


Understanding Your Bill

Your energy bill provides you with as much or as little detail as you want to answer questions you may have on your energy service.

The front of your bill shows an easy-to-read summary of charges, a graph of your energy use over a 13-month period, and important information about your account.

- 1 **Your Information:** This is your account number, name, and date the bill was mailed.
- 2 **Amount due:** Easily find your amount due and due date. All payments need to be made on or before the due date. Past due charges will be included in your amount due. If you are enrolled in Automatic Bank Transfer, this is the amount and date your payment will be automatically made for you.
- 3 **Reach Out To Us:** Visit us online, email or call us to learn about the services we provide or to manage your account.
- 4 **Energy usage chart:** Compare several factors that might influence your energy use – it includes your average use per day and cost per day for this month, last month and last year.
- 5 **A breakdown of how your bill is figured:** Account summary provides the transactions since your last bill that were used to determine your balance due for the billing period. If you are enrolled in Budget Billing, this will show the amount of your monthly budget payment.
- 6 **Read Your Messages:** Important information about your account is provided in this section. Additional information is also provided on the back of your bill.
- 7 **Payment Remittance:** If mailing your payment, return this portion of your statement in the return envelope provided. Please don't fold your payment or attach it to the stub.
- 8 **Black Hills Cares:** Black Hills Cares helps eligible customers meet their energy needs through tax-deductible donations from our customers and employees. We match the contributions and forward the total to assistance agencies for distribution. Just mark the appropriate amount to enroll in an automatic monthly contribution or to make a one-time donation.



PO BOX 6001
RAPID CITY SD 57709-6001

1 Account Number: 1234 5678 90
Service For: Mike Smith
Billing Date: Month XX, XXXX

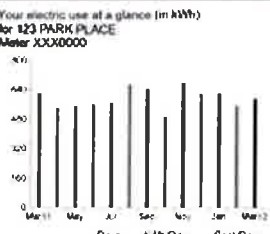
2

Current Month Charges Due Month XX, XXXX	64.86
Total This Bill	\$64.86

3 Customer Service: 1-800-742-8948 | 24-Hour Emergency: 1-800-839-8197 | Email: custserv@blackhillscorp.com | www.blackhillspower.com

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Your electric use at a glance (in kWh) for 123 PARK PLACE
Meter XXXX0000



	Days	kWh/Day	Cost/Day
This Month	31	18.90	\$2.03
Last Month	29	19.21	\$2.13
Last Year	31	19.38	\$2.02

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Your Account Summary (see following pages for details)

Previous Bil Total	\$61.69
Payments	81.69 CR
Balance Forward	0.00
Current Month Charges	
Electric Service	64.86
Total This Bill	\$64.86

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A total of \$64.85 is due if full payment is not received by XXXX/XXXX.

Black Hills Cares helps eligible people meet energy needs through voluntary tax-deductible donations. To give, please mark your payment stub with the monthly amount you wish to be billed, or donate when it's convenient for you. BHP matches your donation. Call 800-742-8948 to stop giving.



PO BOX 6001
RAPID CITY SD 57709-6001

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Account Number: 1234 5678 90
Current Month Charges
Due Month XX, XXXX


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Current Month Charges Due Month XX, XXXX	64.86
Total This Bill	\$64.86


Make checks payable to: Black Hills Power

For Black Hills Cares easy enrollment, select a monthly donation to be included in future bills or a one-time donation included with payment for this bill.

\$5 \$10 \$20 Other \$ One-time \$


Save money


Save time


Save paper

Use stub for convenient, secure, paperless billing and online payments. Sign up online today!
www.blackhillspower.com

MIKE SMITH
123 PARK PLACE
CITY SD XXXXX

BLACK HILLS POWER
PO BOX 6001
RAPID CITY SD 57709-6001

0147894926000000658300000064866306

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The back of your bill provides the details you need to understand what makes up the charges on your bill.

9 Detailed usage information: This area provides detailed usage information for each service on your account, including billing rate, meter readings and dates, meter number, and total energy usage for the billing period.

10 Detailed charge information: Here you will find detailed charges for your service, including customer charge, all associated charges itemized for your energy usage, and applicable taxes for the billing period.

11 Your transaction history: Listed in this area is detailed information for financial transactions affecting your account including payments made since your last bill, fees and adjustments, deposits billed, payment arrangements, energy assistance or budget balance amount if you are on the budget billing plan. These transactions are included in the summary on the front of your bill.

12 Additional messages: Additional messages for you are listed in this area.

Account Number 1234 5678 90 Page 2

Details of Current Charges -- Electric Service for 123 PARK PLACE

Rate Code 17			Billing details for XXXXXX - XX/XX/XX, 32 days.	
Meter Number	XXXXXX	9888	Customer Charge	10.75
Reading	XXXXXX	9278	Energy Charge 562 kWh @ \$0.0825	46.84
Reading	XXXXXX	9278	Cost Adjustment Summary	2.78
	32 days	692 Kilowatt Hours (kWh)	State Sales Tax 562.37 @ 4%	2.40
Your average daily usage was		18.50 kWh	Total charge this service	\$64.86
Last year this period it was		19.38 kWh		

Payments		51.99 CR	
XXXXXXXX		\$61.69 CR	
Total Payments			

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Important Information
If you disagree with any part of this bill please pay the undisputed amount by the due date and contact us. If we cannot agree on an amount to be paid, you may then contact the Public Utilities Commission for appeal and mediation at 500 East Capitol Ave, Pierre SD 57501 or 605-773-3201.

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For a complete description of terms and fees on your bill, please visit www.blackhillspower.com

To enroll in our Automatic Bank Transfer program for electronic payments or to update your mailing address, access your account at www.blackhillspower.com. Updates are quick, easy, and secure!

