

# UNDERSTANDING YOUR INLAND POWER BILLING STATEMENT

**Inland Power**  
and Light Company  
PO Box B  
Spokane, WA 99219-5001  
(509) 789-4277

Member Name  
Member Address  
City, State Zip

**1 Keep For Your Records**

**2** Membership Number 1234  
Statement Date: January 1, 2012

**3** Billing Summary  
Total Amount Due – 1/15/12 \$ 919.87

**4** Inland Power Message  
Prepare for the winter storm season. Inland Power's outage reporting line is (877) 668-8243.

**5** Western Union # 0001062260013

**6** INFORMATION ONLY: This bill includes your share of the following costs, which Inland Power is required to pay:  
WA State Utility Tax – 3.87% ..... \$ 4.96  
BPA Fish and Wildlife (approx.)..... \$ 35.42  
City Utility Tax – 3.87% ..... \$ 23.94

**7 SUMMARY STATEMENT FOR INLAND POWER**

Sub	Meter #	Service Location	Amount Due	Amount Paid	Meter Reading
001	12345678	FOUR LAKES	\$ 19.28		
002	12345678	SUNCREST	\$ 19.28		Not Required
003	12345678	COLFAX	\$ 605.19		Not Required
004	12345678	DAVENPORT	\$ 276.12		Not Required
		<b>TOTAL</b>	<b>\$ 919.87</b>		

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Billing Summary  
Total Amount Due – 1/15/12 \$ 919.87

**8 STATEMENT DETAIL FOR INLAND POWER**

**FOUR LAKES:**  
Membership # 1234-001  
For period 12/1/11 to 12/31/11 – Covering 31 days  
Meter Number 12345678  
Current Meter Reading 9845  
Prior Meter Reading 9845  
Meter Multiplier 10  
Total kWh Used 0

**9 Details of Current Charges:**  
Previous Balance \$ 19.28  
Payments Received – Thank You (\$ 19.28)  
Service Availability Charge \$ 16.80  
Cheney City Tax @ \$14.75% \$ 2.48  
Total Current Charges \$ 19.28  
**Total Amount Due \$ 19.28**

**10** Messages listed here refer specifically to your account.

**SUNCREST:**  
Membership # 1234-001  
For period 12/1/11 to 12/31/11 – Covering 31 days  
Meter Number No Meter  
Current Meter Reading  
Prior Meter Reading  
Meter Multiplier  
Total kWh Used 0

**Details of Current Charges:**  
Previous Balance \$ 19.28  
Payments Received – Thank You (\$ 19.28)  
Service Availability Charge \$ 16.80  
Cheney City Tax @ \$14.75% \$ 2.48  
Total Current Charges \$ 19.28

## 1. MEMBERSHIP NUMBER

This is your membership number that identifies your account with Inland Power. Use this number for requesting information on your account.

## 2. STATEMENT DATE

This is the date your billing statement was distributed.

## 3. BILLING SUMMARY

This is a summary of your total amount and date your bill is due.

## 4. MESSAGE FROM INLAND POWER

This message box contains money saving ideas, event dates and other important information for members. Each month will have a new message.

## 5. WESTERN UNION #

This is Inland Power's identification number to be used at a Western Union pay station such as Yoke's, Family Foods, etc. Please see our website for a full list of pay stations.

## 6. TAXES AND BPA FISH & WILDLIFE COSTS

This section outlines what portion of your monthly bill goes to city tax, state tax or BPA Fish & Wildlife costs. These are based on a percentage of your monthly electric usage.

## 7. SUMMARY STATEMENT

This is a quick summary of each of your subs, meter numbers, service locations and the amount due for each meter. If applicable, this is also where you report your meter read to Inland Power. You can submit your meter read to Inland Power in this box, online at [inlandpower.com](http://inlandpower.com) or by calling (509) 789-4293.

## 8. STATEMENT DETAIL

This has information about your current energy usage. Includes your meter number, number of days in current billing period, present meter reading, previous meter reading and total kWh usage. The electricity you use is measured and billed in kilowatt hours (kWh). Metering equipment for the account determines the meter multiplier.

Please use this "How to Guide" to help you understand the new layout and terms used for your Inland Power billing statement. We hope that the information provided is helpful and easy to understand. As always, feel free to contact our member service representatives at (509) 789-4277 if you have any questions.

### ACCESSING YOUR ACCOUNT ONLINE

If you currently have an Inland Power online account you can continue to login with your current login and password. If you would like to sign up for an online account please use the "Create an Online Account" link at [www.inlandpower.com](http://www.inlandpower.com). You will need to have your phone and membership numbers available.

Once you have completed the online account registration process you will be able to view your account, make payments, submit meter reads and change your online preferences at your convenience.

# UNDERSTANDING YOUR INLAND POWER BILLING STATEMENT, CONT.



## CONTACT US **11**

**MEMBER SERVICE** ..... (509) 789-4277

Monday through Friday – 8 a.m. to 5 p.m. (800) 747-7151

**REPORT A POWER OUTAGE** ..... (877) 668-8243

**METER READING/** ..... (509) 789-4293  
**CHECK PAYMENTS**

**SEND CORRESPONDENCE AND PAYMENTS TO:**

P.O. Box B | Spokane, WA 99219-5001

**VISIT US IN PERSON AT:**  
10110 W Hallett Rd. | Spokane, WA 99224

[INLANDPOWER.COM](http://INLANDPOWER.COM)

## **12** PAYMENT OPTIONS

- **AUTOPAY** Schedule your payment to be deducted from your checking/savings account on its due date. Sign up at [www.inlandpower.com](http://www.inlandpower.com)
- **CREDIT CARD** Associated fees required by the credit card companies are charged to cardholder in order to keep costs down for other members. This fee will be disclosed during the transaction. To pay your bill by credit card call (888) 320-7056.
- **IN PERSON** Payments can be made in person at our office, Monday through Friday – 8 a.m. to 5 p.m.
- **MAIL** Please use the enclosed envelope to mail payment.
- **ONLINE** At [www.inlandpower.com](http://www.inlandpower.com)
- **PAY STATION** Inland Power offers several convenient pay stations to make a payment. Please visit our website for a full list of locations. Convenience fees may apply.
- **PHONE** Make check payments by phone at (509) 789-4293.

### ELECTRONIC BILLING

- **E-BILL** Receive your billing statement electronically. Sign up at [www.inlandpower.com](http://www.inlandpower.com)

### PAYMENT POLICIES

All bills are due on or before the due date. Payments received for less than the full amount will be applied first to the oldest charges. Bills are currently calculated on a 5% net discount basis. Bills not paid by the due date revert to a gross basis and the 5% net-to-gross fee will be charged back to your account. If you are unable to pay your entire bill by the due date, please call our member service department. They may be able to make payment arrangements with you or direct you to agencies that offer energy assistance.

**RETURNED CHECKS** Checks returned for nonsufficient funds may be redeposited electronically.

### BILLING OPTIONS

Inland Power offers multiple billing options including budget, seasonal and annual billing. Please contact our member service department, or visit our website for full details, to sign up for these services.

### ESTIMATED BILLS

Our estimating procedure is based on past use. Your bill will be adjusted to actual when we receive a meter reading. If a current monthly meter read is not reported, a \$3.00 fee for estimating your account will apply.

### METER READING

One way Inland Power keeps costs down is by having our members in rural areas read their own meters. We recommend you read your meter at the same time each month as this keeps your bills consistent from month to month and enables us to assist you in energy use and conservation. You can report your monthly meter reading online, on your payment stub or by calling our 24-hour meter reading line at (509) 789-4293.

### PROJECT SHARE

Project Share is a community-sponsored program that provides emergency heat assistance to homes throughout Inland's service area. You can give to Project Share by filling in your donation amount on the remittance stub. Please contact our office if you would like information on how to apply for Project Share funds.

### CALCULATING ENERGY USE

Please visit our website at [www.inlandpower.com](http://www.inlandpower.com) for details on calculating your home energy use.

### ENERGY EFFICIENCY

Energy efficiency is your best long-term solution for managing your electric bill. Please visit our website to see full details.

### CALL 811 BEFORE YOU DIG PROGRAM

Dial 8-1-1, the national "Call Before You Dig" phone number, at least 72 hours before engaging in any type of excavation work. They will mark any underground lines on your property. For more information visit [www.callbeforeyoudig.com](http://www.callbeforeyoudig.com).

## 9. DETAILS OF CURRENT CHARGES

This section details the current charges for your account including energy charges, service availability charges, outdoor lighting/street lighting and fees.

- **Demand Charge (For Commercial Accounts)** A \$3.06 per kW of demand exceeding 50 kW. Demand charges that vary from unity by more than 3% may be corrected to a 97% power factor, leading or lagging, for billing purposes.
- **Disconnect Notice Fee** A \$10 fee will be charged for delivery of the notice and additional billing processing.

- **Energy Charge** The energy charge is for generating energy and delivering it to your home or business. The total amount of energy (kWh) you use is multiplied by the charge for each kWh.

- **Membership Fee** A one-time \$10 fee for membership in the Inland Power co-op.

- **Meter Reading Estimation Fee** Fee for processing a meter read estimation for your monthly bill.

- **Net-to-Gross Charges** Bills are currently calculated on a 5% net discount basis. Bills not paid by the due date revert to a gross basis and the 5% net-to-gross fee is charged to your account.

- **Outdoor Lighting/Street Light Charge** The outdoor lighting/street light charge is for those members that have lights on/near their properties, which Inland Power maintains. (Previously Security Light Charge)

- **Service Availability Charge** The service availability charge is for expenses incurred regardless of how much energy you use, such as monthly costs for operations, maintenance of plant, taxes, insurance and depreciation. (Previously Facilities Charge)

- **Transfer Fee** A \$20 fee to initiate electric service in your name.

## 10. BILLING MESSAGES

These messages refer specifically to your account and may include messages about your budget billing renewal or meter reads for your account.

## 11. CONTACT US

You can reach us by email, web, phone or in person.

## 12. IMPORTANT INFORMATION

This is a listing of information you may find helpful such as your payment and billing options, energy efficiency resources and other important information regarding services Inland Power offers.

