

COMING SOON

NEW MID CUSTOMER BILLING SYSTEM

MID will be launching a new and improved customer billing system on Tuesday, September 5.

As part of this system change, you won't be able to make payments on your account on any MID payment system from Thursday, August 31 at 2 p.m. until Tuesday, September 5 at 8 a.m. Customer Service in the MID Downtown Lobby will also be closed on Friday, September 1. Please plan accordingly.

With the new billing system, you can expect to see a new account number and new bill format.

*When you receive your first bill in the new billing system, you'll see that you've been assigned a new 10-digit account number. This number is automatically generated and will be tied to your previous account number, making this change a smooth transition. You'll notice that the bill format has also been revamped. **On the back of this insert, you'll see some new and helpful features of the new bill.***

There will be additional changes to those customers who make online payments, make payments through online banking and who participate in the Budget Payment Plan.

Online Payment Customers - *Once the new billing system is launched, customers who make online payments using the MID Online web portal will need to re-enroll with their new account number at www.mid.org using the new MID Customer Self-Service portal. You will also be able to access a variety of forms, receive account alerts, communicate with customer service and request moves, adds and changes.*

Online Banking Customers - *When you receive your first bill with your new account number, you will need to notify your bank of the new account number.*

Budget Payment Plan Customers - *Your account will "true-up" with the launch of the new system and you will automatically be transferred to the new Budget Payment Plan. You will see your new budget plan amount on your first bill from the new system.*

NEW BILL FORMAT & FEATURES



1231 ELEVENTH STREET
PO BOX 5356
MODESTO, CA 95352-5356
(209) 526-7337
customerservice@mid.org

D-RATE CUSTOMER SAMPLE
1234 ANY DRIVE RIVERBANK
CA 95367-1234

Page 1 of 2	
Account Number:	1234567890
Bill Date:	04/07/17
Date Due:	04/27/17
Amount Due:	\$422.84

New 10-digit account number

Account Summary - New feature to the bill format. All of this information was previously found in the the account detail section.

Account Summary	
Previous Balance	\$123.11
Payments / Credits	\$0.00
Fees / Adjustments	\$0.00
Current Charges	\$299.73
Account Balance	\$422.84
Payoff Balance	\$222.84

Total Usage History			
	No. of Days	Total kwh	Avg kwh per day
This Year	29	1,839	63
Last Year	30		

Total Usage History - New feature to the bill format. Provides a comparison of current month usage to the previous year.

Current Charges Detail		
1234 Any Drive, Riverbank		SA ID: 9876543210
Bill Period: 03/09/17-04/07/17		Outage Block: 11B
Residential	NAICS: RE1100	
Rate: D Residential Service	Total Charges \$299.73	
Start Date: 10/22/12		
Monthly Fee	\$20.00	
Winter 500 kWh @ \$0.1201	\$60.05	
Winter 1,339 kWh @ \$0.1498	\$200.58	
Environmental Energy Adj 1,839 kWh @ \$0.0073	\$13.42	
Capital Infrastructure Adj 1,839 kWh @ \$0.0028	\$5.15	
State Surcharge Total kWh @ \$0.00029	\$0.53	

Current Charges Detail - New feature to the bill format. There will be one "Charge Detail" section for each Service Agreement a customer may have. Each charge detail will be assigned a unique Service Agreement Identifier (SA ID). This new section shows much more information, including fees and taxes details, total usage by rate period (Winter/Summer), demand charge, reactive charge and a usage graph with current month and previous year.



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Page 2 of 2	
Account Number:	1234567890
Bill Date:	04/07/17
Date Due:	04/27/17
Amount Due:	\$422.84

Meter Consumption Details								
Meter #	Bill Period	TOU period	Total kwh	Peak KW	Demand (KW)	Reactive (kVar)	Load Factor	Power Factor
1234 Any Drive, Riverbank			SA ID: 9876543210					
207441	03/09/17 - 04/07/17	WINTER	1,839.27		5.64			
Meter Total			1,839.27	03/31/17	5.64			

Meter Consumption Detail - New feature to the bill format. Includes consumption details for all account types.

**UP-TO-DATE INFORMATION CAN BE FOUND
AT WWW.MID.ORG/NEWCBS**



www.mid.org
CustomerService@mid.org

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