

South River EMC's New and Improved Bill

As you may have noticed, we have redesigned our electric bills to include more helpful information in an easy-to-read format.

Here is a sample of our new look and an explanation of the changes. The bill to the right is an example of a typical monthly statement. On the reverse, is a sample of a bill that has a past due amount and is subject to disconnection.

We hope you find these changes to be beneficial and provide you with a better understanding of your monthly charges. If you have any questions, please feel free to contact us at (910) 892-8071.

1 Member account number

2 Billing date

3 Account activity. All monthly charges, fees, adjustments and payments are listed in chronological order.

4 Usage Comparison Table. This helps you to compare your average daily/monthly energy use to the previous month and same month of the previous year.

5 13-month energy use graph

6 Message to our members. This spot will refer members to the back of the bill for information regarding payment options, contact information and important statement messages.

7 Amount due



P.O. Box 931
Dunn, NC 28335
Phone: (910) 892-8071
Toll Free: (800)338-5530

A Touchstone Energy® Cooperative

000002



****AUTO**5-DIGIT 28334 2 T1:1



South River EMC Member
123 Main St.
Dunn, NC 28334

SERVICE ADDRESS:

123 Main St.

3 Account Activity

Total Previous Balance	101.00
06/18/10 Payment – Thank You	-101.00 Cr
07/20/10 Renewable and Energy	0.04
07/20/10 Wholesale Power Adjustment	-6.68 Cr
07/20/10 Electric Charge	89.28
07/20/10 1–R - 175-Watt Mercury @	10.45
07/20/10 NC Sales Tax 3.0%	2.79
07/20/10 Operation Round Up	0.12
Total Account Balance	\$96.00

1 Your Bill Account #: 100001
Please refer to your account number when calling or writing to SREMC regarding your bill.

2 Bill Date: 07/20/2010
Pay online at www.sremc.com

South River EMC uses your phone number to respond to your calls. Having your current phone numbers helps us serve you more quickly.

Our records indicate your telephone number is (910) 555-5555. If this is incorrect, please contact us or provide the correct telephone number on the back of the bill before mailing payment.

Meter#	Service From	To	Reading Prev	Pres	Mult	Type of Usage	Usage
15686434	06/03 -	07/14	12011	12683	1	kwh	672

4

Usage Comparisons

Current Period
Previous Period
Same Period Last Yr.

Days of Service	Total KWH	Avg Per Day
41	672	16
30	719	34
31	1,044	24

Your total kwh usage for the past 13 months was 8,725
Average monthly kwh usage for the past 13 months was 727

This graph shows your electric usage for the past 13 months:



6

Message to our members:
Please see back of bill for other important information concerning your account.

Retain this portion for your records.

Please return this portion with your payment to ensure proper credit to your account.
Please write your account number on your check or money order and make your checks payable to South River EMC. Thank You.

South River EMC Member
123 Main St.
Dunn, NC 28335



Statement ID	Cycle	Due Date	Account Number
19624682	2	08/13/2010	100001
Total Account Balance			\$96.00
Amount Enclosed			7

Payment Method Cash Check Money Order Credit Card

Please check this box for address/phone correction or to pay this bill by credit card. Print corrections or credit card information on reverse side.

I do not wish to continue contributing to Operation Up.



South River Electric
Membership Corporation
PO BOX 931
DUNN NC 28335-0931

Bills Subject To Disconnection

Accounts with a past-due balance and are subject to disconnection will receive a bill with the same basic elements including a few additional changes.

There are four important areas of information concerning disconnection located on these bills.

- 1 The Cut-off Notice and the List of Charges are located on the back of the statement. This includes the date of disconnection.
- 2 If an account is at risk of disconnection, this note will be on the bill.
- 3 Total Account Balance
- 4 Past Due Amount, which must be paid to avoid disconnection.

IMPORTANT NOTE:

South River EMC has reduced the amount of time allowed before delinquent accounts are eligible for disconnection. Members with overdue accounts must pay close attention to their electric bills because the disconnection dates are clearly noted and final notices will no longer be sent separately.

Back Of The Bill:

1 CUT OFF NOTICE

Your account has a past due balance. Service is subject to disconnection if previous balance of 204.24 is not paid in full by 5:00 p.m. on the last business day prior to 07/23/2010.

LATE CHARGE - A \$10.00 late fee has been added to this account.

COLLECTION CHARGE - \$35.00 A \$35.00 charge will be added to all delinquent accounts not paid by the close of business on the day prior to the scheduled disconnect date.

RECONNECTION CHARGE - \$35.00 In the event a consumer's delinquent account is disconnected by a field service representative, the reconnect charge is \$35.00 plus collection charge.

NOTE: After hours NON PAY reconnects will not be dispatched to Servicemen after 10:00 PM

AFTER HOURS CHARGE - \$110.00 If a field service representative is dispatched after 4PM Monday through Friday, or on a Saturday, Sunday, or legal holiday to reconnect service previously disconnected for nonpayment, an after hours charge of \$75.00 must be paid in addition to the \$35.00 collection charge. Repeat after hours trip charges \$75.00 per trip.

DISCONNECT DATE - RETURN CHECK - Your disconnect date may be prior to shown date if you have received a return check letter. Refer to return check letter for disconnect day.

If service is disconnected service will not be restored until all past due monies owed and applicable charges are paid in full.

An additional deposit may be required at any time if the member payment record falls below that of a member in good standing.

If you have any questions concerning your past due balance, please call the office immediately.



South River Electric
Membership Corporation

P.O. Box 931
Dunn, NC 28335
Phone: (910) 892-8071
Toll Free: (800)338-5530

A Touchstone Energy® Cooperative

000003



****AUTO**5-DIGIT 28334 3 T1:1



South River EMC Member
123 Main St.
Dunn, NC 28334

SERVICE ADDRESS:

123 Main St.

Account Activity

Total Previous Balance	385.89
06/23/10 Payment -- Thank You	-181.65 Cr
07/20/10 Late Fee	10.00
07/20/10 Renewable and Energy	0.04
07/20/10 Wholesale Power Adjustment	-16.08 Cr
07/20/10 Electric Charge	204.24
07/20/10 NC Sales Tax 3.0%	5.65
Total Account Balance	\$408.09
Unpaid Balance - Now Past Due	\$204.24

Your Bill Account #: 100001

Please refer to your account number when calling or writing to SREMC regarding your bill.

Bill Date: 07/20/2010

Pay online at www.sremc.com

ATTENTION

Service subject to Disconnection
(Cut Off Information on Back)

Meter#	Service From To	Reading Prev	Reading Pres	Mult of Usage	Type	Usage
15686434	06/03 - 07/14	36479	38266	1	kwh	1787

Usage Comparisons

Current Period
Previous Period
Same Period Last Yr.

Days of Service	Total KWH	Avg Per Day
41	1,787	44
30	1,430	52
28	1,467	48

Your total kwh usage for the past 13 months was 23,223
Average monthly kwh usage for the past 13 months was 1,935

This graph shows your electric usage for the past 13 months:



Message to our members:

Please see back of bill for other important information concerning your account.

Retain this portion for your records.

Please return this portion with your payment to ensure proper credit to your account.

Please write your account number on your check or money order and make your checks payable to South River EMC. Thank You.

South River EMC Member
123 Main St.
Dunn, NC 28335



South River Electric
Membership Corporation

PO BOX 931
DUNN NC 28335-0931

3

Statement ID	Cycle	Due Date	Account Number
19624682	2	08/13/2010	100001
Total Account Balance			\$408.09
Past Due Amount			\$204.24
Disconnect Date for Past Due Amount			07/23/2010
Amount Enclosed			

Payment Method Cash Check Money Order Credit Card

Please check this box for address/phone correction or to pay this bill by credit card. Print corrections or credit card information on reverse side.

I do not wish to continue contributing to Operation Up.