



A Touchstone Energy® Cooperative 

Rate Adjustment: Frequently Asked Questions (FAQ's)

Q: Will my bill go up?

A: Depending on the type of rate class your account is, the price increase may vary, for a typical residential account, a monthly bill may increase an average of 5%. Even with these adjustments, REA Energy's kWh rates remain one of the lowest in the state and in our area.

- For residential appliance meters, the rate is increasing from \$0.08800 to \$0.09181 per kWh, and the service charge will be increasing from \$30.00 to \$32.00.
- If you have an electric heat meter, the rate is increasing from \$0.07840 to \$0.08232 per kWh; you may notice a slight increase in your bill.
- Dual Fuel and ETS heat rates are increasing from \$0.05250 to \$0.05513 per kWh; you may notice a slight increase in your bill.
- Outdoor lights will be increasing from \$13.50 per month to \$14.25 per month.
- Commercial rates will also be increasing slightly as follows:
 - Small commercial accounts – No Demand – The rate is increasing from \$0.08800 to \$0.09181 per kWh, and the service charge will be increasing from \$36.00 to \$38.50.
 - Small commercial accounts – With Demand – The rate is increasing from \$0.06410 to \$0.06520 per kWh, and the service charge will be increasing from \$75.00 to \$95.00. The demand charge will increase from \$9.30 to \$10.30.
 - Large commercial accounts – The rates are increasing from \$0.05220 to \$0.05229 per kWh. The service charge will remain at \$190.00. The demand charge will increase from \$12.40 to \$14.20.

Q: Why is there an increase?

A: In the last several years the cooperative's revenue has remained relatively flat, while the following have increased:

- Operating Costs.
- Cost of maintaining the cooperative's Right-of-Way program.
- Rise in prices of capital items (poles, wire, etc.)
- Since last Rate Adjustment in 2017, inflation in the electric distribution industry has increased 10 percent.

OUR RATES STILL REMAIN ONE OF THE LOWEST IN THE STATE



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Q: How can I pay my bill?

A: REA Energy Offers several payment options, including:

- *Through our online Member Portal via smartphone App (available for Apple and Android products) or at www.reaenergy.com: one-time payment by credit card/check, enrollment in auto draft or ACH, schedule future payments (all Member Portal options are FREE).*
- *Payment by phone: available 7am-3:30pm by credit card (\$10 fee applied for credit card), also can pay with no fee with E-check.*
- *Office: available 7am-3:30pm by cash, check, money order or credit card.*
- *Mail: payment by mailing your check or money order, along with your monthly bill.*
- *Drop Box: leave payments in drop boxes at either location 24/7.*

For member's reference:

Rate Category	Current Rate	New Rate	Current Service Charge	New Service Charge
Residential	\$0.08800/kWh	\$0.09181/kWh	\$30.00/month	\$32.00/month
Small Commercial – No Demand	\$0.08800/kWh	\$0.09181/kWh	\$36.00/month	\$38.50/month
Electric Heat	\$0.07840/kWh	\$0.08232/kWh	N/A	N/A
Dual Fuel & ETS	\$0.05250/kWh	\$0.05513/kWh	N/A	N/A
Outdoor Lights	\$13.50/month	\$14.25/month	N/A	N/A

Rate Category	Current Rate	New Rate	Current Service Charge	New Service Charge	Current Demand Charge	New Demand Charge
Small Commercial With Demand	\$0.06410/kWh	\$0.06520/kWh	\$75.00/mth	\$95.00/mth	\$9.30	\$10.30
Large Commercial	\$0.05220/kWh	\$0.05229/kWh	\$190.00/mth	Unchanged	\$12.40	\$14.20