

# Navigating Your New Electric Bill

As a result of our October software upgrade, your bill has a new look.

You will find the same important information with some new features to make managing your account even easier. We also have more room to share detailed messages with our members.

## INFORMATION KEY

### A. Contact Us:

Ways to contact us about your bill or account are clearly noted on your bill. You can always reach us at 907-561-1818 or at [www.avec.org](http://www.avec.org).

### B. Account Information:

Your billing date, account number, and account name are listed here. Any previous or unpaid balances are listed in the Billing Summary.

### C. Total Amount Due:

The circle summarizes your total amount due and due date. Automatic payment is noted if you participate in this program.

### D. Monthly Messages:

Stay informed of the latest news, programs, and upcoming events.

### E. Service Detail:

The table below your service address includes your meter number, service dates, meter readings, and monthly usage.

### F. Current Charges:

Charges for the current billing are broken down to provide more detail.


### G. Energy Comparisons:

Quickly compare usage for the past 13 months with the usage graph and comparison circles. Average daily usage and cost are calculated for the current billing period.

### H. Payment Stub:

Reflects your total amount due and due date. If you are mailing in your payment, please detach and enclose with your payment.

## FRONT



**Office Hours:** Mon-Fri 8:00AM - 5:00PM  
**Office Phone Number:** (907) 561-1818  
**Toll Free:** 1-800-478-1818  
**Website:** [www.avec.org](http://www.avec.org)

**Important Messages**

**Member Name**  
JOHN A DOE  
JANE B DOE

**Account #**  
12345678

**Billing Date:** 09/05/2025  
**Current Bill Due Date:** 10/01/2025

Previous Balance	\$0.00
No Payment Received	\$0.00
Balance Forward	\$0.00
Current Charges	\$204.24
<b>Total Due 10/01/2025</b>	<b>\$204.24</b>

**Total Due**

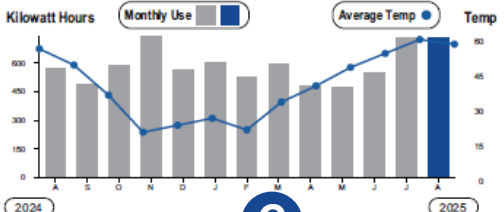
**\$204.24**

**Due Date:**  
10/01/2025

**Service Address: 1324 N MAIN ST**

Meter No.	Rate	Service Dates	Readings	Multiplier	kWh Usage		
		From	To	Previous	Present		
08742263	RS36	07/30/2025	08/30/2025	103321	104053	1	732.00

**Kilowatt Hours** (Monthly Use) | **Average Temp** (Temp)



**Current Service Detail**

Customer Charge		\$20.00
Energy Charge	732.00 kWh @ 0.3482	\$254.88
Fuel Cost	732.00 kWh @ 0.3379	\$247.34
Power Cost Equalization	732.00 kWh @ -0.4344	-\$317.98
<b>Total Current Charges</b>		<b>\$204.24</b>

**Energy Usage Comparison**

Comparison	This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg Daily High
	732.00 kWh / 31 days	732.00 kWh / 31 days	573.00 kWh / 31 days	23.61 kWh	\$6.59	59°F

**Account Information**

Account Number	12345678
<b>Total Due 10/01/2025</b>	<b>\$204.24</b>
<b>Amount Due After 10/01/2025</b>	<b>\$209.24</b>

**Payment Stub**

ALASKA VILLAGE ELECTRIC COOP  
 4831 EAGLE STREET  
 ANCHORAGE AK 99503-7431


0 0 AV 0.0  
 JOHN A DOE  
 JANE B DOE  
 1234 N MAIN ST  
 BREVIQ MISSION AK 99785-0000

5 6142 C-0

020270010163002000020424000020924091520250

# Navigating Your New Electric Bill

## BACK



4831 Eagle Street ■ ANCHORAGE, AK 99503 ■ [www.avec.org](http://www.avec.org)

**FUEL COST CHARGE:**

The Fuel Cost Charge pays for the diesel fuel consumed to generate power. AVEC tracks how many kWh of electricity are generated for each gallon of diesel fuel used in each community. The cost of that fuel is charged to each account based on the number of kWh used. Fuel Cost Charge is adjusted periodically to match AVEC's cost of fuel, there is no mark up. The cost of fuel is different in each community.

**METER READ POLICY:**

AVEC makes every effort to read the energy usage on your meter every month. Sometimes it is necessary to estimate usage when we cannot communicate with the metering system. Account usage and billing will be adjusted when actual reads can be registered. Members are responsible for all energy usage at their service, even if we cannot communicate with the meter every month.

**TERMS OF PAYMENT:**


Payment is due on the 1st of each month. Late fees will apply to past-due accounts, and service may be disconnected if payment is not received. If you're unable to pay your bill, please contact Member Services to explore payment arrangement options.

**PCE PROGRAM:**

The Power Cost Equalization (PCE) program is an energy subsidy provided by the State of Alaska available to rural residents and qualifying community facilities in Alaska. Its purpose is to reduce the cost of electricity in rural areas, bringing the price per kilowatt-hour (kWh) closer to the average rates paid in Anchorage, Fairbanks, and Juneau.

**Ways to Pay Your Bill**

You can pay by automatic bank draft, online, our app, kiosk, or by phone using one of these major credit cards.



**ONLINE:** [www.avec.org](http://www.avec.org) by credit card/debit card, PayPal, or Venmo.



**APP:** Search SmartHub on the App store or Google Play.

**PHONE:** (888) 330-9655, 1-800-478-1818

**IN PERSON:** By cash, check, credit/debit card at 4831 Eagle Street, Anchorage, AK 99503

**KIOSK:** Available in Bethel, AK located inside AC store.

**Thank you for being a member!**

Download SmartHub!

**Update Changes to Your Account Information**

Is your account information up-to-date? Fill out the form below or visit [www.avec.org](http://www.avec.org) to update your address, phone number or email.

**Mailing Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Paperless Billing**

Save time, money and trees - go paperless!

**Outage Information**

Track the status of current outages and sign up to receive outage notifications.

**Energy Use Data**

Track your monthly, daily and hourly usage.

**Address and phone number changes**

New address or phone number? SmartHub makes updates easy. You can also call our office at 1-800-478-1818.

Visit [www.avec.org/smarthub](http://www.avec.org/smarthub) for more information

## INFORMATION KEY

- A. Important Information:**  
Terms, definitions, and policies are clearly defined to keep you informed. For any questions regarding your bill, contact us at 907-561-1818.
- B. Ways to Pay Your Bill:**  
AVEC offers convenient ways to pay your monthly bill, including online, in person, local kiosk, or autopay with your credit card or bank account.
- C. Message Center:**  
Updated monthly with useful tips, available programs, and upcoming events.
- D. SmartHub App:**  
Download the SmartHub app on your mobile device and take control of your account. Make a payment, track your usage, report an outage, and more!
- E. Account Changes:**  
Keep us informed of any updates to your contact information. Make changes quick and easy with the SmartHub app.

