

Welcome to



Services:

Electric • MES TV • Internet • Telephone

Contact us:

(270) 753-5312

customerservice@murrayelectric.net

401 Olive St.

Murray, KY 42071

MurrayElectricSystem.com

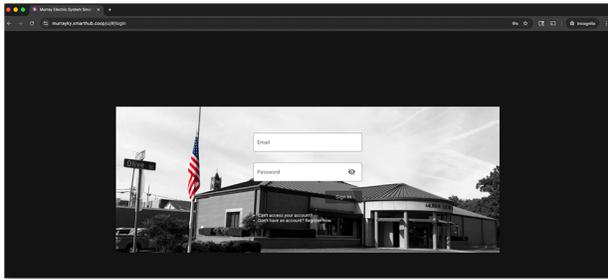




How to sign up for SmartHub

1 Go to murrayky.smarthub.coop

*You can also go to murrayelectricsystem.com > about > billing > view & pay bill



or Download the Smarthub app



2 Click “Don’t have an account? Register now.”

3 Register Your Account

*You will need your billing account number, located on your most recent bill.

For questions about SmartHub, contact customer service.



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Ways to Pay



Pay on SmartHub

Go to murrayky.smarthub.coop or download the app
Available 24/7



Apple



Android



Pay by Phone or Mail

(855) 837-6744
Available 24/7

Murray Electric System
P.O. Box 1095
Murray, KY 42071



Pay at the office

Lobby hours: M-F 7:30^{am} - 4:15^{pm}

Kiosk - 24/7
Located in front lobby (exact cash or card)

Overnight Drop-box - 24/7
Located in 5th street parking lot



Enroll in Autopay

Automatic bank draft transactions to securely pay your bill each month without the worry.

Go to murrayelectricsystem.com/support/downloadable-forms/ to download the Bank Draft Authorization form.



Prepay

Conveniently load funds to your account:
On SmartHub • At the Kiosk • At our Office

When your account balance gets low, the system will notify you by email or phone to reload your account.

A \$50 minimum opening balance is required to enroll.
Standard connection fees if you are not a current customer.

Cards accepted

at Kiosk, online, & by phone.



Bill Breakdown

Terms to know

Watt: Standard unit of power
Kilowatt (kW): 1,000 watts
Kilowatt-Hour (kWh): Kilowatt consumption for 1 hour

Rate: The cost of services consumed.
Example: 1,000 kWh x \$0.10/kWh = \$100.00

Total Payment Due: The amount owed on a bill

Usage

+

Fees

=

Monthly
Bill

***Credits:** Sometimes a credit is applied to a customer's bill for various reasons. If you see a minus sign (-) next to an amount, it indicates a credit that will be subtracted from your total usage and fees.

- **Electric Service Charge:** Standard customer charge for electric service.
 - Why? Utilities charge a baseline customer fee for each utility for the cost of maintaining service.
 - Our customer charges can be found at murrayelectricsystem.com
- **Energy Charge:** Cost of the energy you consumed during the billing period.
 - Why? Customers are billed per kilowatt-hour (kWh) based on their Rate Class for the energy they use.
- **TVA Fuel Cost Adjustment** A monthly adjustment that reflects TVA's fuel costs.
 - Why? It covers TVA's cost of fuels (uranium, coal, oil, and natural gas) used to generate electricity and keep power reliable across the Tennessee Valley.



Complete the
DIY Home Energy Assessment
to learn how to save money on power bills



Answer a quick questionnaire about your home to learn about energy efficiency upgrades that could help you save money, find contractors, and stay up-to-date on energy incentives.

**Go to HEA.MyTVA.com
to complete the DIY Home Energy Assessment:**

