



Member Newsletter ♦ Fergus Electric Cooperative, Inc., Lewistown, MT ♦ www.ferguselectric.coop

NEW BILLING FORMAT IS HELPFUL AND EASY TO UNDERSTAND

By **CARSON SWEENEY**
General Manager

FOR some time, members and staff alike have expressed that the format of the monthly bill could be improved. It is true that the template has been unchanged for 12 years. Although the information provided on that bill is adequate, we were happy to learn from our software provider that it has expanded the range of data that can be shown on the bills, and we believe our members will find the enhanced information and well-designed billing statement more helpful. After an extensive iteration process, we are excited to announce that we will introduce our newly designed bills in April.

The new bills are intended to improve understanding and awareness of information related to your monthly usage. We want you to clearly understand how much electricity you consume, and when you consume it. For those members who have several meters, the new bills provide a detailed summary of multiple meters associated with an individual account. The restructured bill will be available to our members in April for the 03/01/2023 – 03/31/2023 billing cycle.

The bill update is not a change to any of our rates. Fergus Electric Cooperative has not had a rate increase since 2011. We are actively managing

our expenses and system investments to continue operating the cooperative at existing revenue levels.

On page 6 is an example of the new bill for an account with only one meter. In the top section, left to right, is the total amount due, Fergus Electric's contact information and your name, billing date, due date and account number.

The next section displays the energy consumption for the month and historical usage across the last 12 months. In a gray box near the bottom lefthand side of the page, the contact information we have on file for your account is shown. If your bill says, "none on file", please provide our office with your current contact information.

On the back of the bill (*example on page 7*), we provide additional information for each individual meter. We begin near the top with a section called "Service Description." In this case, the member used the word HOUSE to identify the location. If your new bill shows "no description on file," please contact our office and provide us with a service description for your meter location. The purpose of having a Service Description is to help members keep track of usage by location, i.e., house, barn, feed lot, cabin, etc.

Directly below Service Description is the following meter information: the dates associated with the meter reads, the total kWh (kilowatt hour) usage,

and a new value we call Peak kW (kilowatt). Peak kW is the highest average demand over a 15-minute period within the billing period. Your individual peak will occur when multiple electrical devices are all running at the same time, such as a clothes dryer (4.5 kW), kitchen oven (4 kW), baseboard heater (1.8 kW), water heater (4 kW) and live-stock tank heater (1.5 kW).

Next, we give you a new chart called "My Energy Use Snapshot," which helps you understand when your home consumes electricity throughout a 24-hour period. To the right of that chart, we provide detailed billing information on previous payments and current account activity. We think you will find that the new format clearly displays each charge and the total amount due in a simplified format.

In the next section, the "Monthly Peak (kW)" chart is another new graph we offer to show members their monthly peak electrical demand (kW) on our system while also displaying the date and time of day that your electrical peak occurred.

The bottom section contains information regarding "Paying Your Bill." You will notice information about our mobile app – SmartHub, which allows you to make payments and review electric usage. We also furnish additional information on ways to pay your bill,

See NEW BILL, page 8



Lewistown Office: 406-538-3465
 Roundup Office: 406-323-1602
 24 Hour Outage: 406-538-3465
www.ferguselectric.coop

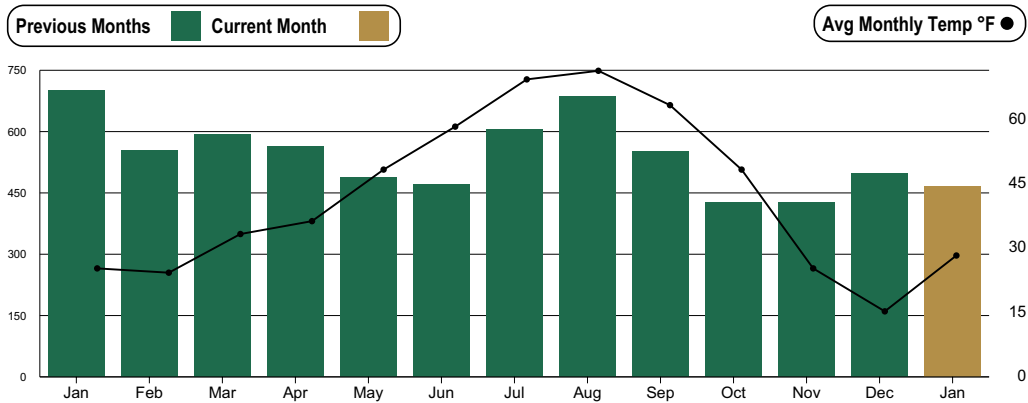
Member Name: YOUR NAME
 Billing Date: 02/05/2023
 Bill Due Date: 02/25/2023
 Account: 123456

TOTAL AMOUNT DUE
\$90.55
 Paid by Bank Draft
 Do Not Pay

Charge detail found on the back of this page.

Total Amount Due will be automatically debited from your bank account on 02/21/2023

Monthly Energy Use (kWh)



This Bill
467
 kWh

Last Bill
499
 kWh

MEMBER MONTHLY MESSAGE
 Fergus Electric's offices in Lewistown and Roundup will be closed on Monday February 20th in observance of President's Day.

Please detach bottom portion and return with your payment.



84423 US Highway 87
 Lewistown MT 59457

Bill date: 02/05/2023
 Account: 123456

Total Due \$90.55

Paid by Bank Draft on 02/21/2023 - Do Not Pay
 Your payment may be processed electronically

If this information has changed please update it in SmartHub.
 Phone on file: (555) 867-5309
 Email Address: None on file

Fergus Electric Cooperative, Inc.
 84423 US Highway 87
 Lewistown MT 59457-2058

YOUR NAME
 123 YOUR STREET
 ANY TOWN MT 59457-2058

4 349



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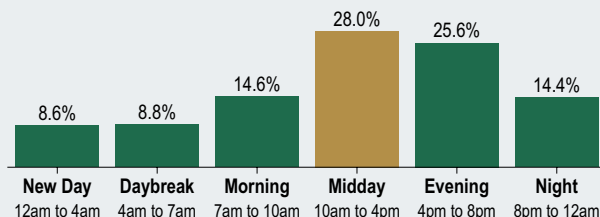


Lewistown Office: 406-538-3465
 Roundup Office: 406-323-1602
 24 Hour Outage: 406-538-3465
www.ferguselectric.coop

Service Desc: HOUSE Account: 123456

Meter #	Rate	Services		Days	Readings		Mult	kWh Usage	Peak kW
		From	To		Previous	Present			
232000092	SINGLE PHASE	01/01/22	01/31/23	31	5,597	6,064	1	467	7.555

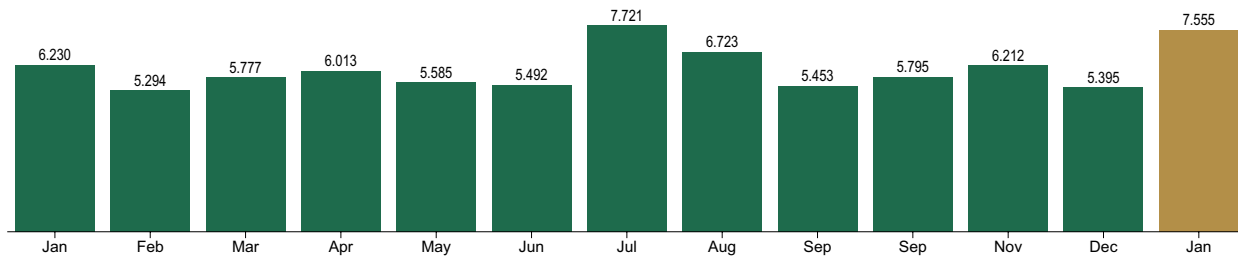
My Energy Use Snapshot



Previous Account Activity	
Previous Balance	\$94.53
Payment Received 01/24/2023 - *Thank You*	-\$94.53
Account Balance Before Current Charges	\$0.00
Current Activity	
Base Charge	\$32.50
kWh Charge	
0 - 1,000 kWh	467 kWh @ \$0.1243 \$58.05
1,001 - and above	0 kWh @ \$0.1043 \$0.00
Peak kW	7.555 kW @ \$0.0000 \$0.00
Total Current Charges	\$90.55
Total Amount Due	\$90.55

For more details visit your account at <https://ferguselectric.smarthub.coop>

Monthly Peak (kW) 1/7/2023 - 10:59 am - 7.555 kW



Compare your usage each month and see when you create your peak. This number correlates to your Peak kW in the meter row.

PAYING YOUR BILL

There are multiple ways to pay your bill.

- Mobile App -- SmartHub
 Sign up today at <https://ferguselectric.smarthub.coop>
 Make Payments ● Track Electric Usage ● Update Information



- Automatic Bank Draft -- Your payment is drafted from your checking/savings account around the 21st. Call our office to set up this service.
- Bank Drop -- To make it convenient Fergus Electric has set up accounts at the following banks where you can drop off your payment:
 Stockman Bank - Lewistown
 First Bank of Montana - Lewistown
 Bank of the Rockies - Lewistown
- Call Capture -- Automated payment service using checking/savings account or credit card.
 Call toll-free at 1-844-425-4302





Lewistown Office: 406-538-3465
 Roundup Office: 406-323-1602
 24 Hour Outage: 406-538-3465
www.ferguselectric.coop

Member Name: YOUR NAME
 Billing Date: 02/05/2023
 Bill Due Date: 02/25/2023
 Account: 444444

TOTAL AMOUNT DUE

\$917.16

Due Date 02/21/2023

Billing Summary

Previous Balance	\$1,930.58
Payments Received - Thank you!	-\$1,930.58
Current Charges	\$917.16
Balance Forward	\$0.00
Total Charges Due By 02/21/2023	\$917.16

Meter #	Service Description	Rate	This Month		Last Month	
			kWh	Peak kW	kWh	Peak kW
290001723	HOUSE	SINGLE PHASE	4,487	12.539	4,988	14.297
290001721	WELL	SINGLE PHASE	0	0.000	0	0.000
290001726	BUNK HOUSE	SINGLE PHASE	775	1.081	783	1.097
290001724	SHOP	SINGLE PHASE	1,614	8.908	1,575	9.016

NEW BILL

Continued from page 5

including automatic bank draft, bank drop and “call capture”, an automated payment service. On the right, we have reserved a space to share information, updates or pictures such as our crews working in the field, enjoying the excellent views of central Montana.

For accounts with multiple meters, (see examples above and below) we are providing a billing summary on the front page to help display all meters associated with the given account. We will provide a member-defined service description for each meter location, along with electric usage for the current and previous billing periods. Within the bill, each meter will have detailed information and financial activity displayed in an easy-to-understand format. If you have a meter that has seasonal usage, the usage graphs will only display usage in months

with electrical activity, and will be blank for months with no electrical consumption.

In this month's *Fergus Features*, we have covered the formatting changes we have made to the two types of bills most members receive. In addition to these, Fergus Electric sends out a handful of monthly bills tailored to members' individual energy needs. Beginning in April, all members with active accounts will receive a newly formatted bill. When you get your new bill, we ask that you review it, and if the contact information or service description is missing, please call our office to update your account, so we can serve you better.

We hope the new format and look is helpful and easy to understand. If you have any questions about your bill, please call our office at (406) 538-3465. We are open Monday through Thursday, 7:00 a.m. until 5:30 p.m.

IDENTIFY ACCOUNT NUMBER*

WIN A \$32.50 CREDIT

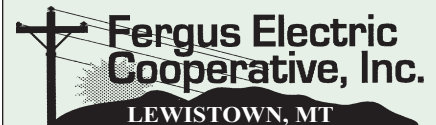
If one of the following account numbers is yours, call Fergus Electric (406-538-3465) and identify yourself and your account number and you will receive a \$32.50 credit on next month's statement.

Account 197152, Account 162853
Account 304760, Account 396682
Account 32600, Account 379991

CONGRATULATIONS!

Richard Kinsey of Big Timber (Ryegate service area), **Karen Price** of Buffalo, **Darrell Gerer** of Denton, **Gene Messer** of Billings (South Roundup service area) and **Gilkey Farms** of Denton were last month's winners!

*NUMBERS ARE DRAWN MONTHLY



Your Touchstone Energy® Partner

FOR OUTAGES

First: Check the fuses or breakers in the building in which the electricity is off.

Second: Check the breaker below the meter.

Third: If electricity is still out, call a neighbor to see if they have electricity.

Fourth: Call 406-538-3465 day or night or:

- Dale Rikala 406-366-3374
- Bret Ophus 406-366-7523
- Bret Nellermeoe (Roundup)..... 406-939-0636
- Carson Sweeney 406-366-0971
- Melanie Foran 406-462-5650
- Scott Olson 406-366-5822
- Dan Balster 406-366-0975

FERGUS ELECTRIC COOPERATIVE, INC.

84423 US Hwy. 87, Lewistown, MT
 59457-2058
 Tel: 406-538-3465

Office Hours: 7 a.m. - 5:30 p.m. M-Th.

Website: www.ferguselectric.coop

E-mail: ferguselectric@ferguselectric.coop

Facebook: www.facebook.com/ferguselectric

Carson Sweeney.....General Manager
 Dale Rikala..... Line Superintendent
 Sally Horacek Office Manager
 Janine Rife Didier..... Editor

Fergus Electric is an equal opportunity provider and employer.

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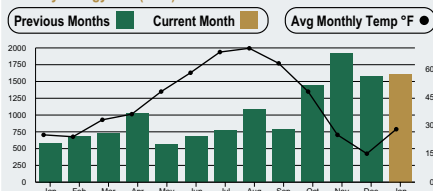
Fergus Features is an award-winning newsletter.

Service Desc: SHOP

Account: 444444

Meter #	Rate	Services		Days	Readings		Mult	kWh Usage	Peak kW
		From	To		Previous	Present			
290001724	SINGLE PHASE	01/01/22	01/31/23	31	20,880	22,494	1	1,614	8,908

Monthly Energy Use (kWh)



Current Activity

Base Charge		\$32.50
kWh Charge	0 - 1,000 kWh	1,000 kWh @ \$0.1243
	1,001 - and above	614 kWh @ \$0.1043
Peak kW		8.908 kW @ \$0.0000
Total Current Charges		\$220.84

For more details visit your account at <https://ferguselectric.smarthub.coop>

Monthly Peak (kW)

