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, *Operations Manager*

LIKE US ON FACEBOOK
www.facebook.com/orangecountyremc

Change happens fast!

Three years ago, in the September issue of what was then the Electric Consumer, I asked members to fill out a survey of interest that would begin laying the foundation of something new. The results of this initial survey were of resounding interest and formal discussions and work began to execute the board of directors' vision; which was to see if the electric cooperative could begin providing broadband internet to our members.

What a vision and what a huge undertaking! After that initial survey, we decided to obtain a financial feasibility study that was executed by an independent third party. The study found that if 48% of our members took our service and if the hundreds of other assumptions related to the success of the project became true, it could be financially feasible. We then surveyed you again, this time with specific package details including speed and monthly cost. This survey also came back with resounding interest. And as they say, the rest is history.

This month marks the first year of construction for our rural broadband project. By the time you read this, we will be serving over 300 members and have placed over 1,000 drops to homes served on approximately 275 miles of fiber. Construction on Phase I will be completed this month, with 67% of our members in that area subscribing to the service ... far exceeding the 48% we hoped for. Phase II construction is now underway.

While the fiber construction is ongoing, we are also converting to a new business operating system, NISC. This will change nearly every aspect of how we execute the business behind the scenes but no doubt, it will greatly enhance our members experiences with the co-op. While the great member service we offer and the care that we take ensuring the details are right for you won't change, please know that the process those member service representatives and billing analysts are going through to answer your questions certain has. Some consider change in and of itself to be as enough to completely consume cooperative personnel, but we are managing it while starting up an entirely new business and acquiring two others.

So why all this change all at once? Quite frankly, for you. These changes will help us serve you better, well into the future. The amount of information we have available to better serve you is greater and we will be able to access this information faster than before. These changes also position us for even more efficiencies in the future when you consider the automation of electrical distribution equipment and 15 minute interval meter data.

What we won't do is compromise our ability to be your electric provider. We will always strive to bring you safe, reliable and affordable electricity, as that is our core mission.

MATTHEW C. DEATON
General Manager/CEO

Rate Schedule

How to compute your monthly electric bill:

Use this information to figure your bill for electric use in July, August and September.

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

ORANGE COUNTY REMC/FIBER

Member Appreciation

FREE LUNCH!

Fried Fish • Cole Slaw • Baked Beans • Bread

Friday Oct. 18, from 11 a.m. - 2 p.m.
at the REMC Office (7133 N. St. Rd. 337, Orleans)

Door prizes and drawings!
Enter to win:

Electric Smoker

49-Inch 4K TV

We'll also have an Orange County Fiber booth set up to answer questions.

New employee spotlight

Adam Poole joined the Orange County Fiber team as a fiber technician in June. He and his wife, Kathryn, have a son Maddox, and a daughter, Avery. He enjoys spending time with his family, and following the activities his children are involved in. We are proud to welcome Adam to the team!

We have an app for that!

INTRODUCING SMARTHUB - A NEW WAY TO ACCESS YOUR ACCOUNT AND PAY YOUR BILL

We have been working on this big change for quite a while, and now SmartHub is available to Orange County REMC members. This free app makes it simple and convenient to do the following:

- View your bill
- Make secure payments
- Access your electric account
- Check your electric use
- Compare monthly electric bill
- Communicate directly with the co-op
- Notify us of an outage
- Add notifications that you would like to receive by email or text message.

For those of you who appreciate having lots of data to compare, SmartHub lets you analyze your electric use, and do an easy comparison with the online tools. Curious about your average billing? It will tell you that too. Wonder how weather affects your electric bill? You can see a report that reports the average temperature and your electric use for each month in the period you choose.

Download the FREE mobile or tablet app in the Apple App Store or Android Marketplace. If duplicates appear, the correct app is provided by our partner, National Information Solutions Cooperative (NISC). You can also find the app by going directly to smarthubapp.com.

Don't have a tablet or smart phone? No problem. You can use the SmartHub interface from your computer. Just go to www.myremc.coop and click on 'Pay or View your bill online'.

Don't want to pay online? You can still pay by phone 24/7

Just call 833-890-7734

Convenient, secure, and always available ! Pay with check or credit card.

Orange County REMC uses this automated system to be compliant with stringent credit card security standards. This helps prevent credit card fraud, while allowing Orange Couny REMC to continue accepting debit and credit card payments for your convenience.

Local groups receive grants

The trustees of the Operation Round Up® fund recently awarded $7,200 in grants to local community organizations and programs. Details of the grants are listed below.

Growing Resilient Rams received $1,800 for the first grade program that helps students learn to regulate their emotions.

Mitchell Church of Christ Bread of Life Food Pantry received $1,000 for cleaning and paper supplies.

Orange County Patient Services Inc. received $1,000 to pay for transportation costs.

Prevent Child Abuse Orange County received $2,400 to fund a presentation by Terry Hall.

Washington County Food Pantry received $1,000 to purchase 600 pounds of ground beef.

If you are part of a school group, community organization, fire department, first responder group, 4-H club or other local non-profit and would like to apply for an Operation Round Up grant, go to www.myremc.coop and look under the "Community" menu to download an applications and grant guidelines.

ETS Fall Checkup
Special Savings

DON'T WAIT FOR COLD WEATHER TO FIND OUT YOUR ETS UNITS ARE NOT WORKING PROPERLY

REMC will lower the normal $50 service call to only

$25 for the first unit,
and $5 for each additional unit.

Call 812-865-2229 locally or 888-337-5900 (toll free) to schedule your ETS check-up.

Schedule your ETS units for service between Sept. 1 and Oct. 31 to receive this special discounted rate!

The Orange County REMC and Orange County Fiber offices will be closed Sept. 2 as our hard-working employees take some well-deserved time off, and celebrate Labor Day.