

Understanding Your Bill



A Touchstone Energy® Cooperative

Your Cooperative contact information is stationary for easy reference.

Billing Details & New Charges clearly shows your payment breakdowns and account balances.

Previous Amount Due is your prior month's billing.
Payment reflects a payment made on account.

New Charges area will show your detailed amount of each rate.

Messages area is important information related to your account.



1300 S. Interocean
Holyoke, CO 80734
(800) 816-2236

Like us on Facebook

Account #: 66868
Due Date: 03/15/2023
Member: John Doe
Description: House
Legal Address: 44-08-17-33

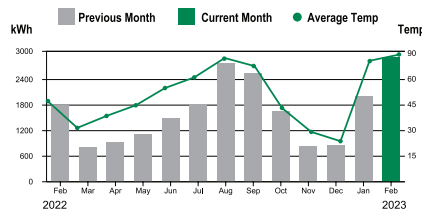
Account Bill Description contains your account information, bill date and service address information.

BILLING DETAIL

Previous Amount Due	\$223.22
Payment - Thank You	\$223.22CR
New Charges	
Service Charge	\$31.00
Demand kW 13.157 @ \$.000	\$00.00
Residential kWh 750 @ \$.1168	\$87.60
Residential kWh 1998 @ \$.0797	\$159.24
Electric Tax	\$2.78
Total Amount Due by Close of Business 03/15/23:	\$280.62
Amount Due if Paid After Close of Business 03/15/2023:	\$284.83

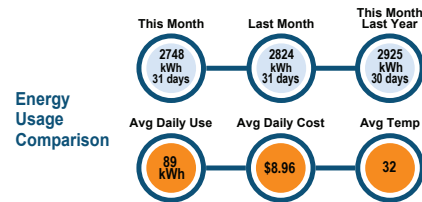
Thank you.

Meter Number	REV Code	Reading Date		Meter Reading			BHP Mult	Usage kWh	Usage Days
		Previous	Present	Previous	Present	Demand			
034619796	001	12/31/22	01/31/23	059142	061890	13.157	1.00	2748	31



Meter Details contains details about your meter number, revenue code, service days and dates, meter readings, multiplier and actual usage.

Bar Graph shows monthly usage & temperature over the previous year per billing period for the last 12 months.



Energy Usage Comparison shows current month's usage, previous month's usage, and same month last year's usage. It also gives your average daily use, cost and temperature for this bill.

Important Customer Information



Sign up today! Avoid being late with your payment by signing up for one of our convenient automatic payment options. Call the office or visit www.hea.coop for more information or to sign up.



Summer Hours Starting May 1st through September 29th Highline will be operating summer hours as follows:
Holyoke & Sterling: M-Th 7am-5:30pm Ovid: M-Th 9am-1pm

HOLYOKE (970) 854-2236 • OVID (970) 463-5440 • STERLING (970) 522-2650

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

*IMPORTANT: To avoid a penalty, payment must be received by close of business on the due date.

HIGHLINE ELECTRIC ASSOCIATION
A Touchstone Energy® Cooperative
PO Box 57
Holyoke, CO 80734

ACCT	DESC	DUE	PAID
66868	House	\$280.62	

Payment Remittance Coupon summarizes payment due information.

JOHN DOE
123 ANYTOWN RD
HOLYOKE, CO 80734

HIGHLINE ELECTRIC ASSOCIATION
P.O. BOX 57
HOLYOKE, CO 80734



Dear Member:

With the new year beginning, we would like to take this opportunity to inform you of a few upcoming changes.

First, on the opposite side of this notice, we have provided you with an example of our updated statements. This change brings a modern look and feel to our statements along with more information about charges and usage. The information boxes in this example provide short descriptions of the changes that are being made to the new invoice. The most significant change, which provides you with more detail, is the “New Charges” section under Billing Detail. This section shows a breakout of the different charges that comprise the rate structure of your account. Our previous statements showed these charges bundled into a single line item. The new statements will give you more transparency into these rate components.

A new line item in the rate, which is broken out on your invoice, is a Demand Charge. Demand is a measurement of the amount of energy used during your highest usage hour of the month. Using a residential account as an example, assume the account uses 10 kilowatt-hours(kWh) during the highest usage hour of the month. The demand for the account for that month is 10 kilowatts (kW).

You will also notice that Highline Electric Association (HEA) has modified rates for the residential, small commercial and irrigation rate classes. With a rate increase from our wholesale power supplier being implemented in 2024, along with inflation driving increasing costs over the last few years, a rate increase is necessary.

An independent Cost of Service study indicated we needed a 7% increase in the residential and irrigation rate classes. Highline’s board voted to implement half of this increase in 2024 and plans to implement the balance of the increase in 2025. No one likes to see increases in their utility bills, but it is necessary for HEA to continue to meet our financial goals and supply you with safe and reliable energy.

We hope that the new invoice will assist you in better understanding your usage and charges. The new rates can be seen on our website at www.hea.coop. As always, please contact us at 970-854-2236 if you have any questions.

Thank you for being a member of Highline Electric Association.