



Account Number: 123456789  
 Customer Name: JOE CUSTOMER  
 Service Address: 123 ST  
 Billing Date: 01/27/16

### Account Information

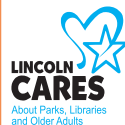


Did you know you can pay your bill 24/7 online at [LES.com](http://LES.com) or over the phone at 1.866.462.8432? There is no fee and you can use your checking or savings account or Visa, Discover or MasterCard.

### LES News



Get paid to save! Take advantage of funds available to make your home or business more energy efficient through LES' Sustainable Energy Program. Visit [LES.com/SEP](http://LES.com/SEP) for more info.



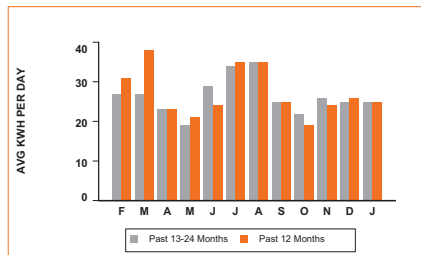
For as little as \$1 per month, you can voluntarily support local parks, libraries and older adults. Interested? Sign up for Lincoln Cares today! Enroll at [LES.com/lcdonate](http://LES.com/lcdonate) or call 402.475.4211.

### Summary of Charges

Previous Balance	\$82.41
Payments	(82.41)
	\$0.00
Current Energy Charges	74.55
Taxes & Other Charges/Credits	7.81
<b>Balance as of 03/31/15</b>	<b>\$82.36</b>

See reverse side for details

### Usage



Billing Period	Billing Days	kWh	Avg. kWh per day	Avg. High Temp	Avg. Low Temp
Jan 2015	30	758	25	36°	12°
Jan 2016	34	863	25	32°	16°

**Account number** - When contacting LES with questions or paying your bill online or over the phone, please have this number available.

**Summary of charges** - Provides information about your previous account balance, payments and current charges.

**Usage** - This graph shows the average amount of electricity used each day during each month's billing period as compared to the previous year's billing period for that month. Other information is also included that could impact your bill.

**Due date** - Pay anytime before the due date to avoid being billed a late payment fee of 3 percent.

Please remember to include the payment coupon below with your payment. If paying by check, please write your account number on the check.

LES PO Box 80869  
 Lincoln, NE 68501-0869  
 Lincoln Electric System

Account Number: 123456789  
 Service Address: 123 ST  
 Billing Date: 01/27/16

**Due on or Before 02/19/16: \$82.36**

JOE CUSTOMER  
 123 STREET  
 CITY ST 12345

MAIL PAYMENT TO  
 LINCOLN ELECTRIC SYSTEM  
 PO BOX 2986  
 OMAHA NE 68103-2986

1234567890000011173114

FRONT OF BILL

\*THIS IS A REPRESENTATION OF LES' BILL, YOUR BILL MAY LOOK DIFFERENT!



Clean or replace furnace filters regularly. A dirty or plugged filter reduces the amount of heated air supplied to your home or apartment, increasing your heating cost.



### Contact Information

[www.les.com](http://www.les.com)  
 Billing Questions: 402.475.4211  
 Report an Outage: 1.888.365.2412  
 Email: [customerservice@les.com](mailto:customerservice@les.com)

Meter #	Previous	Recent	Usage
123456	25,603	26,466	863 kWh

Residential - Acct.# 123456789		
Current Energy Charges		
Energy Charge	863 kWh	\$61.15
Customer & Facilities Charge		13.40
<b>Total Current Energy Charges</b>		<b>\$74.55</b>
Taxes & Other Charges /Credits		
City Dividend		\$2.25
Sales Tax		5.56
<b>Total Taxes &amp; Other Charges/Credits</b>		<b>\$7.81</b>
Previous Balance		82.41
Payments		(82.41)
<b>Total Amount Due 02/19/16</b>		<b>\$82.36</b>

### INFORMATION ABOUT YOUR ELECTRIC BILL

**Customer and Facilities Charge:** This charge covers a portion of the costs to make service available to you. This includes customer-related costs, as well as a facility maintenance such as energy transmission, distribution and service cost. These costs do not vary with the amount of electricity you use.

**Energy Charge (kWh):** This charge is the cost of the electricity you use. The abbreviation "kWh" stands for kilowatt-hour - the unit of measure for the amount of electricity used. A kilowatt-hour equals 1,000 watts of energy used for one hour.

**City Dividend for Utility Ownership:** The City Dividend for Utility Ownership is a payment by electric customers due to the city of Lincoln for its ownership of LES.

**New Account Fee:** This fee is applicable to each new account, move, transfer, etc. of service at the time of the request. This fee is waived only if the account is covered by a landlord agreement or if temporary service is being replaced by permanent service.

**Late Payment Fee:** A late payment fee of 3 percent will be assessed monthly on all past-due charges.

**Returned Payment Fee:** A returned payment fee will be assessed on all payments that are returned to LES by a financial institution.

**Budget Billing:** Customers may elect to sign up for the level-payment plan to pay a set amount each month. Actual charges and the budget amount paid will be compared at least annually, and the budget amount will be reset.

### YOUR RIGHTS AS A CUSTOMER

Hearing of disputed electric bills: If you dispute the accuracy of the amount shown as due on this bill, you have a right to an informal hearing. You may notify LES of your desire for a hearing by contacting the credit specialist by telephone (402.475.4211), mail or in person at the LES business office prior to the due date listed on the bill. You may be represented by an attorney at the hearing if you wish. After the hearing, you will be informed of the results in writing. If you are not satisfied with the results, you will be advised of the procedure for appeal.

### FACILITY ACCESS REQUIREMENTS

LES service regulations require unobstructed access to meters, transformers and other facilities at all times.



### PAY YOUR BILL ONLINE OR OVER THE PHONE WITH NO FEE

Now you can go to [www.les.com](http://www.les.com) and use our convenient online system or call 1.866.462.8432 to make your payment. Our system accepts these payment types: Visa, MasterCard, Discover and your checking or savings account. *Disponemos con servicio de pago en español.*



### 24-HOUR DROP-BOX LOCATIONS

LES Lincoln Electric Building: 1040 O St. (11th & O), east side  
 LES Walter A. Canney Service Center: 2620 Fairfield St. (27th & Fairfield)

Or, Mail to:  
 PO Box 2986  
 Omaha, NE 68103-2986



### WHERE TO PAY

LES business office: 1040 O St. (11th & O)  
 Monday-Friday, 8 a.m.-5 p.m.

*Closed during recognized holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving and Christmas Day.*



### AUTOMATIC BANK BILLING

Sign up to have your electric bill automatically taken out of your checking or savings account each month. LES will send you a bill each month for your records and automatically withdraw the bill amount on the due date. Automatic bank billing is available through most financial institutions, including banks and credit unions.

BACK OF BILL

**Contact info** - This is how you can reach us to discuss your bill or service.

**Details of your charges** - Lists the previous and present meter reading. The difference is the amount of electricity you consumed and are being charged for. Also includes taxes, other charges/credits and the total amount you owe.

**Additional information** - Includes important information about your electric bill and your rights and responsibilities as an LES customer-owner.

**Options to pay your LES bill.**