

Wood County Electric Cooperative, Inc.

Connecting the community since 1938, the mission of Wood County Electric Cooperative is to provide reliable electric service at a reasonable rate.

Wood County Electric Cooperative, Inc. is a distribution electric utility cooperatively owned by you, the members, who receive service from the cooperative. It was energized on October 7, 1938, and chartered under Article 1528b Electric Cooperative Corporation Act of the State of Texas.

The cooperative is democratically run by the member-consumers who elect fellow members to serve as the Board of Directors. The Board of Directors consists of seven members who provide a geographic representation of the cooperative's service area.

All cooperative businesses adhere to these seven guiding principles:

1. Voluntary and Open Membership
2. Democratic Member Control
3. Member's Economic Participation
4. Autonomy and Independence
5. Education, Training, and Information
6. Cooperation Among Cooperatives
7. Concern for Community

Annual Meeting

Every October, Wood County Electric Cooperative holds a very important meeting. It is your ANNUAL MEETING where you, the member, are brought up to date on cooperative operations and business.

Your electric cooperative represents people working together for people, not profit. That's why your participation is so vital to the co-op's success. The Board of Directors, which is elected by WCEC members, guide the operation of the co-op and set the kind of policy that puts people first.

The strength of every rural electric system is its membership. You can play an important role in keeping Wood County Electric Cooperative a successful, growing company by being an active member, and attending annual meetings. Families are welcome and it's a great opportunity to visit with your friends and neighbors.

Connect and Disconnect Information

Request for Service

To receive service from Wood County Electric Cooperative an individual must agree to the terms and conditions of such service by becoming a member of the cooperative.

Service Connects and Reconnects

Each application for electric service requires an accompanying connect fee of \$30.00.

Service Disconnect

There is no charge for disconnection of service. The member must notify the cooperative of a desired disconnect date, and will be responsible for all kWhs registered on the meter up through disconnection date. A final bill based on the meter reading at the time of disconnection will be mailed to the member.

Warning

Unauthorized reconnection of a service after it has been disconnected is dangerous and illegal. WCEC will prosecute any such instances to the fullest extent. Texas law provides severe penalties, including fines and/or imprisonment, for meter tampering or theft of electricity.

Payment of Bills and Locations

WCEC offers an array of convenient methods for bill paying. Unpaid bills become past due 16 days after the billing date on the bill, and will incur a 5% late fee added to the account. Failure to receive a bill does not exempt a member from payment.

Payment Options

In Person

At WCEC headquarters at 501 S. Main Street, Quitman, TX 75783, from 8:00 am to 5:00 pm weekdays, members may pay their bills via the walk-up cashier desk, or the drive-thru window. Additionally, after hours, payments may be left in the night depository located at the drive-thru facility. Members may also choose to pay their bills in person the WCEC mobile unit which is stationed at the following locations on specific days of the week between 9:30 am and 5:30 pm:

Day	Town	Location
Monday	Van	First Methodist Church
Tuesday	Mt. Vernon	Family Dollar
Wednesday	Hawkins	City National Bank
Thursday	Winnsboro	Brookshire's Food Store
Friday	Grand Saline	Economy Drug

Automatic Draft

When a member signs up for bank draft, they may choose from several monthly draft dates: the 5th, 12th, 19th or 26th. Credit card draft is also an option with a draft date of the 1st. Those that select draft as their method of payment also have the option of choosing leveled billing, which allows a member to pay about the same amount each month by averaging the last 12 months billing history at the service location. This amount will be adjusted slightly from month to month, but it enables the user to avoid large bill fluctuations.

Online

At www.wcec.org it's easy for any member to create an online account. Once registered, a member can make a secure payment or access account information. Credit/debit cards accepted include Visa, MasterCard, Discover and American Express.

Telephone

By calling 903-763-2203, 8:00 am to 5:00 pm weekdays, member services representatives can accept member payments via the above mentioned types of credit cards.

SmartPower

This option allows members to pre-pay for electricity via convenient kiosk, and downloading credits onto a SmartCard. SmartPower adopters do not pay a deposit. Another advantage is the member's ability to closely monitor power usage. SmartPower consumers can revalue their SmartCards in ten locations: Quitman, Mt. Vernon, Winnsboro, Mineola, Lindale, Van, Grand Saline, Hawkins, Yantis and at the mobile unit.

Termination Notice

If WCEC does not receive payment within 16 days after the billing date, an electric service termination notice will be mailed and a 5% late fee will be accessed. Failure to pay within 10 days will result in service termination.

Collection Fee

A \$30 service charge will be added to the past due amount if WCEC incurs a trip to collect a delinquent bill.

Reconnect Fee

If electric service is disconnected for non-payment, a \$25 reconnect fee for each meter connected will be added to the total amount past due. This is in addition to the collection fee of \$25, for a total of \$50. If electric service is reconnected after hours or on weekends, an additional \$70 will be charged to reconnect service for a total of \$120.

Fees

Service charges and any other fees are as listed in the tariff.

E-Z Payment Plan

Make Your Budgeting Easy

Now there's a way to guard against big changes in your monthly electric bill...without ever having to play "catch-up" at the end of the year. It's the E_Z Payment Plan. The program "averages" your electric bills so that you pay almost the same amount each month. Your payment is drafted from your bank account. So, you never pay postage to mail in a payment again. The E-Z Payment Plan makes budgeting easier than ever before.

How does the E-Z Payment Plan Work?

First, your monthly billings are determined by adding your current bill plus the preceding eleven bills, dividing the total by twelve, and adjusting for nominal growth factor. This amount becomes your "average" bill. Then, your average bill is drafted from your bank account. The draft is made on your choice of the following days—5th, 12th, 19th, or the 26th. You are mailed a bill each month. This bill looks just like what you are currently receiving. Listed on the bill is the amount of your current usage, your meter reading dates, and other pertinent information. Finally, the E-Z Payment Plan amount drafted from your bank account is printed on your bill.

You can withdraw from the plan at any time you wish. Your account will be drafted for any unbilled amount or we will refund any amount overcollected.

Qualifying is easy as 1-2-3

You can participate in the E-Z Payment Plan if:

- You are a member for at least one year.
- You have an acceptable credit history.
- Your current balance is zero.

Easements and Right of Ways

Easements are special types of legal documents that grant one party, such as Wood County Electric Cooperative, Inc. (WCEC), specific and limited rights to enter and perform certain functions on another party's property. Easements granted to WCEC typically give us the right to enter and exit property to build the power line for which the easement was granted, improve an existing power line, inspect the power line, maintain the power line, or operate any equipment we have placed on the power line, if needed. In addition, the easement allows WCEC to cut or trim any trees or other vegetation that, in our judgment, interferes with safe, reliable operation of the power line. WCEC always strives to work with property owners on the routing of new power lines and the trimming and cutting of trees.

Rates and Line Extension Charges

The base rates listed below are adjusted upward or downward depending on the cost of wholesale power. This adjustment is known as the Power Cost Recovery Factor (PCRF). The PCRF is applied to each kWh billed.

RATE SCHEDULE

Schedule A (Single phase service less than 50 KW)

Monthly Customer Charge	\$14.00
Minimum Bill Charge	\$14.00
Energy Charge per kWh	\$0.06667

Schedule GS (Three phase up to max 50 KW demand)

Monthly Customer Charge	\$29.00
Minimum Bill Charge	\$29.00
Energy Charge per kWh, first 1500	\$0.06210
Energy Charge per kWh, over1500	\$0.05420
Demand Charge per KW, first 10	\$0.00
Demand Charge per KW, over 10	\$4.50

Schedule OWS (Above Ground Oil Well Pump Jacks)

Horsepower Charge, per connected HP	\$3.15
Energy Charge per kWh	\$0.03590

Schedule LP (Single or three phase service consistently over 50 KW Demand)

Monthly Customer Charge	\$128.00
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Minimum Bill Charge	The greater of the following: \$1.15 per KVA of installed transformer capacity The demand charge The monthly minimum specified per contract
Energy Charge per kWh	\$0.03358
Demand Charge, all KW of demand	\$6.00

Schedule SL (Security light only accounts)

All mercury vapor options are closed to new customers and are applicable to those being served as of October 1, 2007.

New Installation	\$37.00
175 Watt Mercury Vapor Lamp, on existing pole	\$7.00 per month.
100 Watt High Pressure Sodium Lamp,	\$7.00 per month.
400 Watt Mercury Vapor Lamp	\$12.30 per month.
250 Watt High Pressure Sodium Lamp	\$12.30 per month.
Pole Rental, 2 poles max per light	\$0.75 per pole per month
Non refundable pole installation	\$150.00 per pole
Other charges applicable as per tariff	

Line Extension Policy

For applicants desiring new electrical service, the following new construction guidelines shall apply:

Line Contribution Charges

Description	Charge	250' Credit Allowance
Overhead Single-Phase Primary and/or Service	\$5.00/ft	\$5.00/ft
Overhead Multi-Phase Primary and/or Service	\$7.50/ft	\$7.50/ft
Underground Single-Phase Primary	\$7.50/ft	\$2.50/ft
Underground Multi-Phase	\$9.50/ft	\$4.50/ft
Single Phase Bore (Typical)	\$7.00/ft	\$0.00
Single Phase Bore (Under Highway)	\$16.00/ft	\$0.00
Multi-Phase Bore (Typical)	\$10.00/ft	\$0.00
Multi-Phase Bore (Under Highway)	\$20.00/ft	\$0.00
Right-of-Way Clearing		
Heavy Timber	\$6.50/ft	\$0.00
Light/Medium Timber	\$3.00/ft	\$0.00

For any conversion of existing service (overhead to underground or vice verses), the above charges will apply, plus the depreciated original cost of any existing line and facilities less the estimated value of salvage, plus the estimated cost of removing them.

In Case of Outage

Outages don't happen often, but when one does we are cognizant that electricity powers the necessities and conveniences of your life, and our goal is to always return power to you as soon as possible.

If your service is interrupted, first check your fuses or breakers to determine if the outage is caused by their failure. If that is not the case, then, if possible, check to determine if your neighbors have service. When you call in, this information will be helpful in isolating the cause.

Then call us at our outage hotline (866) 415-2951 our office at (903) 763-2203 or toll free at 1-800-762 2203 to report the outage. For us to make a record, we will need the name of the person the service is registered to (name on bill). It's also helpful if you can relay your customer number for quicker service.

Also, if you are aware of any additional information about the cause (tree limb on the line, broken pole, sparks or flashes on the line or transformer, etc.), relay this to the dispatcher, as it will speed restoration.

Lastly, please remember that our phones become very busy if there is a widespread outage. Large volumes of calls may cause a busy signal. If this happens, please be patient and try again.

Electrical Safety

Proper Wiring

Electrical safety begins with proper wiring. Wiring should be installed and checked by a qualified electrician. Every home should have a 100-amp service (200-amp for home heated electrically).

Kids and Kites

Teach children to fly kites clear of power lines. Teach them to let go of the string immediately if their kite gets tangled in a power line. Instruct children to ask an adult for help. Adults should call the cooperative, or the appropriate power company. Kite string should be kept clean and dry. Don't let your children use mylar kites, mylar balloons, or metallic string. These items are much more dangerous if they contact power lines.

Water and Electricity

Water and electricity don't mix. Never operate any electrical appliance or tool while standing in water or touching water in any way. Never use a hair dryer or other electrical appliance while in the bathtub or near a water-filled sink.

Tall Equipment

Antennas, metal ladders, grain augers, and irrigation pipe are all excellent conductors of electricity and pose a significant danger is raised in the vicinity of power lines. Look up and locate lines before raising equipment. Lower extendable metal arms, booms, etc. on farm machinery before transporting on public roads.

Power Lines are Energized

Treat all power lines as energized. If you find a line that is down or hanging low, stay clear and contact the cooperative.

If you come upon an accident where a power line is in contact with a vehicle, stay clear and do not attempt a rescue yourself. If people are inside the vehicle, instruct them to stay in the vehicle if they are conscious. Contact the cooperative or the nearest police department. If there is a danger of fire, instruct the occupant to jump clear of the vehicle, being sure not to touch the vehicle and the ground at the same time. Do not risk being a victim yourself by trying to rescue the occupants.

What's Protecting Your Valuable Electrical Equipment from Lightning?

If your home is equipped with a computer, modem, fax machine, home theater system or other valuable electronic equipment, you might consider the Home Guard Surge Protection Program through WCEC.

For a minimal charge, you can be assured that your investments are protected from high voltage spikes. If you need more information or if you would like to purchase the Home Guard Surge Protection System, please call WCEC.

Wiring Requirements of Mobile Home or Manufactured Homes

The National Electrical Code wiring requirements for mobile or manufactured home must be followed for electric service from WCEC.

Code 550-23 Mobile Home Equipment – The service equipment shall be located in sight from and not more than 30 ft. (15.24m) from the exterior wall of the mobile home it serves.

Code 550-2 Mobile Home Service Equipment – This equipment contains the disconnecting means, overcurrent protective devices and receptacles or other means for connecting a mobile home feeder assembly.

If you have any questions on electrical safety, please contact WCEC, we'll be happy to help.

Capital Credits

Capital credits are one of the things that set us apart from other companies. They are each members' share of the cooperative's annual revenue minus expenses (margins). After our books are closed at the end of each year, we calculate this amount and allocate each member's share based on how much electricity the member has purchased that year. Member's capital credits represent ownership in the co-op and they continue to build up as long as a member continues to buy electricity from us.

As authorized by our by-laws, the co-op uses members' capital credits as a source of capital for operations and improvements. This allows us to continue to provide low-cost, reliable service. Each year, our board of directors makes a decision about whether to refund a certain amount of capital credits to members in the form of cash. This is called "retiring" capital credits. The decision to retire capital credits is very important and critical to the financial health of your cooperative.

Capital credits are not like money in a bank account or an amount owed. They are also not payable on demand. They simply represent the member's allocated credits, which are paid out in cash from time to time as authorized by the board of directors.

To allow future capital credits to be retired to you, please keep your mailing address current with the cooperative.

Consumer Privacy

As a member of Wood County Electric Cooperative (WCEC), we understand that your trust in us is our most important asset. In order to preserve that trust, we want you to understand our information practices. Our privacy policy applies to receiving electric utility service and any additional services from WCEC.

We collect personal information about you from the following sources:

- Applications and forms you submit to us
- Your transactions with us
- Consumer reporting agencies

We disclose some personal information to trusted service providers and governmental entities. Through contracts with these third party service providers, we restrict the manner in which they may use personal information we provide about you. For example, electric bills are mailed by a third party vendor. We also are required by law to notify counties of the name and address of new electric service connections. We may disclose information about you to other governmental entities, such as reporting capital credit retirements to the IRS or by complying with subpoenas requesting information. We do not sell member information to third parties.

We restrict our employees' access to personal information about you to those individuals who need to know that information to conduct business with you. In addition, we maintain physical, electronic, and procedure to protect the confidentiality and security of personal information.

This policy replaces all previous disclosures we may have provided about our member information practices. We reserve the right to change this policy, and to apply any changes to information previously collected, as permitted by law.

If you cease to be our member, for example you no longer receive electric service from us, our information protection practices, as amended from time to time, will continue to apply to the extent that we retain information about you that was collected while you were a member.

The examples contained in this Privacy Statement are illustrations only, and are not intended to be exhaustive.

At any time, if you believe personal information about you within our control has been accessed by unauthorized persons, please contact us immediately. Please call our member service representatives at 903-763-2203 or send an email to info@wcec.org. You may also direct your privacy-related comments or questions to the following address:

Wood County Electric Cooperative, Inc.

Attention: Member Services - Privacy Statement

P.O. Box 1827

Quitman, TX 75783

STATEMENT OF NONDISCRIMINATION

Wood County Electric Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Americans with Disabilities Act of 1990, as amended; Title II of the genetic Information Nondiscrimination Act of 2008; and the rules and regulations of the U.S. Department of Agriculture. In accordance with Federal law and the U.S. Department of Agriculture's policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age, disability, or genetic information (not all prohibited bases apply to all programs).

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Debra L. Robinson, CEO/General Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.