

EZ Pay Authorization Form

Select one of two **EZ Pay** options. Complete and sign the Bank Draft or Credit/Debit Card portion. A message will appear on your next bill to confirm your **EZ Pay** participation.

Bank Draft *Enclose voided check*

Bank Drafts require process verification. Therefore, we ask that you please send payment for your current bill in the enclosed courtesy envelope.

I (we) hereby authorize Cuivre River Electric Cooperative, Inc., hereinafter called Cooperative, to charge my (our) account for the amount of the bill on a recurring monthly basis on the due date or next business day. I (we) further authorize said financial institution to debit the same to such account.

Name AND address of bank, savings & loan or credit union:

Account Type (choose one): Checking Savings

Bank Transit # _____
Bank Account # _____

This **EZ Pay authorization** to use my credit card or bank draft, as designated above, is to remain in full force and effect until I notify the Cooperative to terminate, in such time and in such manner as to afford the Cooperative and my financial institution sufficient time to process my request.

Authorization Signature _____

Date _____

E-mail Address _____

Phone Number _____

Payment Policy

- Current Charges are due upon receipt of bill.
- If payment for Past Due Amount is not received immediately, service may be disconnected without further notice.
- Additional fees will be added for special trips to collect payments or reconnect service if account is delinquent.
- The Cooperative reserves the right to charge fees to recover agency costs incurred when collecting delinquent payments.
- If you pay by check you authorize CREC to make an electronic debit from your account at the financial institution indicated on your check. The debit will be for the amount of your check only.

Contact the Billing Department to learn about other payment options if you prefer to have your payment handled in a different manner. Call **800.392.3709, 636.441.7410, 636.327.5282**, or **636.528.8261** ext. 393 weekdays from 7 a.m. - 11 p.m. or visit any CREC office weekdays from 8 a.m. - 4:30 p.m.

CREC office locations:

Headquarters: 1112 E. Cherry St., Troy, Mo.
Branch Offices: 1732 Prospect Road, Lake Saint Louis, Mo.
4200 Old Highway 94 South, Harvester, Mo.

Payment Options

- **Go Paperless.** Log on to www.cuivre.com to pay your bill.
- **Mail.** Send your payment in the enclosed courtesy envelope.
- **Phone.** Call 800.392.3709, ext. 395, 7 a.m. - 11 p.m. weekdays to pay with your Visa®, MasterCard® or Discover® credit or debit card.
- **In Person.** Visit CREC offices 8 a.m - 4:30 p.m. weekdays.
- **Drive Up.** Use the Troy Drive Up 7 a.m. - 7 p.m. weekdays.
- **Night Deposit Box.** Pay 24/7 at any CREC office.

- **Dierbergs.** Pay while you shop at St. Charles County locations.
- **Budget Billing.** Spread payments evenly throughout the year.
- **EZ Pay** by draft or credit card each month. (See details above.)

New Contact Information? Keep us informed.

Name(s): _____

Address: _____

Phone: _____ E-mail: _____

If you wish to pay by credit or debit card this month only, please pay by phone. Call **800.392.3709**, extension **395**, weekdays from 7 a.m. - 11 p.m. Thank you!

To avoid processing delays please mail this form directly to:
CREC
P. O. Box 160
Troy, MO 63379-0160

Check the back of the bill for:

- **EZ Pay** enrollment forms, which you can mail directly to CREC headquarters at P. O. Box 160, Troy, Mo. 63379,
- **Payment policy** information,
- Space to report **new contact information** with your remittance, and
- **Payment options.**

Payment Options

- **Pay online.** Visit www.cuivre.com to pay your bill electronically.
- **Mail.** Send your payment in the enclosed courtesy envelope.
- **Phone.** Call 800.392.3709, ext. 395, 7 a.m. - 11 p.m. weekdays to pay with your Visa, MasterCard or Discover card.
- **In Person.** Visit one of Cuivre River's three offices weekdays from 8 a.m. - 4:30 p.m.:
 - 1) 1112 E. Cherry St., Troy
 - 2) 1732 Prospect Road, Lake Saint Louis
Relocating in the Summer of 2007 to 400 Stag Industrial Drive
 - 3) 4200 Old Highway 94 South, Harvester
- **Drive Up.** Use the Troy Drive Up weekdays from 7 a.m. - 7 p.m.
- **Night Deposit Box.** Pay 24/7 at any CREC office.
- **Dierbergs.** Pay while you shop at St. Charles County locations.
- **Budget Billing.** Spread payments evenly throughout the year.
- **EZ Pay** by bank draft or credit card each month.

Go paperless! Register on-line to receive your bill electronically. For more information call the Billing Department, extension 393.

What's new about your Electric Bill?



Cuivre River Electric Cooperative

A Touchstone Energy® Cooperative



New Features


The most obvious new feature is the **new paper size**. Using larger, standard size paper and envelopes immediately helps reduce the cost of customized materials. These materials can also be printed on a variety of machines, eliminating the need for costly primary and back-up printers.

Your **meter number** and your property **description** are new features that could be useful if you experience a problem with your account.


New 13-month account history charts and graphs (read left to right) help you track your energy use and expenses each month. Until now, this information has only been available to members who view accounts on-line. You can compare the current month's energy use to the same month last year, your daily energy use, and your average daily cost.

New account detail pairs kilowatt-hours (kWhs) and costs in each Schedule A rate level to show all the elements previously summarized as a single "energy charge."

Does everyone receive the new bill? Residential accounts with single meters, small non-residential accounts and single-phase commercial accounts now receive the new bill. The format for multi-meter accounts and large commercial accounts has not changed.



Cuivre River Electric

A Touchstone Energy Cooperative 

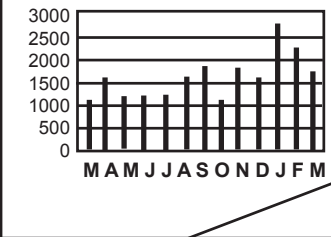
636.528.8261 / 636.327.5282 / 636.441.7410 / 800.392.3709 / Pay on-line at www.cuivre.com

JOHN AND MARY DOE
1234 COOPERATIVE LANE
HOMETOWN MO 12345

For safety's sake, stay 10 ft. away from all power lines. If you're planting trees this spring, look up to see where the trees will grow, then call 1-800-DIG-RITE before you dig.

Bill Date	Member Account #	Meter #	Service Dates	# of Days	Due Date
4/2/2007	99999-001	12345678	2/27/2007-3/30/2007	32	4/16/2007

Service Address	Description	Present Read	Previous Read	kWh
1234 COOPERATIVE LANE	HOME	84012	82060	1952

Account History		Account Summary	
<p>Current Month kWh last year this year 1181 1952</p> <p>Avg kWh/Day last year this year 38 61</p> <p>Avg Cost/Day last year this year \$2.72 \$4.12</p>	 <p>M A M J J A S O N D J F M</p>	<p>Normal Bill</p> <p>Previous Balance 325.00</p> <p>Payment Received on 2/03 -243.00</p>	<p>Current Charges:</p> <p>Energy Charge:</p> <p>400 kWhs at 7.9¢ 31.60</p> <p>1400 kWhs at 5.8¢ 81.20</p> <p>152 kWhs at 4.2¢ 6.38</p> <p>Service Availability 32 days at 50¢ 16.00</p> <p>County Tax 0.66</p> <p>Green Power 2.50</p> <p>Operation Round-Up .66</p>

Account alert messages appear in this area if needed.

Retain this portion for your records.		Detach and return with your payment. Please do not staple or paper clip.	
Remittance Address:	Cuivre River Electric Cooperative, Inc.	Member Account #	Due Date: 4/16/2007
P. O. Box 790059 Saint Louis MO 63179-0059	JOHN AND MARY DOE 1234 COOPERATIVE LANE HOMETOWN MO 12345	99999-001	Total Due: \$221.00

Make checks payable to "CREC"

Payment Amount: _____

I have new contact information. See back.

0000123450010000218008

Some information appears in new places. For example, your

- **Member Account #**,
- **Due Date**, and your
- **Billing Address** now appear on both the top and bottom of the bill.

Frequently Asked Questions

Q. How can I tell if my meter was read?
A. Look for the term **Normal Bill** in your account summary. This indicates your meter was read normally. The terms **Estimated Bill**, **Minimum Bill**, **Corrected Bill** or **Final Bill** could also appear in this area.

Q. What is **Service Availability**?
A. This charge helps cover expenses such as power restoration, power line and transformer repair and maintenance, right-of-way maintenance, meter reading and installation, pole and equipment inspections, locating and marking underground cable, engineering surveys, and safety programs.

Q. What is **Green Power**?
A. Members can purchase power generated by wind or biomass in blocks of 100 kWhs for an extra \$2.50 per block per month.

Q. What is **Operation Round Up**?
A. You may voluntarily pay this amount to "round up" your bill to an even dollar. Extra pennies go to the Community Trust to help families in need, support community and emergency groups, and provide scholarships.

Questions? Call 800.392.3709

Billing: extension 393,
Special programs: extension 231 or 234.