



## **WINTER STORM BILLING Q&A**

### **Will my electric bill cost more?**

Yes, the cost of electric bills will increase for two reasons:

#### kWh Consumption Has Increased

- Electric heating uses nearly double as much electricity as cooling.
- With extended periods of temperatures below 30 degrees and keeping a home at 60 degrees, the 30 degrees temperature difference will cause your electric heating to run significantly longer, this increases kWh consumption.
- Please visit [MyWCEC.coop/SmartHub](http://MyWCEC.coop/SmartHub) to view your daily kWh usage.

#### Rates Will Likely Increase, But Not Drastically

- Our power supply contracts were sufficient to meet our member's needs. We did not have to purchase the increased \$9,000/MWh wholesale power you may have heard about resulting from this winter storm event.
- Natural gas cost did rise and that will cause us some increase in our cost.
- We are still gathering information and don't have all of the details. As information becomes available, we will share with our members.

### **What if I cannot afford to pay my electric bill?**

Please call our office at 979-543-6271 and we will work with you to arrange a payment plan. At this time, late payments are being waived and disconnections for non-payment due to the winter storm have been paused.

Visit [MyWCEC.coop/PaymentAssist](http://MyWCEC.coop/PaymentAssist) to view a list of social assistance agencies that might have funds to help with your electric bill.