

HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT

A Your account information including Account Number, Service Address and Statement Date are clearly displayed in the top right corner of the statement.

B The Previous Balance, due immediately, is the amount that was due on the previous month's bill. This section also displays your latest payment and any outstanding charges due on the account listed as Past Due Forward.

C This area is used to display important information each month.


D Individual charges are displayed here. Each type of service is subtitled.

E Track your current electric consumption with convenient graphs. Compare your current usage to your usage last year and set conservation goals.

F This is the Total Amount Due, including any past due charges carried over from previous billing cycles.

G Detach this pay stub and return with your payment. On this pay stub, you will find your Account Number, Service Address, Statement Date, the Due Date and the Total Due. If the amount you are paying is different than the amount due, please write the payment amount in the Amount Enclosed space. Checks should be made payable to Maquoketa Municipal Electric Utility, and should always include your account number. Please do not staple, tape or fold your check or pay stub.

H Be sure to check the back of the billing statement for more usage details and other important information.



Maquoketa Municipal Electric Utility
 201 East Pleasant Street, Maquoketa, Iowa 52060
 Phone: (563) 652-6891
 Website: www.mmeu.org
 Office Hours: Monday Thru Friday 7:30 a.m. - 4:30 p.m.

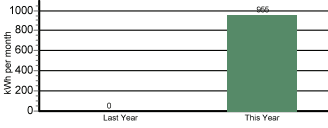

STATEMENT 11/11


Customer:
Account Number:
Service Address:
Statement Date:
Bill Type: REGULAR

STATEMENT ACTIVITY			
	RATE	USAGE	CHARGES
PREVIOUS BALANCE			\$0.00
CONVERSION BALANCE	10/02/2020		\$180.22
REMAINING BALANCE -	OW		\$180.22
ELECTRIC SERVICE:			
RESIDENTIAL SERVICE			
Basic Service Charge			\$13.00
Electric Usage Charge	0.107000	955	\$102.19
Purchase Power Adjustment	-0.013200	955	\$-12.61
Sales Tax			\$1.03
Total Electric Charges			\$103.61
CURRENT CHARGES			\$103.61
TOTAL AMOUNT DUE			\$283.83

C

Electric Usage Comparison





Maquoketa Municipal Electric Utility
 201 East Pleasant Street, Maquoketa, Iowa 52060
 Phone: (563) 652-6891
 Website: www.mmeu.org
 Office Hours: Monday Thru Friday 7:30 a.m. - 4:30 p.m.

Account Number:
Service Address:
Statement Date:

CURRENT CHARGES	TOTAL DUE	\$283.83
DUE DATE: 11/20/2020		
AMOUNT ENCLOSED:		
AFTER DUE DATE:		\$289.51

MMB0106A
 4000000002 2/1

MAQUOKETA MUNICIPAL ELECTRIC UTILITY
 201 E PLEASANT ST
 MAQUOKETA, IA 52060-3055

QUESTIONS ABOUT YOUR NEW BILL? CALL 563.652.6891

HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT CONTINUED...

I

Electric usage based on monthly meter readings is shown here.

J

These two boxes display billing messages from Maquoketa Municipal Electric Utility. Be sure to check here for energy conservation tips, safety information, dates and other useful information.

K

In this section you will find contact and payment information.

Current Meter Information										
METER	SERVICE	READ DATE	# DAYS	READ CODE	READ TYPE	PREVIOUS	CURRENT	MULTIPLIER	USAGE	UNITS
34210	ELECTRIC	10/19/2020	30	MR	KWH DL	63,172	64,127	1	956.00	kWh

Meter Reading Codes: MR = Meter Reading, CE = Computer Estimate, ME = Manual Estimate, RE = Meter Removal

Explanation of Billing Terms and Charges

Basic Service Charge - A monthly charge billed by the utility to cover the fixed costs of supplying you electricity. This charge is the same regardless of usage.

PPA - PPA or Purchased Power Adjustment relates to the monthly changes in the cost of power purchased from the utility's wholesale supplier. This amount can be positive or negative and is applied to all kWh consumed for the billing period.

Kilowatt (kW) - A unit of measure related to electric power. A kilowatt equals 1,000 watts.

Kilowatt-hour (kWh) - A unit of measure related to electric energy. A kilowatt-hour is equal to the amount of work done by 1,000 watts for one hour. Customers are charged for electric energy consumed in cents per kilowatt-hour.

Rate - MMEU has several rate classes ranging from Residential to Large General Service. A schedule of rates may be obtained at the office or by visiting www.mmeu.org.

Demand Charge - The Demand Charge is based upon the highest average power (kW) consumed over a 15 minute interval during a billing period. The Demand Charge applies only to the Large General Service (LGS) rate classes.

Distribution Demand Charge - The Distribution Demand Charge is based upon the highest Demand Charge incurred by the customer in the current month or the previous 11 months. The Distribution Demand Charge applies only to the larger LGS rate classes.

Multiplier - Converts units measured by the meter to actual billing usage.

Late Payment Charge - Monthly penalty charged for bills not paid by the due date. The charge is \$2.00 or 2% whichever is greater, of the past due amount.

Bill Payment Options

Automatic Payment - Payments can be made by automatic withdrawal (ACH) from your bank account. Please stop in the office to sign up or visit www.mmeu.org to download the form to submit to our office.

Pay by Mail - Payments can be sent to Maquoketa Municipal Electric Utility, 201 E. Pleasant Street, Maquoketa, Iowa 52060. Please include the bottom portion of the bill to assure that your account is properly credited.

Pay at the Office - During normal business hours payments can be made at the office, or by using the drop box marked Electricity 24 hours a day.

Pay Online - Pay your bill online directly from your checking or savings account, or with a Debit or Credit card. Visit www.mmeu.org and click on "MyAccount". You will need to register your account the first time you do this. Please have your account number.

Budget Billing - Your monthly electric bill will be a fixed amount based on your 12 month consumption history. The monthly budget amount will be monitored and adjusted to keep the account current.


Privacy Protection - In order to protect your personal information, Customer Service Representatives are required to verify the identity of each customer by requesting identification.

Conditions of Service

MMEU does not guarantee uninterrupted utility service and does not assume responsibility for damage or loss caused by service outages. To guard against damage to your electrical equipment, you should install properly sized and properly installed surge protection equipment. Services are provided in accordance with the rules of the Board of Trustees of the Maquoketa Municipal Electric Utility and the Iowa Utility Board (IUB). MMEU has the right of access to the premises for purposes of meter reading and maintenance of utility facilities. MMEU strives to bill customers accurately, but meter errors do occur. If a customer has been overcharged or undercharged because of the incorrect reading of a meter, the incorrect application of the rate schedule, an incorrect connection or other equipment failure, then MMEU will adjust the customer's bill either by issuing a refund or back-billing as necessary according to MMEU's service rules available at the MMEU office or www.mmeu.org. Utility services are subject to disconnection when bills are not paid when due. Customers should contact the MMEU main office (563-652-6891) within 30 days of billing if they have a question or wish to dispute the amount billed.

Customer Complaint Procedure

If you have a question or complaint regarding your service, you may contact a utility representative at Maquoketa Municipal Electric Utility, 201 E. Pleasant Street, Maquoketa IA, 52060, 563-652-6891. A representative will try to assist you with your problem. If your complaint is related to service disconnection, safety, or renewable energy, and we do not resolve it, you may request assistance from the Iowa Utilities Board at 515-725-7300 or toll-free at 877-565-4450, by mail at 1375 E. Court, RM. 69, Des Moines, Iowa 50319, or by email to customer@iub.iowa.gov.

Shared strength through  WPPI Energy

WE ARE YOUR LOCAL RESOURCE
QUESTIONS ABOUT YOUR NEW BILL? PLEASE CALL 563.652.6891

At Maquoketa Municipal Electric Utility, we join forces with other local not-for-profit utilities through WPPI Energy to share resources and lower costs.



mmeu.org (563) 652-6891

Shared strength through  WPPI Energy