Orange County REMC

Orange County FIBER

A Touchstone Energy® Cooperative

www.myremc.coop
www.orangecountyfiber.coop

CONTACT US
Office: 812-865-2229
Toll Free: 888-337-5900
Bill Payments: 833-890-7734

EMAIL
orangecoremc@myremc.coop

OFFICE HOURS
7 a.m.–5 p.m., Monday-Friday

STREET ADDRESS
7133 N. State Road 337
Orleans, IN 47452

MAILING ADDRESS
P.O. Box 208, Orleans, IN 47452

**TO REPORT SERVICE
INTERRUPTIONS, PLEASE CALL
855-865-2229, (OPTION 1) DAY OR NIGHT.**
Have the phone number associated with
your account ready when reporting outages.
Please limit after hours calls to emergencies
and outage situations.

BOARD OF DIRECTORS
Eugene Roberts, District 1
Randy Roberts, District 2
Danny Easterday, District 3
Rodney Hager, District 4
Ben Lindsey, District 5
Brian Hawkins, District 6
George Key, District 7

REMC SENIOR STAFF
Matthew C. Deaton, *General Manager/CEO*
Marcy Bennett, *Office Manager*
Misty Tincher, *Accountant*
Mark Belcher, *Member Services Manager*
Billy Chastain, *Electric Operations Manager*
Charlie Rollins, *Fiber Operations Manager*

LIKE US ON FACEBOOK
www.facebook.com/
orangecountyremc

We're thankful for our sister cooperatives

When you think about Orange County REMC, you probably associate us with the local community. And you would be right. Our leadership team, board of directors and employees all live and work right here in the community we serve. But you may not realize that Orange County REMC is actually part of a much larger cooperative network that brings additional value, tools and knowledge that benefit you, the members of the co-op.

COOPERATION AMONG COOPERATIVES

When a severe weather event is predicted for our region, we call on our sister co-ops in areas unaffected by the approaching storm. Through this system of mutual aid, other co-ops bring additional trucks, equipment and manpower to our area. We work together and share resources to restore power to our community. And Orange County REMC reciprocates by assisting other electric co-ops when they request help.

Another area in which Orange County REMC benefits from cooperation among cooperatives is cybersecurity. Through the National Rural Electric Cooperative Association's (NRECA) "Rural Cooperative Cybersecurity Capabilities Program" (RC3), we are able to access training, resources and tools to strengthen our efforts to combat cyber threats. We also utilize resources at our generation and transmission cooperative, Hoosier Energy, to harden our cybersecurity practices.

Orange County REMC's ability to tap into the larger electric cooperative network and access tools, products, resources and leading practices from across the nation ultimately makes our co-op and our community stronger.

BRIGHT SPOT

The Solar Utility Network Deployment Acceleration (SUNDA) project is another example of Orange County REMC benefitting from collaboration with other electric co-ops.

Through the SUNDA project, electric co-ops were able to collect data and case studies that provide insight into challenges and solutions related to solar energy technologies. Now, we, along with other electric cooperatives across the country, have access to knowledge and resources to more efficiently tailor our renewable energy mix to meet the needs of our local communities.

GLOBAL IMPACT

Lastly, communities across the globe have benefitted from the lessons learned and experience of co-ops in electrification of the nation's rural areas.

NRECA International has provided access to reliable and affordable electricity to 120 million people in 43 countries. This effort is made possible through the support of electric co-ops in Indiana as well as across the country. Orange County REMC has also directly participated in Project Indiana by providing monetary donations and manpower to construct electric facilities in Guatemala. Hundreds of lineworkers, engineers and other co-op employees have volunteered to bring first-time access to electricity and train local partners to help utilities be sustainable in their own communities.

I am grateful for our sister co-ops who enable us to better serve you and our broader community. When electric co-ops collaborate, we strengthen each other and the communities we serve — and that is something in which to be truly thankful. Happy Thanksgiving, everyone.

MATTHEW C. DEATON
General Manager/CEO

co-op news

Rate Schedule

How to compute your monthly electric bill:

Use this information to figure your bill for electric use in October, November and December.

Rate Schedule for Standard Service

Standard Service Consumer Charge...... $26
Standard Service Energy Charge.... $0.1124
Wholesale Power Cost Tracker .. $0.0032734
Total bill x Indiana sales tax 7%

Example for 1,200 kWh

Standard Service Consumer Charge....... $26
  1,200 kWh @ $0.1124 .... $134.88
Wholesale Power Cost Tracker
  1,200 kWh @ $0.0032734.................. $3.93
Total... $164.81
Indiana sales tax $11.54
Total bill $176.34

Rate Schedule for Time-of-Use Service

Time-of-Use Consumer Charge......... $30.90
Energy Charge On-Peak $0.1671
(On-Peak: 7 a.m. to 11 a.m. and 4 p.m. to 9 p.m., Monday–Friday, EST)
Energy Charge Off-Peak.................. $0.0691
Wholesale Power Cost Tracker . $0.0032734
Total bill x Indiana sales tax, 7%

Example for 300 kWh (On-Peak)
and 900 kWh (Off-Peak)

Time-of-Use Consumer Charge.......... $30.90
Energy Charge On-Peak
  300 kWh @ $0.1671 .... $50.13
Energy Charge Off-Peak
  900 kWh@ $0.0691 .... $62.19
Wholesale Power Cost Tracker
  1,200 kWh @ $0.0032734................. $3.93
Total... $147.15
Indiana sales tax $10.30
Total bill $157.45

Rate Schedule for Security Lighting

Security Lighting: 100 W HPS $9.82
Security Lighting: 40 W LED............... $9.82

Visa, MasterCard and Discover cards accepted

Pay by phone at 833-890-7734.

Visit www.myremc.coop for these services:

- Pay online
- Pre-pay your bill
- Sign up for recurring monthly payment

HONORING ALL WHO SERVED
VETERANS DAY 2019

BILLY CHASTAIN
U.S. Marine Corps, 20 years

MICHAEL ROBERTS
United States Army, 5 years

ROBERT WHITE
United States Army and Reserve, 4 years

Please take time on Nov. 11 to thank someone who served or is serving our great country.

Free calendars are now available

Pick up your 2020 Cooperative Calendar of Student Art in the Orange County REMC office, while supplies last. The month of October is illustrated by 2020's "Artist of the Year," Crawford County High School student Danielle Sommerman.

Happy Thanksgiving

The Orange County REMC and Orange County Fiber offices will be closed Nov. 28-29 as our employees spend time with family and friends. (REMC crews will still be on-call to respond to emergencies.)

Steps of fiber installation

As more people hear about the progress to bring high speed fiber optic internet to rural Orange County, the most common question we hear is "If I see crews working in my area, how long before I get service?"

This is a multi-phase project, and we are now into Phase II. Below you will see the 6 basic steps that are performed by multiple contractors in the process of bringing high-speed internet to your home or business. Please note, when we are at Steps 2 and 6, Orange County Fiber will contact you. There is no need to contact us to keep the process moving. We appreciate everyone's patience as we continue to work on this important project. You can get more info at orangecountyfiber.coop.

STEP 1
MAINLINE CONSTRUCTION

Orange County Fiber's mainline contractor hangs fiber in the area that is in the current construction phase.
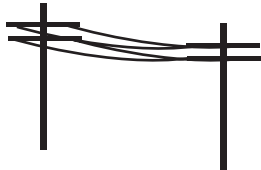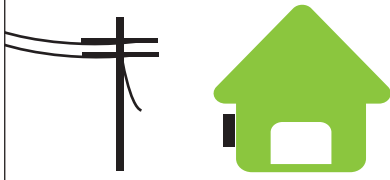
STEP 2
COMMUNICATION

Then, an REMC employee contacts members and coordinates installation of the "drop" at their home or business.
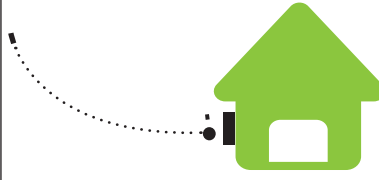
STEP 3
CONSTRUCTION OF DROPS

The drop contractor constructs the drop from mainline to the house and installs the wall box, typically mounted to the outside of the building.

STEP 4
CONNECTION

Orange County Fiber's mainline contractor splices fiber from the drop to the outside wall box.

STEP 5
TESTING

The outside wall box is tested to ensure fiber optics are functioning at correct levels before the co-op can call the member and offer service.

STEP 6
SCHEDULING ACTIVATION

REMC contacts the member to schedule a time for installation of router and establishing service at the home or business.

---

co-op news

Employee UPDATE

Rollins named fiber operations mananger

CHARLIE ROLLINS

Charlie Rollins was recently named fiber operations manager for Orange County Fiber.

"I have been impressed with Charlie Rollins since he came to Orange County Fiber through the acquisition, certainly with his technical competence, but just as important, his empathy toward our members and those that we depend on to bring this new essential service called fiber to our members," said Orange County REMC General Manager/CEO Matt Deaton.

Energy-Efficiency Tip

LED lights that last!

Trim your holiday energy costs by choosing energy efficient LED lights! LED holiday lights use less energy and can last up to 40 seasons. They're also easier to install – you can connect up to 25 LED strings without overloading a wall socket!

Source: energy.gov

co-op news

Step 1: From the SmartHub login screen, click on "*Sign up to access our Self Service site*".
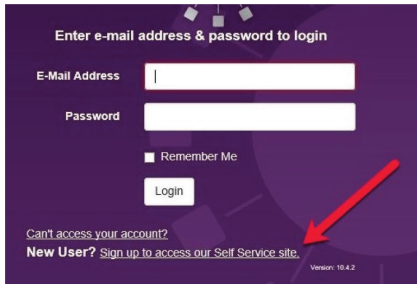
Step 2: Enter the following information:
- Your 5 digit account number (found on your bill)
- Your last name or business name as it appears on your bill
- The email you want to use for your SmartHub account

Then click Submit

Step 3: Enter the requested account information in order to verify your identity. Answers must match account info exactly.

Then click Submit

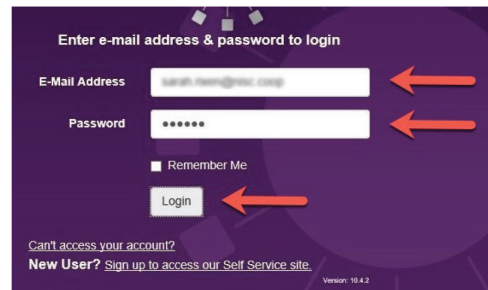**Step 4:** If successful, you'll get a notification like this.

Step 5: Check your inbox for an email that will contain your temporary password you need to first login to your account.

Step 6: Back on the login page, enter email and temporary password and click login.

Step 7: The first time you login, you'll be asked to change your password.

Step 8: Congratulations! You are now logged into SmartHub.