



What Membership Means And why it matters.



by **MARK STUBBS**
General Manager

Have you ever wondered why we use the term “member” instead of customer? The reason is simple, but the difference runs deep. October is National Cooperative month and a good time to reflect on the difference between member and customer.

Cooperatives are owned by those they serve and Farmers EC is no different. That’s why those who receive power from us are called members, not customers. Without members, there would be no cooperatives. Co-ops exist to serve their members, and we strive to keep our level of service high even during the toughest times.

While our mission is providing you with safe and reliable electricity, our members provide the means to accomplish it. Once the costs of power generation and distribution, daily operations, and any other expenses are covered, we return each member’s share of what’s left in the form of a bill credit or a check. In fact, just this September, we returned Capital Credit Member Bonuses totaling \$4.5 million.

Farmers EC also has many ways to help you manage your energy usage, like energy-efficiency advice, rebate programs, budget billing, and convenient account-access options.

Cooperatives have a special responsibility and desire to participate in and support the areas in which their members live and work. From sponsoring a local school’s agriculture program to supporting new jobs and industry through economic development efforts, co-ops stand as a driving force for improving the quality of life in their communities. We invite you to visit FarmersElectric.coop to learn more about our charitable foundation, sponsorships, and youth programs.

As you reflect on the power of your membership, this month and throughout the year, please be sure to share your ideas for ways we might give back even more. After all, that’s what matters most to us.

NEW:

FarmersElectric.coop has a new & refreshing co-op experience.



Farmers EC’s updated website is leaner, cleaner, and easier to navigate using your computer, smartphone, or tablet! Whether you’re checking your account, paying a bill online, or learning more about your co-op, you’ll find lots to love about our new design.

Online interaction is more a part of our everyday lives than ever before, and with more co-op members connecting with us using computers, smartphones, and other mobile devices, we saw the opportunity to make it all work together – better. With our new website content, we look forward to serving you faster, more conveniently, and more efficiently.



FREE Home Energy Audit

Sign Up with the Member Hub
at FarmersElectric.coop.

You're a member, not a meter.

There's more to your electricity than just a bill.



Farmers Electric Cooperative is just that - cooperative. We strive to bring value to our members while providing reliable power to the communities we serve. And a co-op does serve its communities – that is what separates us from For-Profit Providers. Keeping the best interest of our communities at heart is one of our main missions. We hope you see the difference as a member of Farmers EC.

Members receive FREE home energy audits and advice on how to save.

Members were repaid \$4.5 million in Capital Credit Member Bonuses in 2015 because of our financial stability.

FIND MORE MEMBER BENEFITS AT: FarmersElectric.coop





Managing Energy Made Easier.

Web and mobile tools put more power into your hands.

At Farmers EC, we do everything with our members in mind. That's why we've made it easier than ever for you to take control of the way you use your electrical power every day. Visit the Member Hub on our website and you'll be connected to everything your cooperative has to offer, including instant access to your account using SmartHub, for detailed information and helpful energy management tools.

Use your web browser or the SmartHub mobile app to review your electricity usage, compare current use patterns with previous months or years, pay your bill, and much more. Sign up for text alerts to report a power outage, or find out where an outage has occurred—and when it's been restored.

Beyond our mission to provide safe, reliable, affordable power, we want to help you make the most of your energy and the full range of support services we provide. Becoming energy efficient isn't easy, but a free energy audit is a great place to start. The tips and advice will help you keep your electric bill affordable.

At Farmers EC, we are committed to helping you save money on the things that save energy. With nine energy efficiency rebates, we believe we have the most robust energy efficiency program of any utility around.

With our Budget Billing plan, you can average out your monthly electric bill so you can judge more easily and avoid surprises. You essentially pay an average amount every month; no big surprises!

Our new tools put it all at your fingertips, with a clean, easy-to-use, mobile-friendly design. Go to FarmersElectric.coop today, and take control of your energy like never before!

TEXT ALERTS

Instant outage info on your phone.



We take pride in the service we provide the members of Farmers Electric Cooperative. That's why we've recently added the ability for members to notify us by text message during a power outage. Members can still report an outage by phone or online at our Outage Map.

Signing up for text alerts is easy. Text the keyword FEC to 85700 to begin. If your cell number is not listed on your account, you will be asked to call Farmers EC to update your information.

Once you sign up, you'll be able to report outages by text, and you'll receive notifications from us when the power has been restored.

So, give us your number. We'll give you the scoop!



TEXT ALERTS:
Text FEC to 85700



Helping Members Manage Energy with SmartHub.

Monitoring your account and energy usage is as easy as flipping on a switch.



SmartHub is the FREE, easy, and safe way to manage your electric account online. As a part of the Member Hub on our website, you can log in or download the SmartHub app to your Apple or Android device. Use it to monitor daily electricity use or other important real-time details. It's another way Farmers EC makes sure you're in power with interactive ways to manage your energy usage and your account.

No more writing checks or searching for stamps and envelopes! Use SmartHub to view and pay your bill online.

Follow the latest news and information, and keep in contact with your electric cooperative conveniently using SmartHub.

GO ONLINE AND SIGN UP FOR SMARTHUB: FarmersElectric.coop

