



*Your new budget amount will begin in December.*

Members with budget billing for their electric service will have their budget amounts recalculated in November. The new budget allocation will be billed starting in December. This recalculation may result in a higher or lower monthly budget amount to be paid. Your budget amount is based on an average of the previous 12 months' actual charges and payments. Budget billing for gas services will not be reevaluated at this time.

A message is printed on this billing statement that indicates your new budget amount. **If you do not see a message on your billing statement, your budget amount has remained the same.**

Invoice billed members, please remember that no messages will print on your bill statement whether or not the budget bill amount changes. If you would like to know your new budget bill amount please call our offices between the hours of 7:30 am and 4:30 pm Monday – Friday or e-mail us at [info@jocarroll.com](mailto:info@jocarroll.com).

If you have any questions regarding Budget Billing or your budget bill account with Jo-Carroll Energy, please contact the Member Care Department at 800-858-5522 option 5.

## Looking for other options?

With levelized billing you can avoid the winter and summer highs in your bill by averaging your amount due each month. The amount changes each month as your usage fluctuates, but you never have the settle up month you have with budget billing.

With levelized billing, your monthly electric bill becomes a “rolling average” of your use for the most recent 12 months. For example, this month’s bill would be the average use of the previous 11 months, plus the current month. By averaging your changes in use over a 12-month period, your bill will remain fairly consistent every month, even in very cold or hot months when use may be unusually high.

**For additional information or to switch to levelized billing, log-in to your account on the MyAccount portal or contact our Member Care Department at 800-858-5522 or email us at [info@jocarroll.com](mailto:info@jocarroll.com).**



# Jo-Carroll Energy

Your Touchstone Energy® Cooperative 

### ELIZABETH OFFICE

793 U.S. Route 20 West

Office Hours :

7:30 am - 4:00 pm

### SAVANNA OFFICE

103 Chicago Ave.

Office Hours : 7:30 am - 1:00 pm

1:30 - 4:00 pm

### GENESEO OFFICE

1004 Chicago St.

Office Hours : 7:30 am - 1:00 pm

1:30 - 4:00 pm

Phone availability all locations : 7:30 am - 4:30 pm

After-hours calls and payments (4:30 pm - 7:30 am) are handled by our after-hours support center.

**Jo-Carroll Energy, P.O. Box 390, Elizabeth, Illinois 61028**

**800-858-5522 | Fax: 815-858-3731 | [jocarroll.com](http://jocarroll.com)**