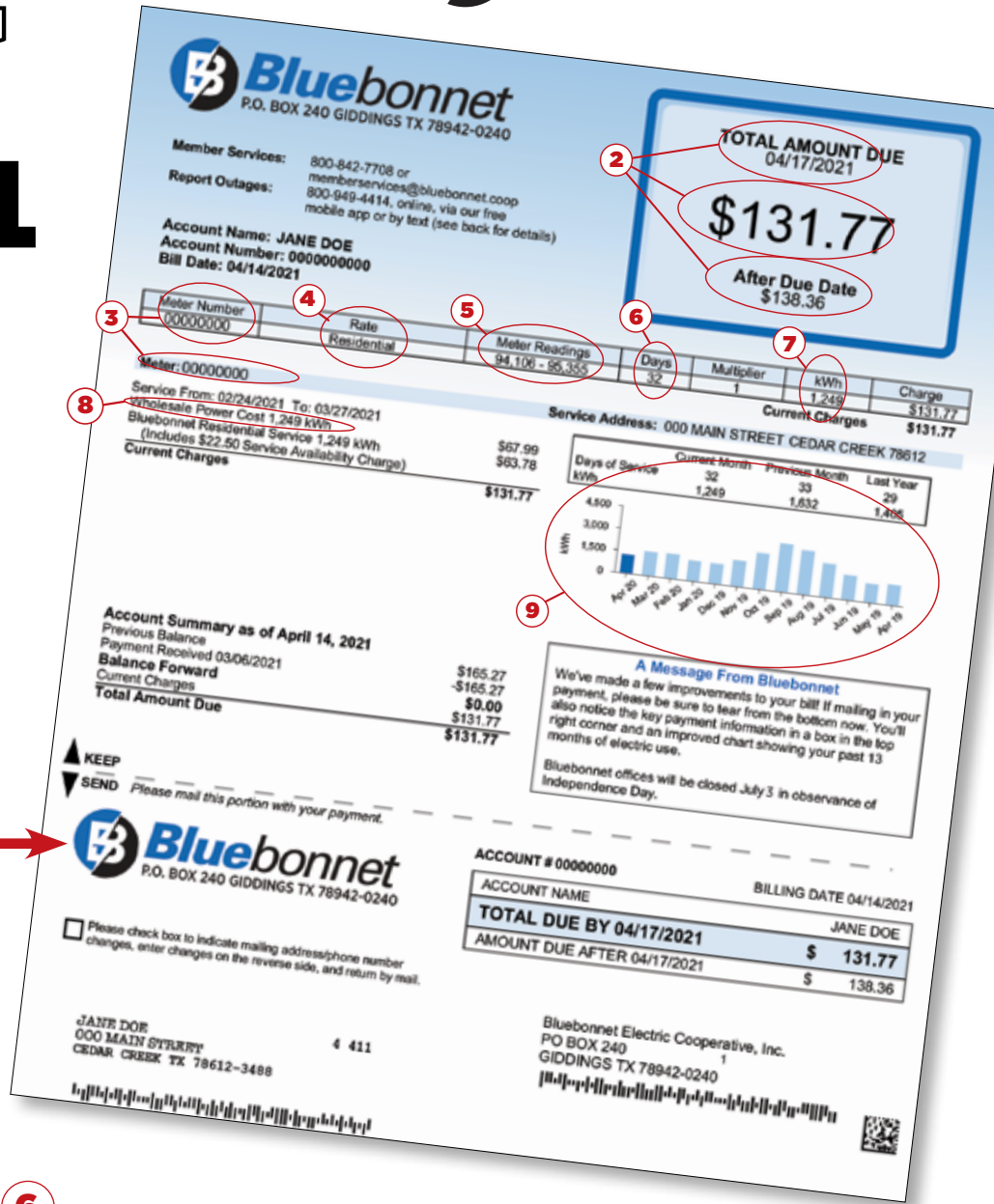


UNDERSTANDING YOUR RESIDENTIAL BILL

Starting in June 2020, you'll see a few changes on your bill, most noticeably moving the stub to the bottom. A new box at the top highlights the information that you want most — the amount you owe and the date your payment is due. Your 13-month usage chart is easier to read, and we've added a splash of color throughout the bill.



1 Pay stub is now at the bottom
 If paying by mail, include the bottom portion of your bill.

2 Total Amount Due
 The box at the top has the total amount due, due date and total due after the due date. Information is also on the pay stub at the bottom of the bill.

3 Meter Number — Number assigned by Bluebonnet to each meter on your account. A member may have more than one meter on their account.

4 Rate — Residential is your rate classification. About 80 percent of Bluebonnet's members are billed at the residential rate. Other rates include commercial, large power, pumping service and lighting service.

5 Meter Readings — The numbers on your meter that show how many kilowatt-hours (kWh) you used during this billing cycle and determine how much you will be billed.

6 Days — The number of days in this billing period.

7 Kilowatt-hours — Unit of measurement for electricity consumed. A watt is a measurement of energy. One kilowatt equals 1,000 watts. A kilowatt-hour is the amount of electricity ten 100-watt light bulbs use in one hour.

8 Wholesale Power Cost — What Bluebonnet pays for power generated at a plant. The majority of our wholesale power, more than 86 percent, comes from the Lower Colorado River Authority. The remainder comes from other energy providers.

9 13-Month Rolling Usage — Your electric use in kWh for the past 13 months.

Capital Credits — Once a year, most members will receive Capital Credits, generally on the May bill. The credit is your share of Bluebonnet's excess revenue, based primarily on your power use in the last year and how long you've been a co-op member. Capital credits are a great benefit of co-op membership!

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. Update your information by logging into your online account at bluebonnet.coop. 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.

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, click on Register at

the top of any page. On the 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.

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 7:30 a.m. to 5:30 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 at bluebonnet.coop, and go to "My Profile." On the app, go to "More," then "Settings."

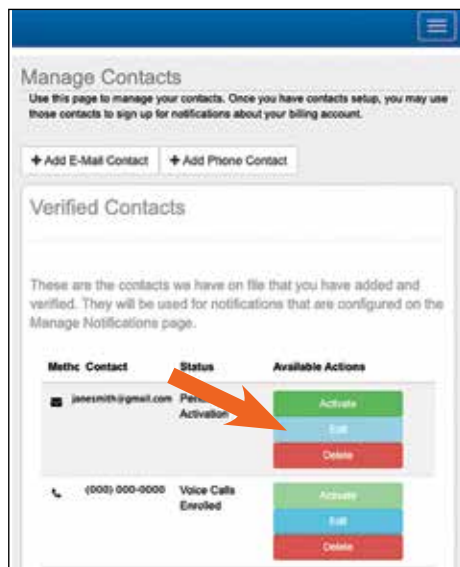
6. Pay in person at one of our member service centers in Bastrop, Brenham, Giddings, Lockhart or Manor. They are open from 7:30 a.m. to 5:30 p.m., Monday through Friday.

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

Have another question?

Email memberservices@bluebonnet.coop or call 800-842-7708.

ONLINE



MOBILE APP

