

Understanding Your Bill

Johnson County REMC
A Toadstune Energy[®] Cooperative


P.O. Box 309
Franklin, IN 46131

750 International Drive
Hours: 7:30 a.m. to 4:30 p.m.
Monday through Friday

www.jcremc.com
custserv@jcremc.com
(317) 738-6174

JOHNSON COUNTY REMC
750 INTERNATIONAL DRIVE
FRANKLIN IN 46131-9733

4 2183



Scan this barcode at our Kiosk to access your account.

1 Account Information

Account Nbr: 600010000	Bill Date: 08/16/2017						
Service Address: JCREMC TRAINING CENTER							
Service Description: HOOSIER TRAINING CENTER FIBER							
Rate: REMC USE	Bill Type: REGULAR						
Meter #	Previous Reading	Current Reading	Multplier	Units	Current	Previous	
73HE3753	12014	13137	1.0000	1123			
Service From 07/16/2017 to 08/16/2017						Days	31
Current Billing Disconnect Date: 09/26/2017							

3 Generation/Transmission

4 Distribution

5 Other Charges/Credits

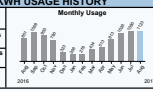
6 KWH USAGE HISTORY

Average kWh Per Day

Current Month's Use

Previous Month's Use

Last Year



Monthly Usage

2016 2017


2 Billing Summary

Previous Balance:	\$0.00
Payment:	\$0.00
Balance Forward:	\$0.00
Current Charges:	\$0.00
Sales Tax:	\$0.00
TOTAL AMOUNT DUE:	\$0.00

*Retain this portion for your records.
Detach and return this portion with your payment.*

8 Johnson County REMC
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Account Number: 600010000
Account Name: JOHNSON COUNTY REMC




Scan this barcode at our Kiosk to access your account.

7

Current Charges Due By 09/07/2017	\$0.00
Current Charges Due After 09/07/2017	\$0.00

Please make check payable to: Johnson County REMC.

JOHNSON COUNTY REMC - PAYMENT CENTER 3
PO BOX 1315
INDIANAPOLIS IN 46207-7131



260003000004000000000000000000

4 Distribution

This charge covers the cost of the local wires, transformers, substations and other equipment required to move the electricity from high voltage transmission lines to your home. The more electricity you use, the higher your bill will be.

5 Other Charges/Credits

This reflects charges or credits for services rendered in addition to metered electricity. Example of these charges are security light fees, deposit for service, deposit refund, collection fees and reconnection fee.

6 Usage Detail

For most account types, this table shows the cost of electric use by month in terms of kilowatt-hours used per day. A graph of your consumption over the past 12 months is also included for comparison.

7 Bill Date/Due Date

Your bill is due upon receipt. You have 17 days to pay your bill before a penalty is assessed to your account, and 14 additional days before your account is scheduled for disconnection.

8 Remittance Stub

The bottom of the statement is a tear-off remittance stub and should be returned with your payment. You can also pay by phone, in SmartHub, at our office or by mail.

1 Account Information

This section shows your account number, bill date, service address and description, rate, bill type, meter number, readings, consumption in Kilowatt-Hours (kWh), service dates, and disconnect date.

2 Billing Summary

This sections shows your total amount due and previous balance and payments.

3 Generation/Transmission

This is the cost associated with producing electricity and moving it from the power plant to the transmission lines of Johnson County REMC. These charges come from our wholesale power supplier, Hoosier Energy.

Online Account Access



SmartHub is a secure account management tool that allows you to access your Johnson County REMC account information from your browser or through apps on mobile devices, including smartphones and tablets. Visit jcremc.com to learn how to enroll.

With SmartHub, You Can

- › **Make a Payment**
All major credit cards and eCheck accepted
- › **Check Electricity Use**
Monthly, daily and hourly
- › **Report an Outage**
- › **Customize Notifications**
Receive email or text messages
- › **View Billing History**
- › **Turn Off Paper Billing**

A large, faint watermark of the SmartHub logo is visible in the background of this section.

smarthub

- › Pay your Bill
- › Report an Outage
- › Check Usage

From your browser, smartphone or tablet.



Prepaid Billing Option

Prepaid Advantages

- › No security deposit is required.
- › There are no late payment charges.
- › Members can easily monitor daily electricity use and cost.
- › Account balances are updated daily which eliminates monthly billing surprises.
- › Members can make payments at their own convenience.

Starting Prepaid Service

- › Members can start a prepaid account with an account credit of \$50.00.
- › Existing members will first pay any balance owed including any recent electricity use that has not been billed before being placed on prepaid. Any additional credit will be applied toward the prepaid account.

It is your responsibility to keep Johnson County REMC informed of changes to your phone number or email address in order to continue receiving account notices.

Once Prepaid Service Starts

- › Electricity use, the facility charge, and security light charges will be billed on a daily basis. Fixed charges (facility charge, security light, etc.) are billable if the electric service is interrupted.
- › Any miscellaneous credits will be applied when the account goes through the monthly billing.
- › Members are responsible for sustaining a credit balance to maintain service. Account inquiries may be made by using the Smart Hub app or calling **317-736-6174**.

Payment and Billing

Choose the Payment Option that's Right for You

- › Pay through our website or with SmartHub, a free account manager app.
- › Call our Customer Service line to make a secure payment.
- › Drop off your payment during hours **7:30 am - 4:30 pm** at our office and pay at the front desk.
- › Use EZ Power Pay to set up a monthly automatic draft from a personal account through our website or SmartHub
- › Pay at the kiosk or night deposit box which are accessible 24 hours a day, 7 days a week and located on the south side of our office.

Johnson County REMC
750 International Drive
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317-736-6174

Special Billing Options

Budget Billing

The Budget Billing plan is a way to even out your monthly payments. We will calculate a budget bill for you based on a rolling 12-month average. Your bill will fluctuate slightly from month to month depending on your electricity use, and should remain within a few dollars of the previous month's bill.

Prepaid Billing

With Prepaid Billing, you prepay for electricity when you want. When your account runs low on funds, you simply add more. There is no deposit, no late fees, and it is easy to manage. For more information see the **Prepaid Billing Option** insert.

Time-of-Use

The Time-of-Use rate is designed for customers who are able to shift more of their electricity use to off-peak periods. Electricity is more expensive during periods of high demand and less expensive when demand is low.

Fiber Network

Johnson County REMC is offering high-speed fiber network communication services to interested local businesses and some residential locations. These offerings include voice, data, TV and home security services, all coupled with excellent customer service support for residential customers. If you are interested, please check with our office to see if this service is offered in your area.

For more information call
317-736-6174



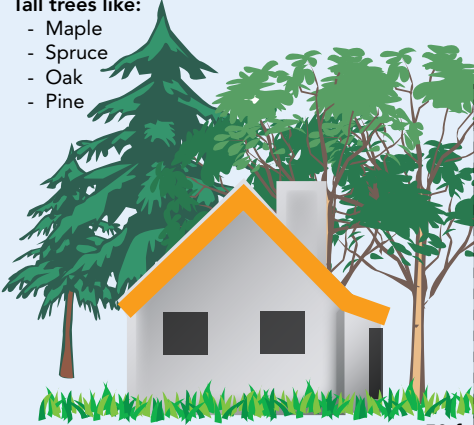
Vegetation Management

Plant the right tree in the right place

Plant taller trees away from overhead utility lines

Tall trees like:

- Maple
- Spruce
- Oak
- Pine



50 ft

40 ft height or less

Tree Pruning zone



25 ft height or less

20 ft



Medium trees like:

- Washington Hawthorn
- Goldenraintree

Small trees like:

- Star Magnolia
- Crabapple

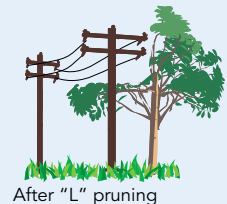
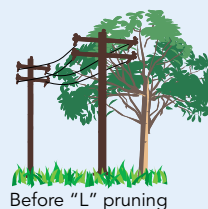
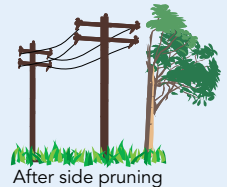
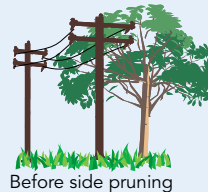
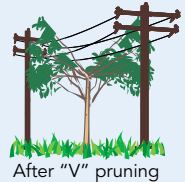
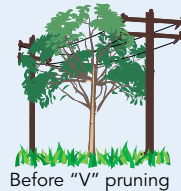
Keeping electrical transmission and distribution lines safe and reliable are critical priorities for Johnson County REMC. The key element in achieving these objectives is the REMC's ability to construct, operate and maintain its electrical system and rights-of-way the area under and around the lines.

You can help Johnson County REMC keep these rights-of-way clear of trees, brush and structures that could affect the safety and reliability of the electrical system.

Utility crews contracted by Johnson County REMC trim trees that are too close to power lines.

Prior to planting, trimming or removing trees near Johnson County REMC's power lines, please call **317-736-6174** to talk to our Vegetation Management Coordinator.

Below are the trimming methods used by our contractors to gain proper clearance of a tree too close to power lines:



Energy Efficiency

We Encourage Electricity Conservation

As a member of Johnson County REMC, you are in a unique position to take advantage of energy efficiency incentives and advice offered by the REMC. This can help you save money on your monthly electric bill.

Our energy advisor can help tell you more about the latest technologies for heating, cooling and lighting. This includes information about heat pumps, LED lights and more. For more information call or visit our website.

Here are some ways to help save electricity

- › Caulking around windows and doors, turning off lights when you leave the room and using a programmable thermostat.
- › Monitor your energy use with SmartHub. With SmartHub you can keep tabs on your energy use and other account details. This information is available at your fingertips 24 hours a day, 7 days a week.
- › Johnson County REMC offers free advice and incentives for installation of high-efficiency equipment.

317-736-6174
jcremc.com



About Us

Located in Franklin, Indiana, Johnson County REMC is an electric utility cooperative that supplies electric service to Johnson County and portions of Morgan, Shelby, and Brown counties.

As a cooperative business, we are unique. The people who receive their electricity from us are members. As owners of the cooperative, members are entitled to cooperative benefits, like our not-for-profit business structure, local control and decision-making, strength in numbers, and a democratically elected Board of Directors who are also members.

You already know what it's like to be a utility customer, but do you know what it's like to be a REMC member?

Electric REMC Member

- › Pays for electricity at-cost
- › Nationally reports an average of 82% overall satisfaction with utility services
- › Surplus revenue from past years are allocated and returned to members in the form of capital credits
- › Enjoys the democratic right to an equal say as other members in governing REMC business practices

Non Electric REMC Member

- › Pays for electricity for utility provider profit
- › Nationally reports only an average of 75% overall satisfaction with utility services
- › Surplus revenue earned by utility provider is pocketed by investors or owners as profits
- › Has no voice in business practices or has a say limited to the number of shares held

We are involved with the community

Johnson County REMC awards college scholarships to local high school senior students and sends high school juniors to Washington D.C. with the Indiana Electric Cooperative's Youth Tour. We participate and sponsor various local events and initiatives, including sponsorship of the Johnson County 4H and Agricultural Fair Queen Contest and participation in the livestock auction. We also believe in cooperation among cooperatives, such as helping other electric cooperatives restore electricity when disaster strikes.

Welcome To The REMC

You are an owner

We are a not-for-profit electric cooperative governed by a Board of Directors made up of our members. You are more than a customer - you are a member and an owner.

Stay connected

As a member you have access to our newsletter to stay up-to-date on REMC news. The publication is sent with your bill and is online at jcremc.com/community-outreach/newsletter.

We invite you to stay connected with us on Facebook. You can also download our mobile app, called SmartHub, to connect with us and manage your account.

Experience the REMC

You are invited to attend our annual membership meeting, held every year in the Spring. We conduct cooperative business and elect Directors to the Board. Members also enjoy a special gift, breakfast, kids activities, entertainment, and prizes.

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