


# Navigating Your New Electric Bill

Your SEC bill has a new look!

You will find the same important information plus new features that make managing your account even easier.

## FRONT



**SEC**  
Santee Electric Cooperative Inc.  
A Touchstone Energy® Cooperative

**Member Name** JOHN DOE  
**Account #** 999999

**Billing Date:** 01/12/2024  
**Current Bill Due Date:** 02/05/2024

Previous Balance	\$111.27
Payment Received	-\$111.27
Balance Forward	\$0.00
<b>Current Charges by 5pm 02/05/2024</b>	<b>\$95.19</b>
AutoPay on 01/29/2024	\$95.19

**Important Messages**

Winter Peak Hours: November 1 - March 31 from 6 a.m. to 9 a.m.  
Summer Peak Hours: April 1 - October 31 from 4 p.m. to 7 p.m.

**Total Due**



# \$95.19

Auto Pay On 01/29/2024

**Service Address:** 123 Any Street

Meter No.	Rate	Pole Number	Reading Dates From	Reading Dates To	Readings Previous	Readings Present	Days	Multi	Peak Hour Usage	kWh Usage
12345678	4	9999-J4	12/07/2023	01/07/2024	54463	54806	31	1	3.904	343

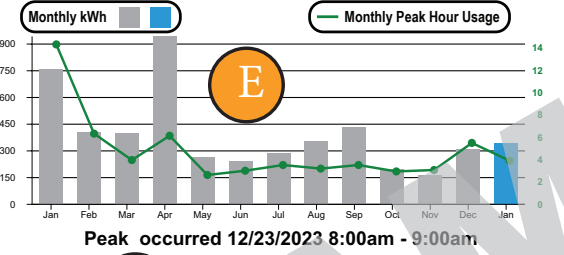
**Acct # 999999**      **CIN #: 888888888**

**Current Service Detail**

Electric Usage	343 kWh @ 0.0650	\$22.30
Peak Charge	3.904 kW @ 12.0000	\$46.85
Account Charge		\$26.04
<b>Total Current Charges</b>		<b>\$95.19</b>

**Electric Graph**





**Energy Usage Comparison**

This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg Daily Temp
343 kWh / 31 days	308 kWh / 30 days	760 kWh / 31 days	11 kWh	\$3.07	50°F

PLEASE READ BACK OF BILL FOR OTHER IMPORTANT INFORMATION

**Account Number** 999999  
**Auto Pay on 01/29/2024** \$95.19  
**Do Not Send Payment**

**Acct # 999999**      **CIN #: 888888888**

**Payment Stub**

PO BOX 548  
Kingstree SC 29556-0548

56571 1 MB 0.571      5 6571 C-25

JOHN DOE  
123 ANY STREET  
CITY, ST 99999-9999

**Payment Information**

VISA    MasterCard    AMERICAN EXPRESS

6571 1 MB 0.571      5 6571 C-25

JOHN DOE  
123 ANY STREET  
CITY, ST 99999-9999

## INFORMATION KEY

**A. Your Account Information and Billing Summary:** Your account number and account name are listed here. You will also find your billing date, current bill due date, past payments, current charges, and total charges due.

**B. Total Amount Due:** This section summarizes the due amount and due date. Automatic payment will be indicated if you participate in this program.

**C. Important Messages:** Read important messages about notices, events, and more.

**D. Electric Service Description:** This section lists your meter number, rate, location, days in your billing cycle, your peak hour usage, and total kWh usage.

**E. Electric Graph:** This graph shows energy and peak hour usage over the last year. This section also tells you when your peak hour occurred for that month.

**F. Current Service Detail:** This shows a breakdown of your total current charges.

**G. Energy Usage Comparison:** This comparison provides the current month's energy usage, the previous month's energy usage, and the energy usage during that month of last year, along with the average daily use, average daily cost, and the average daily temperature high.

**H. Payment Stub:** If you are paying by check, please return this stub with your payment to ensure the payment is correctly credited to your account.

# Navigating Your New Electric Bill

BACK



A Touchstone Energy® Cooperative

## CONTACT US

Member Service: (800) 922-1604  
Monday - Friday -- 8 am to 5 pm

Kingtree (843) 355-6187  
Hemingway (843) 558-3313  
Manning (803) 473-4036  
Georgetown (843) 546-4521  
Lake City (843) 374-3000

B

## Important Information

- Report a power outage at [www.santee.org](http://www.santee.org), on the SmartHub App, with our TextPower program or by calling (888) 239-2300.
- With Advance Pay, there are no deposits, no credit checks, no monthly bills, no late fees and no reconnection fees.
- Previous Amount Due -- Previous amounts due are past-due and may be subject to service disconnection.
- To Avoid late charges, the current month's bill is due as of 5pm on the due date and can be paid at [www.santee.org](http://www.santee.org), on the SmartHub App or by calling (877) 833-3661.

C

## Billing Programs



### Auto-Pay

Your payment is automatically made the same day each month. Sign up on SmartHub.



### Paperless Billing

Go Green! Go Paperless! Sign up on SmartHub.



### Budget

No surprises. Make even payments all year.



### Invoice Billing

This option allows you to combine your accounts that are in the same billing cycle on one bill. This feature is great for accounts with multiple meters such as school districts or apartment buildings.



### Reminders

Never make a late payment again. Sign up for reminders on SmartHub.

D

## Other Ways to Pay Your Bill

Visit [santee.org/billing](http://santee.org/billing) to see all the ways you can pay your bill. Members can pay online, on our app, or by phone using one of these major credit cards.



### Online

Log into your account at [santee.org](http://santee.org)




### Phone

Call (877) 833-3661 to pay by phone.



### App

Download the SmartHub app 

- Pay your bill
- Monitor Usage
- Report an outage



### Kiosk

Use the kiosk at one of our 5 locations.

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit [pay.vanilladirect.com/pages/retailers](http://pay.vanilladirect.com/pages/retailers)



799366433650004302800066896002

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at [vanilladirect.com/pay/terms](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed e-receipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt).

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.



## INFORMATION KEY

**A. Contact Information:** SEC's contact information and office hours.

**B. Important Information:** This section lists information on reporting a power outage, advance pay benefits, previous amount due definition, and late charges.

**C. Billing Programs:** This section lists the billing programs Santee Electric offers to make paying your electric bill as easy as possible.

**D. Other Ways to Pay Your Bill:** This section lists the options available to pay your bill. A new option is the Vanilla Direct barcode (in the bottom right), which you can use to make payments at various retail locations.

Follow us on social media!



## Enroll for Auto Pay!

If you sign up, SEC will automatically deduct the amount of your bill from your checking account each month. You can rest assured that your payment will always be made on time with AutoPay! Enroll through the SmartHub app or by calling us.

## Have questions about your bill?

As always, we are here to help! Call us at 1-800-922-1604 or contact us through the SmartHub app if you have any questions.

1-800-922-1604 | SANTEE.ORG