

## FRONT OF BILL

# Understanding Your Bill

Our monthly bills are designed to make sure you understand everything about your account, including your charges and energy use.

Our office locations, business hours, phone numbers and website.

**Jacksonville Office**  
259 Western Blvd.  
Jacksonville, NC 28546  
8:00am–5:00pm  
Monday–Friday



OFFICE: 910-353-1940 or 800-682-1515  
Automated 24 hours a day outage reporting, bill balance, and bill pay.



www.joemc.com

**Sneads Ferry Office**  
1225 NC Highway 210  
Sneads Ferry, NC 28460  
8:00am–5:00pm  
Monday–Friday

OUTAGES: 910-353-7117 or 800-681-4146 (24 hours a day)  
Check your fuses and circuit breakers before reporting an outage.

Name of person on the account and meter location.

Account Summary is a breakdown of your previous balance, payment received and current balance due.

Pay Where You Shop provides a fast and easy method for members to pay their electric bill while shopping at participating retailers.

Please keep in mind that store clerks do not have any information about your account. You will not be able to ask them how much you owe, when it will be delinquent, etc.

<b>Account Name</b> Jane Doe		<b>Billing Date</b> 06-Aug-2024
<b>Service Location</b> 123 Any Street		<b>Account Number</b> 9876543210
		<b>Statement Number</b> 0000001
Account Summary		Notice
	Amount	Thank you for your prompt payment.
Balance from Last Statement	258.68	
Payments and Refunds	-258.68	
Transactions since last statement	298.50	
<b>Total Balance Owed</b>	<b>\$298.50</b>	



**Account Number 9876543210**  
Use the below barcode to make a cash payment at convenient, participating retail locations. Please be sure to tell the cashier the amount you would like to add to your account.

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at [jonesonslowemc.meridiancheckout.com/terms](http://jonesonslowemc.meridiancheckout.com/terms).



56789012345678901234567890

Present this barcode at these retailers to pay your electric bill. Only cash accepted. Payments post immediately to your account.



Retain this portion for your records.

Bills are due upon receipt. Late fees may apply. DETAILS ON BACK.

Please return this portion with your payment to ensure proper credit to your account.

Please write your statement number or account number on your check or money order. Thank You.

**JOEMC** Jones-Onslow Electric Membership Corporation  
259 Western Blvd. | Jacksonville | NC 28546-5797



Check box for address/phone/email change (see back).

ELECTRONIC SERVICE REQUESTED

<b>Statement Number</b> 0000001	
<b>Account Number</b> 9876543210	<b>Due Date</b> 31-Aug-2024
<b>Amount Due Now</b> \$298.50	
Write Amount Being Paid Below	

PLEASE MAKE CHECKS PAYABLE TO:

JONES-ONSLow EMC  
PO BOX 63022  
CHARLOTTE NC 28263-3022



50001

503

Our office should receive this amount by 5:00 PM on the due date stated.

# BACK OF BILL

**Bills are prepared monthly, reflect an average of 30 days of electric use, and are due and payable upon receipt.**

Each billing cycle will have approximately 30 days in it. This will vary month to month depending on when the meter was read.

This shows the date range, "from" and "to" for which you are being billed.

The Rate Code describes the type of service. "A" is for residential.

These are the readings on the meter for the matching service dates.

MULTI stands for multiplier. Residential meters typically have a single multiplier.

Each electric meter has a unique number that identifies your service. You can find this number on the meter at your service address.

This charge is for the recovery of the Cooperative's incremental costs associated with NC's mandated renewable energy portfolio standard.

BILLING DATE 06-Aug-2024  
PAGE 2  
ACCOUNT NUMBER 9876543210

Balance from Last Statement 258.68

**Details**

METER	FROM	TO	DAYS	RATE	PREVIOUS READING	PRESENT READING	MULT	USAGE	CURRENT BILLED AMOUNT
112233	05-Jul-24	05-Aug-24	31	A	68681	71136	1	2455	252.30
08/05/24 Payment -- Thank You									-258.68
08/06/24 NC Renewable Energy Mandate									0.67
08/06/24 Facilities Charge									26.00
08/06/24 Sales Tax @ 7.00%									19.53
<b>Total Current Bill</b>				<b>Due Date</b>	31-Aug-2024		<b>\$298.50</b>		
<b>TOTAL BALANCE OWED</b>				<b>\$298.50</b>					

Facilities Charge is a fixed charge that helps the co-op cover the expenses of maintaining the overall electric system; including but are not limited to cable, poles, meters, transformers, substations, and maintenance.

Comparison	Days of Service	Total KWH	AVG KWH/Day
Current Billing Period	31	2455	79
Previous Billing Period	30	2093	70
Same Period Last Year	30	1743	58

A 1 1/2% (\$2 minimum) late charge will be applied to previously unpaid charges.

Historical Usage

Month	2024 (kWh)	2023 (kWh)
J	1500	1200
F	1400	1100
M	1300	1000
A	1400	1100
M	1500	1200
J	1600	1300
J	1700	1400
A	1800	1500
S	1600	1300
O	1400	1100
N	1300	1000
D	1200	900

If you have entered information below, you must check the box on the front of the return stub

**Please list changes to your contact information below:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Usage multiplied by the rate gives the current billed amount.

This is the amount of electricity used during the billing period.

This graph shows your month-to-month energy consumption in kilowatt hours (kWh).