



Your new budget amount will begin in June.

Members with budget billing will have their budget amounts recalculated in May. The new budget allocation will be billed starting in June. This recalculation may result in a higher or lower monthly budget amount to be paid. Your budget amount is based on an average of the previous 12 months' actual charges and payments.

A message is printed on this billing statement that indicates your new budget amount. **If you do not see a message on your billing statement, your budget amount has remained the same.**

Invoice billed members, please remember that no messages will print on your bill statement whether or not the budget bill amount changes. If you would like to know your new budget bill amount please call our offices between the hours of 7:30 am and 4:30 pm Monday – Friday or e-mail us at info@jocarroll.com.

If you have any questions regarding Budget Billing or your budget bill account with Jo-Carroll Energy, please contact the Member Services Department at 800-858-5522 option 3.

Looking for other options?

With levelized billing you can avoid the winter and summer highs in your bill by averaging your amount due each month. The amount changes each month as your usage fluctuates, but you never have the settle up month you have with budget billing.

With levelized billing, your monthly electric bill becomes a “rolling average” of your use for the most recent 12 months. For example, this month’s bill would be the average use of the previous 11 months, plus the current month. By averaging your changes in use over a 12-month period, your bill will remain fairly consistent every month, even in very cold or hot months when use may be unusually high.

For additional information or to switch to levelized billing, log-in to your account on the MyAccount portal or contact our Member Services Department at 800-858-5522 or email us at info@jocarroll.com.

Need assistance?

Jo-Carroll Energy is here to support our members throughout the COVID-19 pandemic. We work with members on an individual basis to discuss payment options and assistance programs programs available. If you are concerned or experiencing a financial hardship, please reach out to us or visit our website for more information about assistance options.



Jo-Carroll Energy

Your Touchstone Energy® Cooperative 

P.O. Box 390, Elizabeth, IL 61028 | jocarroll.com
800-858-5522 | Fax: 815-858-3731