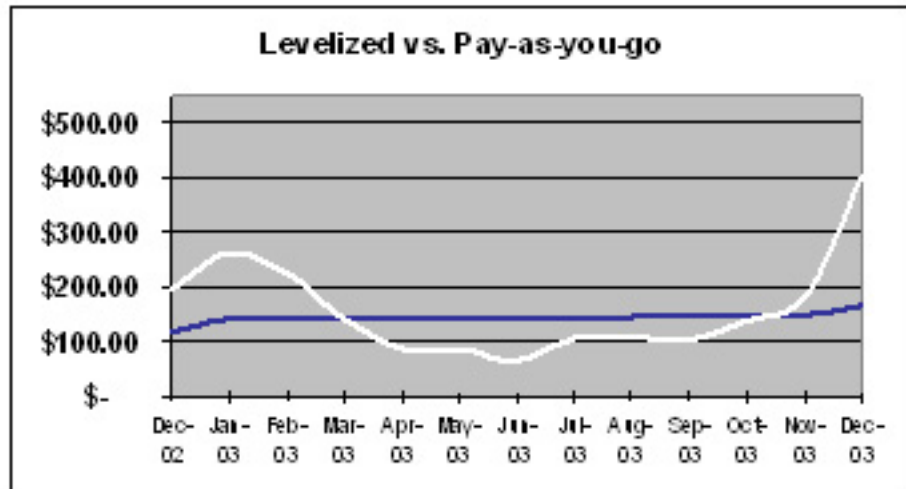


Levelized Billing

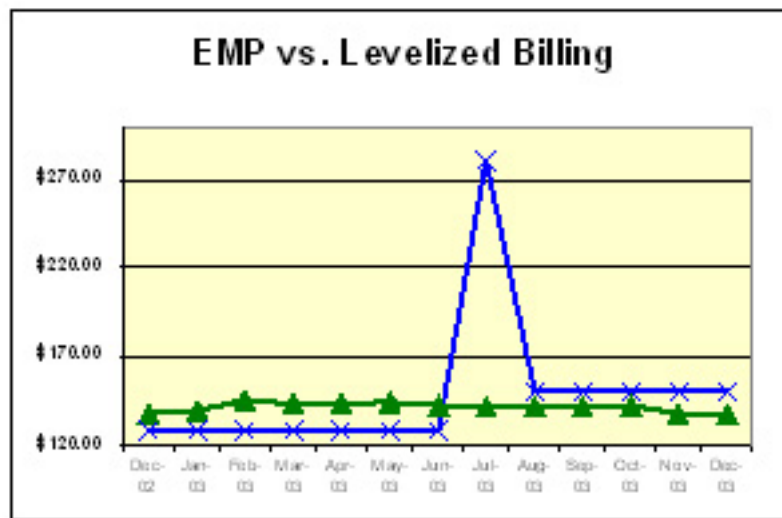
It's a predictable cycle. Each year, electric customers experience "sticker shock" as temperatures dip in the winter and more electricity is used to heat their homes. In the summer, the same shock occurs as warmer temperatures require air conditioning units to use more electricity.

As a result many Etowah Utilities customers see electric bills spike in winter and again in the summer due almost exclusively to increased usage brought on by temperature fluctuations. Etowah Utilities has a program that will keep electric bills more consistent from month to month: Levelized Billing.



Levelized Billing is an option that replaces the Equal Monthly Payment (EMP) plan. Levelized Billing calculates an average cost based on a 12-month moving average of electric usage. Unlike EMP, Levelized Billing customers will not have a yearly "true-up" - the average simply will re-calculate each month. As the name implies, the goal of levelized billing is to make customer bills more LEVEL.

Below are graphs comparing EMP and "pay-as-you-go" billing to Levelized Billing. The graphs are built from actual customer usage history. As you can see, Levelized Billing smoothes out most of the fluctuation in the amount a customer pays, whether the customer is EMP or "pay-as-you-go".



Levelized Billing is now available to Etowah Utilities customers. Customers with previous usage history can sign up at any time during the year. Levelized Billing is an improvement that will help customers better manage their household expenses.