



What is my account number?

Please use this number in correspondence with the office, to report outages, or to register through SmartHub online or on your smart phone.

Did Big Country Electric receive my last payment?

This section shows total activity since your last bill, ending with your balance forward, if any. If any of this information does not match your records, call the Big Country Electric Co-op (BCEC) office.

Information and messages

This is where we will communicate important information to you.

Total Cost Per kWh

Includes kWh, Demand, Facilities Charges, and any other electric related charges, divided by kWh Usage.

How do I make my payment?

1. Pay by mail (including payment stub) or pay in any BCEC office.
2. Pay online using SmartHub at www.bigcountry.coop
3. Pay on your smart phone using the SmartHub app.
4. Pay by automatic bank draft.
5. Use IVR automated phone system.

Who do I call if I have questions?

Call Big Country Electric Co-op during office hours at the phone numbers indicated. Report outages 24/7.

How does my usage compare with previous months?

24 month usage history graph allows for quick comparison of previous use.

How much energy have I used?

This section identifies the account number, service address, and monthly details of your electric meter, including:

- Meter Number
- Service Dates
- Meter Readings
- Meter Multiplier
- Total kWh Usage
- Rate

What have I been billed?

Power Supply Charge - what it costs to generate energy you use, including power cost adjustment.

Distribution Charge - the cost to deliver energy to your location, including the facilities charge.

Other Charges - additional charges such as Security Lights and Operation Round-Up.

What do I owe and when is it due?

The total amount due upon receipt of this bill is shown. If not paid by the due date, your account is subject to 5% penalty.

How To Read Your Invoice Bill

What is my account number?

Please use this number in correspondence with the office, to report outages, or to register through SmartHub online or on your smart phone.

Who do I call if I have questions?

Check out the back of the bill for phone numbers and hours of operation.

What have I been billed?

This section shows a detail of charges which could include kWh (distribution, delivery, and power supply charges), demand, power cost adjustment, facilities charge, and other electric service related charges.

How do I make my payment?

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Information and messages

This is where we will communicate important information to you.

How does my usage compare with previous months?

24 month usage history graph allows for quick comparison of previous use.

How much energy have I used?

This section identifies the account number, service description, and monthly details of your electric meter, including:

- Meter Number
- Service Dates
- Meter Readings
- Meter Multiplier
- Total kWh Usage
- Power Factor
- Demand
- Rate

What do I owe and when is it due?

The total amount due upon receipt of this bill is shown. If not paid by the due date, your account is subject to 5% penalty.