



Main Office: 218-927-2191  
Pay By Phone: 855-385-9813  
Online Payments: www.mlecmmn.net



### Message Center

Interested in paperless billing? Log into Smarthub to update your printed bill status under "My Profile". The monthly newsletter will be available to view online by following the hyperlink on your bill available notification.

Need fast and reliable internet? See what options MLEC has available in your area. Call us at 800-497-5310.

Want to check your home temperature while you are away? Purchase a Wi-Fi thermostat with instant rebates at energywisemnstore.com



Member Name: JOHN DOE  
Account Number: 123456789  
Bill Date: 10/10/2022  
Service Address: 12345 678TH STREET\*



Autopay  
10/28/2022  
**\$193.58**



### Billing Summary

Payment Received - Thank you!				<b>-\$194.58</b>
	<b>Past Due</b>	<b>Current</b>	<b>Total</b>	
Electric	\$0.00	\$123.00	\$123.00	
Fiber	\$0.00	\$70.58	\$70.58	
<b>Total Balance</b>	\$0.00	<b>\$193.58</b>	<b>\$193.58</b>	
Total Gross Due After Due Date				\$203.32

**Current Charges Due By 10/28/2022**

**KEEP**  
**SEND** Please do not staple or paperclip payment.



Mille Lacs Energy Cooperative  
PO Box 230  
Aitkin, MN 56431

Account Number	123456789
Current Charges	\$193.58
Credit Card - Do Not Pay	\$193.58

If you would like to make changes to your account or update your address, please visit your SmartHub app or call the Main Office.



JOHN DOE  
12345 678TH STREET  
AITKIN MN56431-4666

1 4935

MILLE LACS ENERGY COOPERATIVE  
PO BOX 811  
ALBERT LEA MN 56007-0811



034540040420501205010000000000001935800020332

1. Contact Information: Main office, pay by phone, and website.
2. Important Account Information: Name, account number, bill date, and service address.
3. Message Center: Important information for MLEC members.
4. Billing summary and due date charges can be found here starting on page 3.
5. Remittance Stub: The bottom portion of your statement should be returned if mailing in your payment. If you are on auto pay, this portion will indicate the amount to be drafted.



## CONTACT INFORMATION

Office Hours: Monday-Friday 8:00 a.m. - 4:30 p.m.  
 Main Office: 218-927-2191 or 800-450-2191  
 Billing Team: 218-429-0430 or 877-634-4314  
 Internet Team: 218-429-0433

*It is our mission to responsibly provide reliable, competitively-priced energy, services and products to meet the needs of our members and customers.*

### BILL PAYMENTS

- Must be received (not postmarked) by the due date.
- With our **Direct Payment Plan**, the amount due is automatically deducted from your bank account or charged to your credit card on the due date.
- Payments can be dropped in our office night deposit.
- 24/7 Pay by Phone system, Call 855-385-9813
- We also offer online payments using **SmartHub** at [www.mlecmn.net](http://www.mlecmn.net) or on the **SmartHub app**.



### PAST DUE BILLS

Payments must be RECEIVED in our office by the due date each month to avoid the forfeited discount. If payment cannot be made by the due date, please contact the office during business hours 8:00 a.m.-4:30 p.m. Bills that remain unpaid are subject to disconnect.

### REPORT POWER OUTAGES - Always stay away from downed power lines!

Check your fuses or circuit breakers, including the main breaker below the meter, first.

**Report an outage with SmartHub on your pc, smartphone, tablet; call 218-927-2191 or 800-450-2191 and press option 1 for 24-hour service on power interruptions.** Your account number (shown on the front of this statement) and your phone number will help us locate your outage as rapidly as possible.

### GOPHER STATE ONE-CALL - CALL BEFORE YOU DIG, IT'S THE LAW.

Dial 811 or go to [www.gopherstateonecall.org](http://www.gopherstateonecall.org) to arrange for marking of utility-owned underground facilities.

### DEFINITIONS

- **Access Charge** is designed to have all members pay their fair share of fixed costs which include the costs of the backbone electric system - maintenance and depreciation of the lines, substations and transformers, along with bill preparation, meter reading, customer service functions, right-of-way maintenance, and interest expense. Those costs exist to provide access to electricity whether or not you use any energy.
- **kWh Charge** is designed to cover the cost of wholesale power and the delivery costs to get the kilowatt-hours to your meter.
- **Power Cost Adjustment** is the difference between MLEC's actual cost per kilowatt-hour (kWh) sold and the wholesale power cost used at the time our rates were established. When our actual cost of power is higher, you receive a charge; and when our actual cost of power is lower, you receive a credit.
- **Wholesale Power Cost Adjustment** is the power cost adjustment MLEC receives on our wholesale power bill. We pass these charges or credits directly on to you based on your energy consumption.
- **Demand (kW)** is the rate of using electricity. Demand will be the highest average kW measured in 15-minute intervals.

### Ways to Pay Your Bill



**SmartHub Mobile App or Online**  
 Download SmartHub app or visit  
[www.mlecmn.net](http://www.mlecmn.net)



**Phone**  
 1-855-385-9813



**In Person**  
 36559 US Hwy 169  
 Aitkin, MN 56431

### Billing Programs



**Paperless Billing**  
 Go Green • Go Paperless  
 Sign up on SmartHub



**Auto Pay**  
 Your payment is automatically  
 made the same day each month

6. Important information regarding bill payments, past due bills, power outages, and safety. Definitions to better understand your bill.
7. Payment options and billing programs available to members.

Service Address: 12345 678TH STREET\*

Account: 123456789

Electric

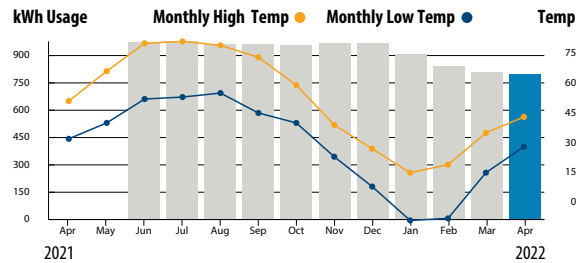
8

Meter #	Rate Class	Rate Schedule	Services		Readings		Meter Multiplier	kWh Usage
			From	To	Previous	Present		
205015	60	RESIDENTIAL MAIN METER	04/01/2022	05/01/2022	25607	26406	1	799
205016	50	RESIDENTIAL OFF PEAK-WATER	04/01/2022	05/01/2022	8493	8746	1	253

Service Detail

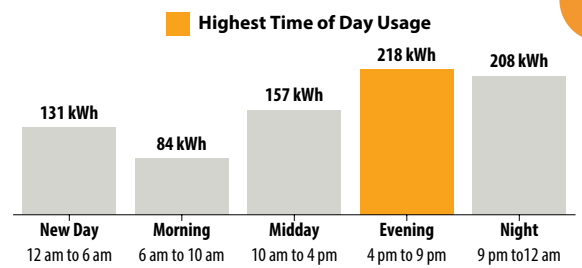
Electric Previous Balance	124.00
Payment Received	-124.00
Balance Forward	0.00

Kwh Charges-60	546 kWh @ 0.1032	56.35
Kwh Charges-50	253 kWh @ 0.0535	13.54
Access Charge		33.00
Additional Meter Charge		3.00
Power Cost Adjustment	0.0033	1.80
Wholesale Power Cost Adjustment		6.90
Sales Tax		7.88
Operation Round-Up		0.53
<b>Current Electric Charges</b>		<b>123.00</b>



Please visit your SmartHub account for detailed account usage.

9



10

FIBER

Fiber Previous Balance	70.58
Payment Received	-70.58
Balance Forward	0.00

MLEC Fiber 250 Mb (06/01/22 - 06/30/22)	59.95
MLEC Premium Wi-Fi (06/01/22 - 06/30/22)	9.95
Sales Tax	0.68
<b>Current Fiber Charges</b>	<b>70.58</b>



- 8. Meter Readings: This table shows meter data associated with your current bill.
- 9. Energy Use Graphs: Compare your current energy use throughout the year and see your highest time of day usage.
- 10. Detailed Service Breakdown: See all of your MLEC services and their associated charges.