

Definitions: (cont.)

Total Electric Delivery Charges: The total charges for electric delivery for the month.

Supply Charges: The cost of generating or purchasing the electricity you use and transporting that electricity to your local substation. If you choose an alternate supplier, these charges would be replaced by the electric supplier's charges.

Transmission Charge: The charge for transporting electricity from power plants to local substations.

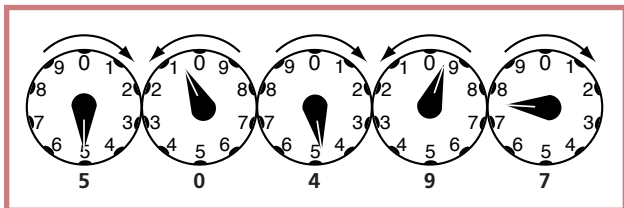
Basic Generation Service Charge: The charge for generating or buying power for customers who are not receiving their electric supply from an alternate supplier.

Total Electric Supply Charges: The total of the electric supply charges for the month.

Total Electric Charges: The combined total of all charges for the month, including both delivery and supply charges.

Note: Depending on your rate schedule, you may see different charges on your actual bill.

How to read your meter:



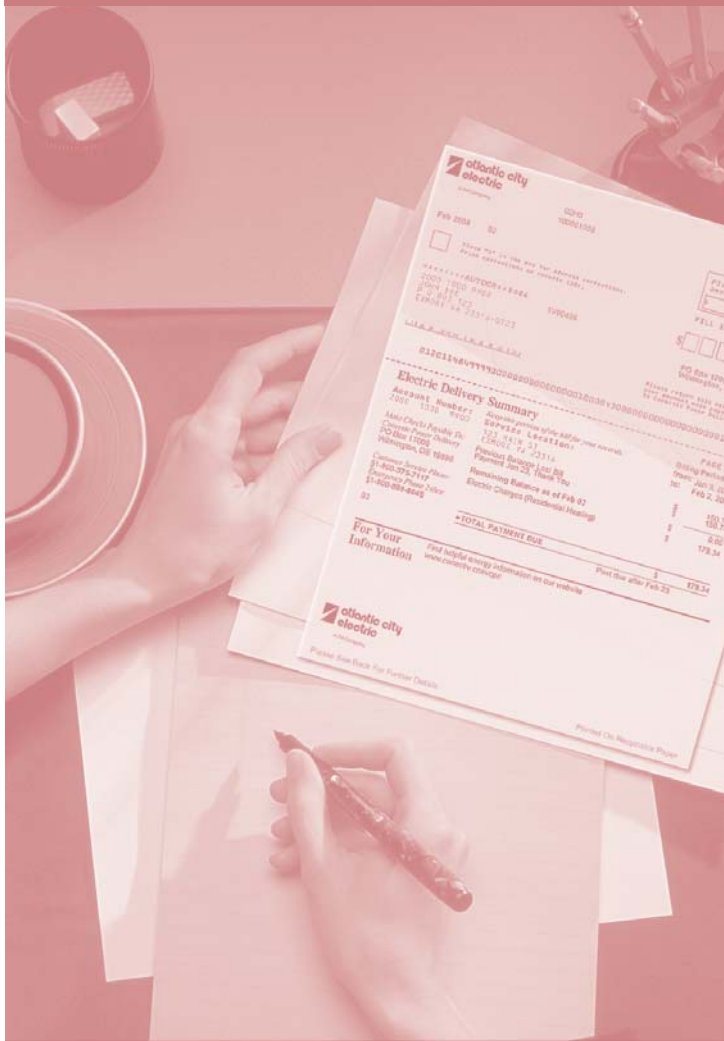
Reading your meter is easy. Starting from the left, look at the hands on each dial and write down the last number passed by the hand. If the hand is between two numbers, always write down the smaller one. The reading for the illustration below is 50497.

To find the amount of energy used between two readings, subtract the first reading from the second.

Note: Some meters have digital displays.



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How to Read Your Bill



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How to read your bill:

Payment Coupon

Return this portion with your payment

1. The address where we send your bill.
2. The total amount due and the date the payment is due.

Electric Delivery Summary

A snapshot of your payments and charges.

3. The account number that should be used when calling or writing to us.
4. The address where you receive service.
5. The billing period is the timeframe for which you are being billed.
6. The address, business and emergency phone numbers to use when contacting Customer Care.
7. A summary of the payments received and the total amount now due.
8. The mailing address, service address and account number are all listed again for easy reference.

Electric Meter Information

9. Shows the amount of electricity you used and the meter reading information.
10. The approximate date of your next meter reading.

Electric Delivery Charges

11. The number of days included on your bill, which seasonal rate is in effect, and the rate schedule on which you are billed.
12. The price to compare to supplier offers to determine if you may attain savings.

13. Your detailed electric charges for the month for descriptions of each line item, See Definitions, below

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Your Electric Energy Comparison

A tool to help you manage your energy use.

15. The average temperature for this month and for the same month last year and the average daily amount of electricity usage in kilowatt hours.

15. A chart of your monthly usage for the past year.

Definitions:

Delivery Charges: The cost of bringing electricity to the service location through poles and wires.

Current Charges: The number of days in the billing period and your rate schedule.

Customer Charge: The costs of providing service, including meter reading, billing and maintenance.

Distribution Charge: This is the price you pay for an electric company to deliver (or distribute) electricity

through its poles and wires. Charges are listed in increments based on kWh usage.

Market Transition Charge: The costs associated with the transition to a competitive electric market.

Transition Bond Charge: This charge provides for the recovery of all generation related stranded costs including financing charges and related costs.

Net Non-Utility Generation Charge: Costs associated with purchase power contracts with non-utility generators.

Societal Benefits Charge: Costs associated with state-mandated social programs.

System Control Charge: This charge provides for recovery of appliance cycling load management costs.

Regulatory Assets Recovery Charge: Costs associated with deferred, regulator-approved expenses incurred as part of a utility's obligation to serve the public.

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