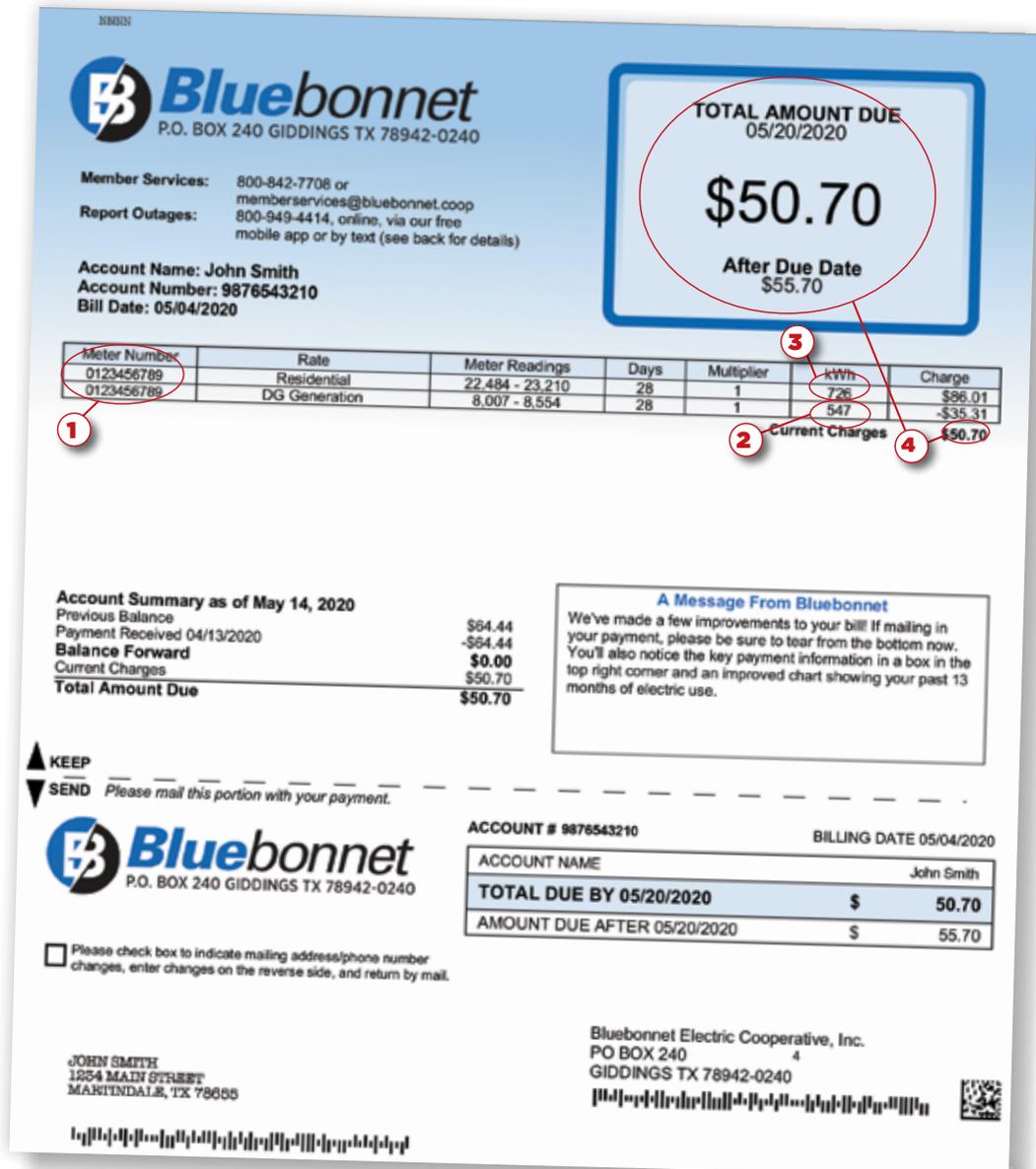


# UNDERSTANDING YOUR RENEWABLE ENERGY BILL

This is an example of the bill you will receive after your renewable energy generation system is connected to Bluebonnet Electric Cooperative's grid. Here you can see and compare information about your energy consumption, the energy that your renewable system has generated and the costs of both. Any time you produce more power than you can use, that electricity can be put back on the electric grid. A credit for that excess power will be applied to your monthly bill. On this document are explanations for terms, abbreviations and numbers on your renewable energy bill. If you have questions about your bill, please call Member Services at **800-842-7708**.



**Bluebonnet**  
P.O. BOX 240 GIDDINGS TX 78942-0240

Member Services: 800-842-7708 or memberservices@bluebonnet.coop  
Report Outages: 800-949-4414, online, via our free mobile app or by text (see back for details)

Account Name: John Smith  
Account Number: 9876543210  
Bill Date: 05/04/2020

**TOTAL AMOUNT DUE 05/20/2020**  
**\$50.70**  
After Due Date \$55.70

Meter Number	Rate	Meter Readings	Days	Multiplier	kWh	Charge
0123456789	Residential	22,484 - 23,210	28	1	726	\$96.01
0123456789	DG Generation	8,007 - 8,554	28	1	547	-\$35.31
<b>Current Charges</b>						<b>\$50.70</b>

Account Summary as of May 14, 2020  
 Previous Balance \$84.44  
 Payment Received 04/13/2020 -\$84.44  
 Balance Forward \$0.00  
 Current Charges \$50.70  
**Total Amount Due \$50.70**

**A Message From Bluebonnet**  
 We've made a few improvements to your bill! If mailing in your payment, please be sure to tear from the bottom now. You'll also notice the key payment information in a box in the top right corner and an improved chart showing your past 13 months of electric use.

KEEP  
SEND Please mail this portion with your payment.

**Bluebonnet**  
P.O. BOX 240 GIDDINGS TX 78942-0240

ACCOUNT # 9876543210 BILLING DATE 05/04/2020

ACCOUNT NAME	John Smith
<b>TOTAL DUE BY 05/20/2020</b>	<b>\$ 50.70</b>
AMOUNT DUE AFTER 05/20/2020	\$ 55.70

Please check box to indicate mailing address/phone number changes, enter changes on the reverse side, and return by mail.

JOHN SMITH  
1854 MAIN STREET  
MARTINDALE, TX 78655

Bluebonnet Electric Cooperative, Inc.  
PO BOX 240  
GIDDINGS TX 78942-0240

- 1 Meter Number** — Number assigned by Bluebonnet to each meter on your account. Some members have more than one meter on an account.
- 2 Metered generation** — The amount of kilowatt-hours (kWh) your renewable energy system put back onto the grid. It appears in three spots on your bill, including on the chart that will show how much power you overproduced over time.
- 3 Metered consumption** — This is the amount of kWh provided by Bluebonnet that you consumed for this billing cycle.

**4 Current charges** — The amount you are charged for the power used during this billing period as well as the cost of Bluebonnet Residential Service. That charge is determined, in part, by taking the value of the kWh consumed, minus the value of the kWh generated. If there is a credit balance, it will appear on your next bill.

**5 Historical data charts** — These charts will show the previous 13 months of energy consumption (usage) and renewable energy production (generation) in kWh.

Page 3 of 4  
Service Address: 1234 Main Street Martindale TX 78655

**1** Meter: 0123456789

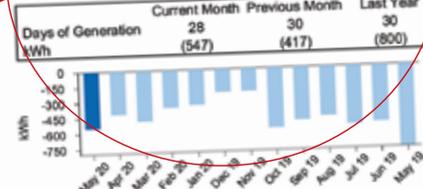
Service From: 04/01/2020 To: 04/30/2020 \$39.52  
 Wholesale Power Cost 726 kWh \$46.49  
 Bluebonnet Residential Service 726 kWh  
 (Includes \$22.50 Service Availability Charge) \$35.31  
**Member Generation X 547 kWh**  
**Current Charges \$50.70**

**2** Current Charges

	Current Month	Previous Month	Last Year
Days of Service	28	30	30
kWh	726	787	636



	Current Month	Previous Month	Last Year
Days of Generation	28	30	30
kWh	(547)	(417)	(800)



**3** kWh

**4** kWh

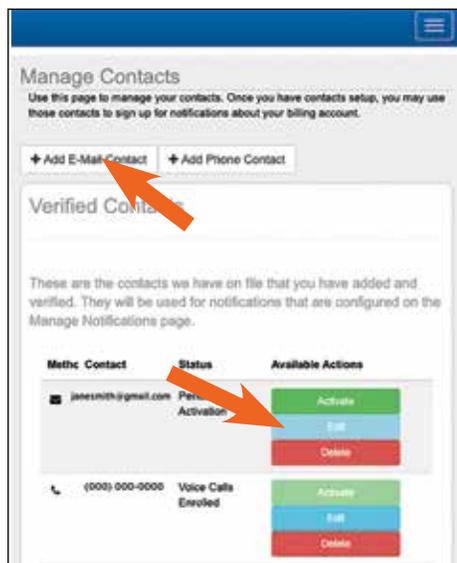
**5** kWh

# BLUEBONNET BILL Q&A

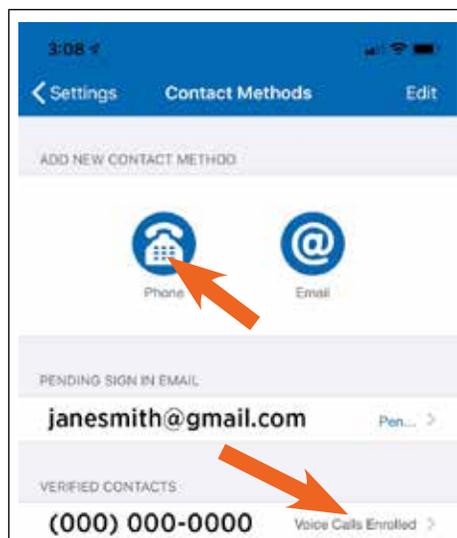
## On the back of my bill, I'm asked to update my contact information. If I'm getting my bill each month, what other information do you need from me?

Bluebonnet may have your correct mailing address but not your primary phone number. Many members have changed their telephone numbers, or canceled their land lines and now use only cell phones. We need your preferred phone number to help us provide excellent member service, locate a power outage on your property and speed up power restoration. We may call with important information about your account or contact you when we need access to your property. To update your phone number on file, you can fill out the form on the back of your bill and mail it with your payment. Create an online account at [bluebonnet.coop](http://bluebonnet.coop) and you can update your information. Go to "Notifications," then "Manage Contacts." On our mobile app, go to "More," "Settings," then "Contact Methods." You can also call member services at 800-842-7708.

### ONLINE



### MOBILE APP



the top of any page. On the mobile app's launch screen, click on "Don't have an online account? Register now." You'll need your account number.

2. Sign up for Auto Pay, and your payment is automatically drafted from your bank account or charged to a debit or credit card. You'll always get an email telling you the amount of your bill and when it will be paid. You'll need to have a Bluebonnet online account. Get more information at [bluebonnet.coop/autopay](http://bluebonnet.coop/autopay).
3. Pay via our mobile app. Don't have it yet? Search for "Bluebonnet Electric" in the App Store or Google Play and download it for free.
4. Pay by phone. Call 800-842-7708, option 2, to pay your bill through our automated system at any time, or speak with a member service representative from 8 a.m. to 5 p.m., Monday through Friday.
5. Mail your payment and bill stub using the envelope that arrives in the mail with your printed bill. Worried that your payment may be delayed in the mail? Sign up for paperless billing! Log in to your online account at [bluebonnet.coop](http://bluebonnet.coop), and go to "My Profile." On the app, go to "More," then "Settings."
6. Pay in person at one of our member service centers in Bastrop, Brenham, Giddings, Lockhart or Manor. They are open from 8 a.m. to 5 p.m., Monday through Friday.

## What are my options for paying my bill?

Here are seven ways to pay your bill:

**1.** Pay online by credit card or check. Don't have an online account? At [bluebonnet.coop](http://bluebonnet.coop), click on Register at

**7.** Drop off a payment after business hours in a drop box at a member service center.

## Have another question?

Email [memberservices@bluebonnet.coop](mailto:memberservices@bluebonnet.coop) or call 800-842-7708.