

**CONTACT INFORMATION**

Toll-Free: 1-888-792-3626 ❖ Pay By Phone 24/7: 1-855-730-8705
 Web: www.benco.org
 Mailing Address: P.O. Box 8, Mankato, MN 56002
 Office Hours: 7:30 A.M. to 4:00 P.M. Monday-Friday ❖ CLOSED weekends and holidays

**POWER OUTAGES**

Steps to follow:

- ⚡ Check your fuses and breakers to ensure the problem is not within your electrical system.
- ⚡ Report the outage immediately if you have determined the outage is on BENCO's system by calling 1-888-792-3626.
- ⚡ Always stay away from downed power lines.

**CALL BEFORE YOU DIG**

Stay safe. For your protection, state law requires you to call 811 or 800-252-1166 at least two working days before you start digging or excavating.

You have a legal and financial responsibility for damage to utility lines.

**DEFINITIONS**

Facility Charge: The basic service charge recovers a portion of our power delivery system - poles, lines, equipment, transformers, billing, staffing, etc.

kWh: This is the unit of energy equal to 1,000 watt-hours. A heater rated for 1,000 watts (1 kilowatt), operating for one hour uses one kilowatt-hour of energy.

Demand Charges (kW): Rate of using electricity (Demand). Under full load, 1 Horsepower (HP) consumes power at the rate of approximately 1 kilowatt (kW) hour per hour. The demand charge will be the highest average kW measured in one hour intervals during the billing period.

Multiplier: This is the factor by which the difference between the previous and present reading must be multiplied to determine the actual usage on a meter.

Power Cost Adjustment (PCA): This is the increase or decrease in wholesale and transmission costs from our power supplier.

Late Payment Fee: A fee of 1.5% is assessed on any past due balance after the due date.

Operation Round-Up: Operation Round-Up is a charitable program that provides funding to non-profit organizations in the BENCO service area.

**PAST DUE BILLS AND DISCONNECTION**

Payments must be RECEIVED in our office by the due date each month to avoid a late payment charge. The late payment charge is 1.5% of the current balance. You can negotiate a "mutually acceptable" payment plan as an alternative to disconnection of service. It will be necessary for you to contact the Cooperative during normal business hours to make payment arrangements prior to the disconnection date.

If your electrical service is disconnected, you will be required to pay the following amounts prior to reconnection:

- ⚡ All charges on account up to the current meter reading at the time of disconnection.
- ⚡ A reconnection charge is applied to services that have been disconnected.

**PAYMENT OPTIONS (Check, Visa, MasterCard, Discover, Money Orders, & Cash Accepted)**

1. **Online Payment:** Visit our website at www.benco.org.
2. **Automatic Payment:** Your payment is automatically drafted from your checking/savings, MasterCard Visa or Discover account on the due date each month. Sign-up through SmartHub or Pay-By-Phone.
3. **Pay-By-Phone:** Save postage and make a payment 24/7 by calling our automated Pay-By-Phone system's toll-free number, 1-855-730-8705.
4. **Pay-in-Person:** Payments can be made at our office during normal business hours.
5. **Drop Box:** A drop box is located in front of our office.
6. **US Mail:** Mail payment along with the bottom portion of bill. Please allow time for the payment to be received by the due date in order to avoid a late charge.