

1 LONG-TERM RATE STABILITY

We are locking in value with long-term consistent prices.

We don't chase wholesale power plans that reset every 12 months based on market conditions. That doesn't create stability. Members want the lowest rate possible so we analyze, plan, and contract with our providers for long-term rates we feel lock in value down the line. We feel that is more responsible to our members.

2 YOU'RE A MEMBER NOT A METER

Members are in power and it doesn't get any simpler than that.

Electric Cooperatives were formed to be owned and managed by the members they serve. That is what makes us and you different. We don't serve investors and profits. We look to control costs and return the profits back to members through capital credits. But members need to understand there are costs associated with running a utility. We strive to minimize those costs and cut where we can to create a cost-efficient energy product for you.

3 COMMUNITY INVOLVEMENT

Giving back to our communities is a founding principle of all cooperatives.

There are certain programs we created and participate in to help members and our communities. To some, offering things like scholarships and financial aid may seem to contradict our commitment to minimize expenses. The fact is, the money raised isn't from energy costs to members. Much of the money comes through voluntary giving from our Operation Round Up program. More funds are gleaned from abandoned capital credits returned to us from the state.

4 SERVICE OUTAGE PREVENTION

Whether replacing damaged lines or trimming trees, we are on it every day.

Everyone expects the lights to come on when they flip a switch. And they should. That takes being proactive on our part. We annually allocate more than most providers to properly maintain the co-op's thousands of miles of line. That is more than most electricity providers, but it means reliable service for members - not just in the good weather, but also the bad.

5 MEMBER SERVICE INNOVATION

From easy payment methods to free home energy audits, we put members first.

We're constantly looking for new opportunities and technologies to help members save. Things like SmartHub allows members the convenience of online account management while reducing co-op administrative costs. New programs like Nest Rush Hour Rewards and renewable energy offer options in usage and conservation. And rebates on energy saving products give incentives to members and help reduce the load on the co-op. Through this, we all benefit.

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