

Understand Your Ozarks Electric Bill

Use this Ozarks Electric bill breakdown to get a better understanding of your electric account and energy usage.



PO Box 848
Fayetteville, AR 72702
800.521.6144
www.ozarksecc.com

Reduce the clutter with paperless billing. Visit ozarksecc.com/paperless for information.

John Doe
Account Number
Statement Date

123 Any St
9999999999
05/24/2021

TOTAL DUE

\$140.86

PAYMENT DUE
06/10/2021

Billing Summary

Balance From Last Billing	\$173.52
Late Charge	\$4.93
Payments Received - Thank you!	-\$178.45
Balance Forward	\$0.00

Service Summary

Electric Service	\$140.86
Current Charges	\$140.86
Total Due on 06/10/2021	\$140.86
Amount due after Jun 10, 2021	\$145.79

\$4.93 late charge applies after 5 p.m. on 06/10/2021

The APSC has announced disconnects will resume May 3rd. This will apply to both AR and OK members. See ozarksecc.com or call 800-521-6144.

Sending us a check? Did you know we offer a bank draft payment option? Stop worrying about due dates and misplaced bills. Call 800-521-6144 for more information.



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Account Number	9999999999
Location Number	12345678
Total Due on 06/10/2021	\$140.86
Amount due after Jun 10, 2021	\$145.79

Please check if returning information on the reverse side.



3139 AV 0.3
JOHN DOE
123 ANY ST
SILOAM SPRINGS AR 72761

5 313
C-8 P-12

Make Checks Payable to:

OZARKS ELECTRIC COOPERATIVE 16
PO BOX 22114
TULSA OK 74121-2114



9999999999000000000014086

FRONT OF BILL

Ozarks Electric Contact Information

1  **ozarks**
ELECTRIC
COOPERATIVE

PO Box 848
Fayetteville, AR 72702
800.521.6144
www.ozarksecc.com

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Page 1 of 2

John Doe
Account Number 9999999999
Statement Date 05/24/2021

123 Any St
9999999999
05/24/2021

Billing Summary

Balance From Last Billing	\$173.52
Late Charge	\$4.93
Payments Received - Thank you!	-\$178.45
Balance Forward	\$0.00

Service Summary

 Electric Service	\$140.86
Current Charges	\$140.86
Total Due on 06/10/2021	\$140.86
Amount due after Jun 10, 2021	\$145.79

\$4.93 late charge applies after 5 p.m. on 06/10/2021

3 **TOTAL DUE**
\$140.86
PAYMENT DUE
06/10/2021

2 **Billing Summary**

4 **Message Center**

The APSC has announced disconnects will resume May 3rd. This will apply to both AR and OK members. See ozarksecc.com or call 800-521-6144.

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Bill Amount and Due Date

Billing Summary

Message Center

1. Ozarks Electric Contact Information

- a. **Website, Address, and Phone Number:** Access your MyOzarks account, report an outage, or contact Ozarks Electric at ozarksecc.com or by calling us at 800-521-6155.

2. Billing Summary

- a. **Balance Forward:** This includes any charges or adjustments that rolled over from the previous service period.
- b. **Service Summary:** A detailed breakdown of individual charges that make up current charges. These can include base charges, the amount you owe for electricity usage for that service period, state and local taxes, and charges for any other services.
- c. **Total Amount Due:** This is the total amount due during the billing period, plus outstanding charges, credits, and late fees.

3. Bill Amount and Due Date


- a. **Total Amount Due:** The total amount due for services already used during the service period, and the payment due date or the date an automatic payment will occur.

4. Message Center

- a. Important billing messages related to your account, and promotions for Ozarks Electric Cooperative members.

FRONT OF BILL STUB

Payment Stub



PO Box 848
Fayetteville, AR 72702
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www.ozarksecc.com

Account Number 9999999999
Location Number 12345678
Total Due on 06/10/2021 \$140.86
Amount due after Jun 10, 2021 \$145.79

Please check if returning information on the reverse side.

Make Checks Payable to:
OZARKS ELECTRIC COOPERATIVE 16
PO BOX 22114
TULSA OK 74121-2114

3139 AV 0.3 5 313
JOHN DOE C-8 P-12
123 ANY ST
SILOAM SPRINGS AR 72761

9999999999000000000014086

Billing Information

5. Payment Stub

- a. **Below the Perforated Line:** This portion of the bill should be returned in the return address envelope included in your bill, along with your bill payment each month.

6. Billing Information

- a. **Late Payment:** The total amount that will be due if you make a payment after the due date.

BACK OF BILL STUB

General Information

GENERAL INFORMATION

FOR POWER OUTAGES AND EMERGENCY SERVICES PLEASE CALL 1-800-521-6322

If you have questions or concerns with billing or service, or for a delayed payment agreement, you may contact us at **1-800-521-6144** or by mail at **PO Box 848, Fayetteville, AR 72702**. You may also visit our website at www.ozarksecc.com or stop by a local office during our normal business hours Monday through Friday 8:00 a.m. to 5:00 p.m.

Your rights as a Member: Please view our Bylaws at www.ozarksecc.com/account-information
If you have a problem you cannot resolve with Ozarks Electric, please contact:

For Arkansas Members:	PO Box 400	1-501-682-0390
The Arkansas Public Service Commission	1000 Center Street	1-800-482-1164
Consumer Services Division	Little Rock, AR 72203	www.arkansas.gov/psc

Do we have incorrect or outdated contact information?


Please provide us with your correct/updated mailing address, if different than bill is currently addressed, phone number and email address:

Mailing Address _____


City _____ State _____ Zip _____

Email _____


Home Phone _____ Cell Phone _____




Online Bill Pay
Provides access to your energy account, see payment and usage history, and report/verify outages through SmartHub. Visit www.ozarksecc.com to register.



MyOzarks App
Download our free app to your smart phone to pay your bill or report outages. Search for MyOzarks in your app store.



Pay By Phone
To use our secure automated payment system to pay your bill please dial 1-855-386-9904.



Office Locations
Fayetteville, AR
Springdale, AR
Stilwell, OK
Westville, OK

Ways to Pay

7. General Information

- a. This portion of the bill outlines how to report an outage, Ozarks Electric contact information, Arkansas Public Service Commission contact information, and space to update your contact information.

8. Ways to Pay

- a. This section includes ways to pay your Ozarks Electric bill. You can pay via the website, by phone, in person at our office locations, or through the MyOzarks app.

BACK OF BILL

Meter Details

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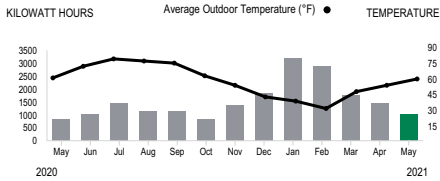
Service Location: 123 ANY ST

Account: 999999999

Meter Number	Services From	To	Days	Readings Previous	Present	Usage	Rate
12345678	04/20/2021	05/19/2021	30	70831	71846	1,015	1A1

Energy History

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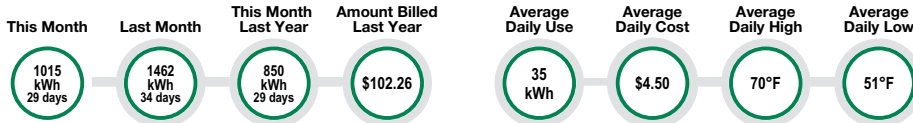


Customer Charge		22.00
Energy Charge	385 kWh @ 0.0799	30.76
	630 kWh @ 0.0899	56.64
Fuel Cost Adj	1,015 kWh @ 0.010794	10.96
Debt Cost Adj	1,015 kWh @ 0.009909	10.06
Washington County Tax		1.96
Arkansas State Tax		8.48
Total Current Electric Service		140.86

Current Customer Charges

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Energy Usage Comparison



Energy Usage Comparison

11

Total Current Charges: 123 ANY ST

\$140.86

GENERAL INFORMATION

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For Arkansas Members:
The Arkansas Public Service Commission
Consumer Services Division

PO Box 400
1000 Center Street
Little Rock, AR 72203

1-501-682-0390
1-800-482-1164
www.arkansas.gov

Do we have incorrect or outdated contact information?

Please provide us with your correct/updated mailing address, if different than bill is currently addressed, phone number and email address:

Mailing Address _____

City _____ State _____ Zip _____

Email _____

Home Phone _____ Cell Phone _____



Online Bill Pay
Provides access to your energy account, see payment and usage history, and report/verify outages through SmartHub. Visit www.ozarksecc.com to register.



Pay By Phone
To use our secure bill please dial 1-855-386-9904.



MyOzarks App
Download our free app to your smart phone to pay your bill or report outages. Search for MyOzarks in your app store.



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Westville, OK

9. Meter Details

- Includes meter number, service dates, present and previous meter readings, and the total kWh used.

10. Energy History

- Historical Electricity Usage Graph:** The gray bars show your past electric use in kilowatt hours. The green bar shows your electric use for the current billing period in kilowatt hours.
- Temperature:** Average outdoor temperature during the past 12 months.

11. Energy Usage Comparison

- Compare your energy usage for current month, last month, previous year, and amount billed last year.
- Review your daily usage, cost, and regional high and low temperatures for the current billing.

12. Current Customer Charges

- A detailed breakdown of the individual charges that make up your current bill. These can include energy charges, fuel cost adjustments, debt cost adjustments, local and state taxes, and charges for any other services.