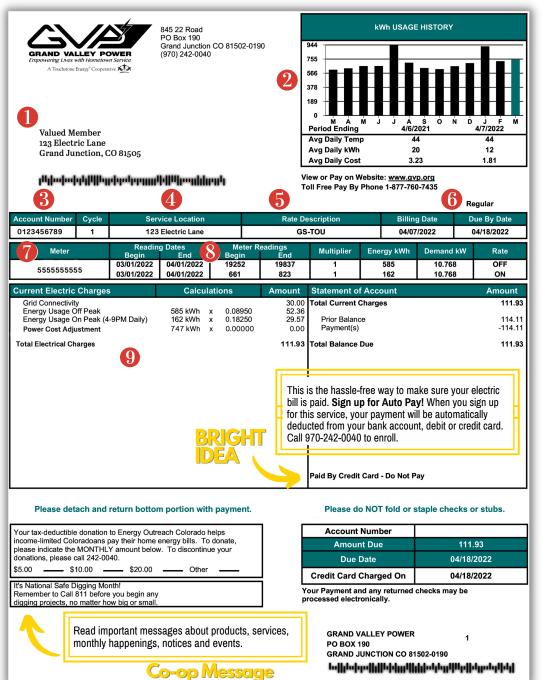
UNDERSTANDING YOUR BILL



Your monthly electric bill covers the various costs of supplying electricity safely and reliably to your home or business. It's important to understand the information on vour bill. including charges, meter readings, dates and other account details. With all this information, it can be hard to decipher all the different items on your bill. With recent rate changes, Grand Valley Power wants to ensure its member bills are easv to understand.

The majority of Grand Valley Power's members recently moved to a Time-of-Use rate. Your bill has been updated to reflect the new rate structure. Let's dive into the most important items you'll see on your new bill.

To the left is a sample bill for the General-Service — Time-of-Use rate. Other rate classification example billing can be found online at gvp.org/understanding-your-bill.

Member contact(s) and billing address:

This section shows the owner listed on the account and the current billing address that we have on file.

2 Usage Graph :

This section shows members a 13-month energy usage history. It can help you review trends and evaluate the amount of energy you are using during specific months and time of year. More detailed graphics can be viewed online using your SmartHub account. Visit gvp.org/SmartHub to get started!