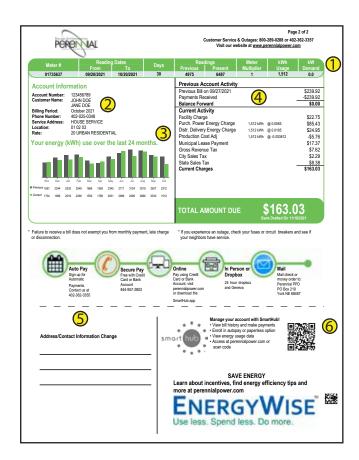
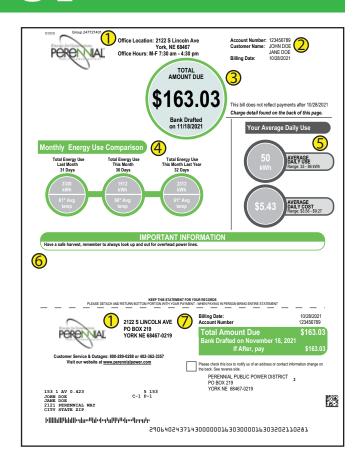
Understanding your bill

Information on side 1 of your bill:

- Contact Information: Our customer service
- contact information: Our customer service contact information and office hours.
- Account Information: Account number and billing date.
- **3. 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.
- 4. Monthly Energy Use Comparison: Current energy billed, previous billing period energy, previous year energy during the same billing period along with temperature data.
- **5. Average Daily Use:** Comparison of the average amount of kWh consumed per day and the average daily cost.
- **6. Message Center:** Read important messages about products, services, notices, and events.
- **7. Payment Stub:** If mailing payment, paying in office, or via dropbox, please detach this portion to return with payment.





Information on side 2 of your bill:

- **1. Meter Information:** Meter number, reading dates, number of days on current bill, meter readings, and total energy.
- **2. Account Information:** Account number, customer name, billing period, main phone number on account, service address and location along with rate scheduled.
- **3. Energy Comparison Graph:** Graph shows electric use for previous billing periods.
- **4. Account Activity:** Previous balance, payments received, account balance before current charges, itemized current charges, and total amount due.
- **5.** Adress/Contact Information Change: Please fill in this portion if there are changes on the account or updated phone numbers.
- **6. 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



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 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.

