


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*



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www.facebook.com/orangecountyremc

Looking back on 2019



Most of you may be aware that we started the construction of a high-speed fiber-optic broadband network across our entire service territory completely from scratch.

After just over one year of mainline construction, we have over 445 miles of distribution fiber installed and 1,428 drops installed to homes. At the time of the writing of this article there are 710 consumer members being served by this fiber-optic network, 621 fiber internet and 89 telephone consumer members. I know many of you are patiently waiting for us to be in your area, and we are doing everything we can to complete this project as fast as possible.

To meet the expectations of our members and the requirements of our fiber project, we are getting bigger: not just in the plant investment and services being offered, but also in our staffing needs. Over the past 17 months or so, we have hired nine full-time and two part-time employees specifically for fiber, expanded the roles of several existing employees, and hired additional employees related to both electric and fiber services. Each team member, electric and fiber, is now focused on refining our processes to deploy the fiber-to-the-home project faster and more efficiently, while also providing safe, reliable electric service.

Another area of significant growth in 2019 is in our residential and commercial security offerings. We have added 55 monitored security

accounts this year, now serving 66 security and 53 medical accounts total. I feel this is another great service for our members.

Specific to electricity, the cooperative continues to see slow growth related to total new accounts. The total number of electric accounts served currently sits at 8,531 which has grown at a rate of less than 1% each year for the past several years. Considering growth related to the number of electric accounts perspective, since 1978 the cooperative has experienced an annual growth of less than 1.5%. This data isn't to downplay the significance of our core business, only to provide perspective to how the core business has changed over time.

Orange County REMC is in the midst of significant transformational change. It's hard to imagine a scenario that would be more difficult to take on or to lead, than the changes and growth your cooperative has experienced this year. The senior staff that are on the front lines of this challenge should be commended. Marcy Bennett, Mark Belcher, Billy Chastain, Misty Tincher, and Charlie Rollins arrive each day to not only manage the day-to-day of the cooperative, but to also do that hard work of transformational change. In fact, every REMC employee has put forth considerable effort in this process to ensure the Orange County REMC of the future is better than the great Orange County REMC of the present.

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

Dates to Remember

ENERGY EFFICIENT REBATE DEADLINE

The deadline to apply for an Orange County REMC rebate for energy efficient HVAC and water heating equipment is **Dec. 15**. Visit our website www.myremc.coop for more info and an application. Look under “Member Services” -> “Energy Efficient Programs” for a complete list of energy and money saving programs offered by Orange County REMC

HOLIDAY OFFICE CLOSINGS

The Orange County REMC office will be closed on the following dates, as our employees spend the Christmas and New Year's holidays with their families.

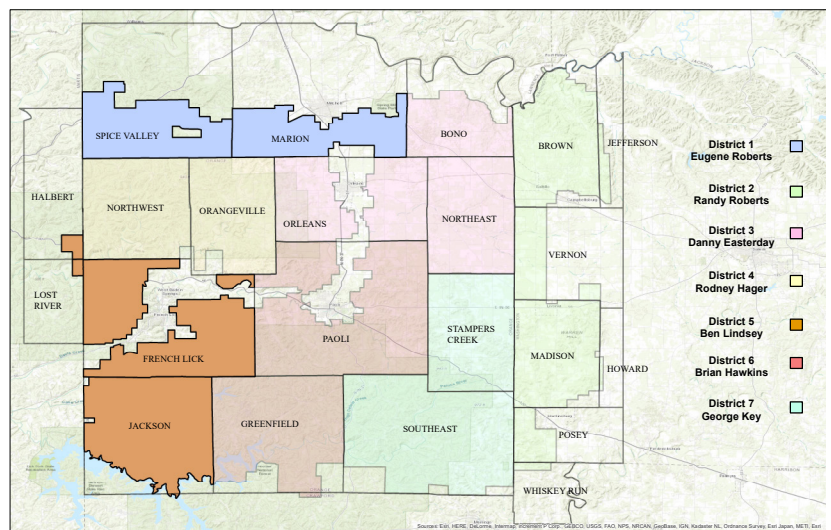
Dec. 24-25, Christmas Eve and Christmas Day

Jan. 1, New Year's Day

2020 director election timeline

Eugene Roberts, District 1, and Ben Lindsey, District 5, are incumbents whose terms expire in 2020.

- Letters of intent due by February 6, 2020
- Posting of incumbent list February 21, 2020
- Names published in the March issue of Indiana Connection Magazine
- Petitions of nominations due by April 22, 2020
- Nominations by the board (absent incumbents seeking re-elections or petitioners) by April 22, 2019
- Full slate of candidates posted and mailed by May 14, 2020. All candidate biographies published in the May or June issue of Indiana Connection Magazine
- Election at annual meeting on June 5, 2020



ORANGE COUNTY REMC'S Statement of Nondiscrimination

Orange County Rural Electric Membership Corporation is the recipient of federal financial assistance from the U.S. Department of Agriculture (USDA). In accordance with Federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discrimination based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally program information may be made available in languages other than English.

The person responsible for coordinating this organizations non-discrimination compliance efforts is Matthew Deaton, CEO. To file a complaint of discrimination, write to: USDA, Director, Office of Civil Rights, 1400 Independence Ave., S.W., Washington, DC 20250-9410, or call toll free (866) 632-9922 (voice) or (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

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Students:

Don't miss your chance to apply for these great programs!

PAGE DAY

Spend a day in the Indiana Senate on Jan. 22 with students from electric cooperatives all over the state.

Deadline to apply is Jan. 10.

YOUTH TOUR TO WASHINGTON D.C.

Students who will be high school seniors in the fall of 2020 can apply for this trip of a lifetime to our nation's Capital. The Indiana delegation will meet in Indianapolis on June 18, travel to Gettysburg, PA, the Flight 93 9/11 Memorial, then head to Washington, D.C., for a week of sight seeing and tours. Students will return to Indianapolis on June 25.

TOUCHSTONE ENERGY CAMP

Students who will be entering 7th grade in the fall of 2020 can apply for a chance to attend Touchstone Energy Camp at Camp Tecumseh, June 3-6. Students will experience zip lining, swimming, horseback riding, archery, along with learning about electric safety and the electric co-ops play in our communities.

SCHOLARSHIPS

There are six \$750 scholarships available each year; one scholarship for a graduating senior per school. (Paoli, Springs Valley, Orleans, Mitchell, Crawford and West Washington).

Deadline to apply for all student programs (except Page Day) is Feb. 14.

Look under "News and Events" at www.myremc.coop for more information and links to on-line applications.

Employee UPDATE



Ashley Knight

Ashley Knight was recently hired as a member service representative for Orange County REMC.

Knight is the daughter of Callie Coulter and Rick Cowan of Orleans. She graduated Orleans high school in 2007. After high school Knight received an Associates of Sciences degree from University of Southern Indiana, along with certificates for expanded functions dental assisting and obtained her dental radiology License for the state of Indiana.

Knight has worked since 2007 as a dental assistant at Orange County Family Dentistry in Paoli, Create-A-Smile PC in Bloomington, and Cave & Cave Family Dentistry in French Lick.

She currently resides with her husband Brooks Knight and their two yorkies in Mitchell, Indiana. In her free time, Knight serves as the President of Orleans Tri Kappa, Eta Chapter and works part time for the French Lick Resort.

Knight's grandmother Helen Proctor retired in 1999 after 30 years at Orange County REMC and Knight is happy to be following in her footsteps!



FISH FRY DRAWS RECORD CROWD

Nearly 850 members attended the Annual Member Appreciation Day Fish Fry on Oct. 18. This was far beyond the 600 we estimated would attend. We will continue to increase our preparations for next year. During the event, Gerald and Charlotte Brewer won the 49 inch 4K TV, and Patricia Geabes won the smoker.

SMART COMMUNICATION WITH SMARTHUB

Have you ever had questions about Orange County REMC bill? Do you ever wonder your true use? If you've ever had questions about your account, our innovative web and mobile app, SmartHub, can help provide some answers.

SmartHub is available through the Orange County REMC website and as a mobile app through the Apple App Store (iOS devices) or Google Play Marketplace (Android devices). SmartHub provides many features that can help you understand your account or get a hold of us in a hurry.

Through SmartHub, you'll be able to view detailed use information that will provide insight that can help better understand your bill. You'll be able to put yourself in the driver's seat of your Orange County REMC account.



You'll also receive important news and information about Orange County REMC through the app. Any important news or alerts you need to know, you'll receive immediately. You can also contact us with any issues regarding your service.

Take control of your account and make interacting with Orange County REMC easy with SmartHub.

Smart Management. Smart Life. SmartHub.