/2021	30	4975	6487	1	1,512	0.0

**Account Information**  
 Account Number: 123456789  
 Customer Name: JOHN DOE  
 JANE DOE  
 Billing Period: October 2021  
 Phone Number: 402-025-0348  
 Service Address: HOUSE SERVICE  
 Location: 01 02 03  
 Rate: 20 URBAN RESIDENTIAL

**Previous Account Activity**  
 Previous Bill on 09/27/2021: \$239.92  
 Payments Received: -\$239.92  
 Balance Forward: \$0.00

**Current Activity**  
 Facility Charge: \$22.75  
 Purch. Power Energy Charge (1.512 kWh @ 0.0595): \$85.43  
 Distr. Delivery Energy Charge (1.512 kWh @ 0.0165): \$24.95  
 Production Cost Adj. (1.512 kWh @ -0.00812): -\$7.76  
 Municipal Lease Payment: \$17.37  
 Gross Revenue Tax: \$7.62  
 City Sales Tax: \$2.29  
 State Sales Tax: \$3.58  
**Current Charges: \$163.03**

**Your energy (kWh) use over the last 24 months.**

**TOTAL AMOUNT DUE \$163.03**  
 Bank Drafted on 11/18/2021

\* Failure to receive a bill does not exempt you from monthly payment, late charge or disconnection.  
 \* If you experience an outage, check your fuses or circuit breakers and see if your neighbors have service.

**Auto Pay** Sign up for Automatic Payments. Contact us at 402-362-3355  
**Secure Pay** Free with Credit Card or Bank Account. 844-957-2803  
**Online** Pay using Credit Card or Bank Account, visit [perennialpower.com](http://perennialpower.com) or download the SmartHub app  
**In Person or Dropbox** 24 hour dropbox and Genesis  
**Mail** Mail check or money order to: Perennial PPD, PO Box 219, York NE 68467

**Address/Contact Information Change**

**SmartHub**  
 Manage your account with SmartHub!  
 • View bill history and make payments  
 • Enroll in autopay or paperless option  
 • View energy usage data  
 • Access at [perennialpower.com](http://perennialpower.com) or scan code

**SAVE ENERGY**  
 Learn about incentives, find energy efficiency tips and more at [perennialpower.com](http://perennialpower.com)  
**ENERGYWISE**  
 Use less. Spend less. Do more.

- Meter Information:** Meter number, reading dates, number of days on current bill, meter readings, and total energy.
- Account Information:** Account number, customer name, billing period, main phone number on account, service address and location along with rate scheduled.
- Energy Comparison Graph:** Graph shows electric use for previous billing periods.
- Account Activity:** Previous balance, payments received, account balance before current charges, itemized current charges, and total amount due.
- Address/Contact Information Change:** Please fill in this portion if there are changes on the account or updated phone numbers.
- QR Code for SmartHub:** Scan QR Code to download the SmartHub app.

If you have questions about billing information please contact our customer services department at 402-362-3355 or 800-289-0288.

## Payment Options



**Online** Click “Pay Your Bill” at [perennialpower.com](http://perennialpower.com)



**Auto Pay** Sign up for automatic payments using a checking account or recurring credit card, contact us at 402-362-3355 for more details



**Phone** Use Secure Pay, pay with credit card or bank account, 844-957-2803



**Mail** Remit payment along with remittance stub to PO Box 219, York, NE 68467



**Drop Box** Deliver payment to one of our secure drop boxes in Geneva or York



**In Person** Monday - Friday from 7:30 am to 4:30 pm  
2122 S Lincoln Ave, York



**Mobile App** Download the SmartHub app in your mobile device app store



**Scan This QR Code To Download the SmartHub**

### Go Paperless

Want to receive your bill electronically? Sign up for paperless billing using SmartHub. Visit [perennialpower.com](http://perennialpower.com) to register or use the QR code above to download the app.

## What It All Means

**Account Number** The unique number associated with each electric service. One customer may have multiple accounts, each with a different account number.

**City Tax** A sales tax levied by the municipality, when applicable, at the current rate. This tax is remitted to the state in accordance with state laws.

**Credit Balance** The amount currently applied to your account balance, above what is owed, which will be applied to your next bill.

**Demand Charge** Billing demand shall be the maximum kilowatt (kW) demand established by the consumer for any fifteen consecutive minutes during the billing period for which the bill is rendered as recorded by a demand meter, and adjusted for power factor. Demand charges apply to Irrigation rates and services requiring 150 kVA or greater.

**Distribution Delivery Energy Charge** A charge to cover the cost associated with maintaining and operating the District's distribution system, including the delivery of electricity from the substation, through power lines, to the location it is consumed.

**Energy Charge** A per kilowatt-hour charge calculated by the amount of electricity used during the billing period.

**Facility Charge** Minimum monthly charge to cover fixed costs of serving a customer, including meter reading, billing, and administrative costs.

**Gross Revenue Tax** Customers located inside the corporate limits of a community, upon whose revenues the District is obligated to pay a five percent (5%) Gross Revenue Tax. All monies collected are paid to the respective county.

**kWH Usage** The total kilowatt-hours consumed during the billing period.

**Meter Multiplier** A method of measuring electrical use where the demand for electricity exceeds a meter's measuring capacity. Very large homes or commercial/industrial facilities have multipliers higher than 1.0.

**Municipal Lease Payment** Municipalities that lease their distribution system to the District may receive a lease payment when applicable. All monies collected are paid to the municipality.

**Past Due Balance** The unpaid amount from the previous billing period.

**Power Cost Adjustment** If the District's wholesale power rate is increased or decreased by its power suppliers to reflect variations between estimated energy costs and actual energy costs, a Production Cost Adjustment (PCA) may be applied to all sales of energy under the applicable rate schedule.

**Purchase Power Energy Charge** A charge for the cost the District incurs related to the purchasing of energy used by customers.

**Rate** The type of electric service provided to match the needs of each account.

**State Sales Tax** A tax levied by the State of Nebraska, when applicable, at the current rate. This tax is remitted to the state in accordance with state laws.

