

For Your Information

At North West REC, our billing system is now an AMR read-in method, our goal being to read all electric meters remotely and to use those readings to calculate and bill your electric account(s).

Statements for your electric bill are sent to you around the 20th of each month, showing the amount you owe. When you make your remittance, please include the portion of the statement that gives us your billing account number and name.


If you have chose to have your payments automatically withdrawn from your checking account, your billing statement is a notification of the amount we will take from your bank account before the 10th of the month due date.

Bill payments are due in our office BY THE 10th of each month. Payments not received by the due date are subject to a 1 1/2% penalty. Delinquent bills are subject to an additional 12 days notice prior to disconnection.

Your account is considered "paid" when we have received full payment for the amount you owe. We are not responsible for the postal service delays and postmarks will not be considered. Please allow 4-5 days for delivery. We have depository boxes available for your convenience for after hours payments at all of our office facilities.




Contact Information

 800-766-2099

 nwrec@nwrec.coop

 www.nwrec.coop

 P.O. Box 435
Orange City, IA 51041

 **HEADQUARTERS**
Hours: 7:30am - 4:00pm
1505 Albany Pl SE
Orange City, IA 51041

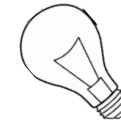
Hours: 7:30am - 4:00pm
(Closed 12:00-12:30pm)
2496 Lincoln Ave SW
Le Mars, IA 51031

Hours: 9:00am - 2:00pm
Wednesdays Only
5975 Highway 175
Ida Grove, IA 51445

Dropbox outside service facility
880 Industrial Park Road
Primghar, IA 51245

An outside depository box is available 24/7 at each location.

Reading Your Electric Bill



Power Outage?

24/7 outage reporting using the SmartHub app or go online to nwrec.smarthub.coop Or call 800-766-2099 anytime



**You can pay your REC bill
online anytime using SmartHub!**



Who do I call if I have questions?

Call North West REC at the phone number indicated or stop by our nearest office.



For what location is this bill?

This map location describes to the REC staff how to find your property on our mapping system.



Question on a bill?

Use this billing account number when you call in. Each billed locations has its own unique billing number.



Did North West REC receive my last payment?

This section shows total activity (payments, charges, etc) since your last bill, ending with your balance forward, if any. If any of this information does not match your records, please call the North West REC office.



Is my account past due?

If your account is past due, a statement will appear indicating that payment must be received in our office by the date shown to keep your electric service connected. This is your only notice, you will NOT receive a separate Shut Off Notice. If the account is past due, the Rights and Remedies will be inserted with your bill statement.



Meter Readings

We read your electric meters on or around the first of each month. Those readings are used to calculate your electric bill which is mailed out to you around the 20th of each month.

How To Read Your Electric Bill



KWH History

The graph on the bill shows the last 13 months of usage. Also shown is the usage and amount billed for the same month last year.



Information and Messages

Messages related to you and your cooperative will be found in this area.



What have I been billed?

A detailed list of your current electric charges, based on the kWh charges by rate by meter.



What is Power Cost Adjustment?

A power cost adjustment (PCA) is a method of either collecting or returning to the members the difference in wholesale power costs compared to the base rate.



What do I owe and when is it due?

The total amount due upon receipt of this bill is shown. If this amount is not paid by the 10th of each month, your account is subject to late bill procedures, including penalties and disconnection.



How do I make my payment?

Be sure to return the bottom portion of the bill with your payment.

1. Mail your payment in the return envelope provided OR
2. Pay in person at your local REC office OR
3. Place your payment in the drop box at your local REC office OR
4. Set up your account for direct payments by filling out the blue authorization agreement for direct payments sheet included with this sheet or call in to the REC
5. Pay your bill online using your computer or mobile device by going to our website nwrec.coop, to the blue SmartHub link

NORTH WEST REC
Your Touchstone Energy Cooperative

PO Box 435 1505 Albany PI SE
Orange City, IA 51041
www.nwrec.coop

Phone: (800) 766-2099 or 712-707-4935
Office Hours: 7:30 am to 4:00 pm Monday - Friday
Le Mars 2496 Lincoln Ave SW 712-546-4149 (Closed 12:00-12:30pm)
Ida Grove 5975 Hwy 175 East 712-364-3341 (Open Wednesdays 9am - 2pm)

Before reporting an outage, check your fuses, breakers, and equipment first.
To report an outage, please call the (800) number listed above.

NORTH WEST REC MEMBER

KWH USAGE HISTORY

Current Month's Average KWh Per Day	13560
Last Year This Year	53 53
Average Cost Per Day	3990
Last Year This Year	4.99 5.07

NWREC has rebates available.

A late payment charge of 1.5% per month on the unpaid balance will be charged if payment is not received in our office by due date.

Account Number	Map Location	Service From	Service To	Due Date	Amount Due
123456	84-01-01-1234	05/01/2022	05/31/2022	07/10/2022	204.00

Meter Number	Rate Description	Present Reading	Previous Reading	Difference	Multiplier	Kwh Used	Kwh Charge
3000001	1 - RESIDENTIAL SINGLE P	10124	10061	63	40	860	113.76
3500001	338 - 338 SUB INT HP WH AC	9261	9178	83	20	1660	83.84

OTHER CHARGES		AMOUNT	BILLING INFORMATION		AMOUNT
Previous Bill		200.00	Current Electric Charge		197.60
Balance Forward		-200.00	Power Cost Adjustment .0016000		4.03
Balance Forward		0.00	Local Option Tax		2.01
Operation Roundup		0.36	Total Current Billing		203.64
Total Other Charges		0.36	Net Amount Due		204.00
			Gross Amount Due After 07/10/22		204.00

PLEASE DETACH BOTTOM PORTION AND RETURN WITH YOUR PAYMENT

Account Number	123456
Name:	NORTH WEST REC MEMBER
Amount Due on 07/10/2022:	204.00
Amount Paid:	
Amount After Due Date:	204.00

NORTH WEST REC
PO BOX 435
ORANGE CITY, IA 51041-0435

Primary phone number: 712-123-4567.
If not correct, please update. _____
Thank you.

