

# **WOOD COUNTY**

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## **ELECTRIC CO-OP**

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# **Member's Manual**

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### ***Ways to Contact Us***

**EMAIL:** [info@WCEC.org](mailto:info@WCEC.org)

**PHONE:** 903-763-2203

**WEB:** [WCEC.org](http://WCEC.org)

**VISIT:** 501 S. Main St.  
Quitman, TX 75783

**MAIL:** P.O. Box 1827  
Quitman, TX 75783

### ***Ways to Report an Outage***

*See Page 6 for instructions*

#### **OUTAGE HOTLINE**

**Phone or Text:** 866-415-2951

**My WCEC APP** Free Download

**Emergency Only:** 903-763-2203

# ***Welcome to WCEC!***

Serving the community since 1938 as a member-owned, non-profit electric distribution cooperative, our mission is to provide safe and reliable electric service at a reasonable rate.

WCEC was chartered under the electric cooperative corporation act of the Texas Civil Statue, found in Chapter 161 of the Texas Utilities Code.

WCEC's first electric distribution line was energized in Wood County Oct. 7, 1938. Since then, WCEC has expanded to deliver electricity to parts of nine counties in East Texas. While it has grown significantly, the Cooperative remains democratically run by member consumers who elect fellow members to serve as the Board of Directors. There are seven board members, each representing a geographic region of WCEC's service area.

## **COUNTIES SERVED**

- Camp
- Franklin
- Hopkins
- Rains
- Smith
- Titus
- Upshur
- Van Zandt
- Wood

## **OUR GUIDING PRINCIPLES**

- Voluntary & Open Membership
- Democratic Member Control
- Members' Economic Participation
- Autonomy & Independence
- Education, Training & Information
- Cooperation Among Cooperatives
- Concern For Community

## ANNUAL MEETING

All members are invited to attend WCEC's annual meeting, held the first Friday after the first Monday in October. It's a wonderful way to stay informed about WCEC operations and learn first-hand about news that affects you. It's also where the results for the Board of Directors election are announced. Lastly, it's a venue to meet and greet cooperative employees and other members, and a time to come together to celebrate our region and our collective interests in it.

A cooperative's strength is found in its membership. You play a vital role through participation at annual meetings and by voting in elections.

## WCEC INFORMATION

We send out direct mail or bill stuffers occasionally. Here are other ways for you to remain actively engaged and informed:

**Website:** WCEC.org is filled with current news. It's also a repository for member policies and rate schedules, meter specs and important safety information. A bill-pay portal gives members in-depth usage records for their meter(s) along with weather info.

**Texas Co-op Power Magazine:** Free, and mailed monthly to all members, it offers electric safety and conservation tips, plus engaging stories about local and statewide treasures.

**On The Wire E-Newsletter:** Sign up via our website to receive emerging news and to be the first to hear about contests.

**Facebook:** We're active on this platform and invite you to "Like" us. We have a lot of fun here. It's also a fantastic resource for us to push out critical news fast.

## CAPITAL CREDITS

Capital credits represent WCEC members' monetary participation based on their electricity purchases. Each year, the Board of Directors reviews the financial condition of the Cooperative to determine what amount can be paid to members from their capital credit accounts. The Board's decision is based on the previous year's margins and the current financial needs of WCEC. Payments to current members are made in the form of a bill credit. For those on prepay, it's added as credit on their account and uploaded as electricity purchased.

Capital credits are not like money in the bank and are not payable on demand. They simply represent a member's allocated credits, which are paid out from time to time as authorized by the Board of Directors. If you disconnect service, it's important that you leave a forwarding address, so any future payments can be sent to you via check.

## EASEMENTS & RIGHTS-OF-WAY

Easements are legal documents granting one party, such as WCEC, specific and limited rights to enter and perform certain functions on another party's property. Easements granted to WCEC give us the right to enter and exit a property to build power lines, improve existing lines, inspect or maintain our line, or operate equipment on or related to our power lines.

Easements also allow WCEC to cut and trim trees and vegetation, that as deemed by WCEC, interfere with safe and reliable operations. WCEC strives to work with property owners on both right-of-way trimming and routing of power lines.

## RIGHT-OF-WAY CLEARING

Just like our members, we admire both the natural and landscaped beauty of East Texas. It's one of the reasons why many of us choose to live here. One of our biggest day-to-day challenges is striking a balance between the botanical treasures we all enjoy and electrical safety, reliability and finances.

Trees and vegetation are principal contributors to electrical outages and blinks. Wind can sway branches into lines. Snow or ice, and even drought, can cause limbs to break or dip, causing outages. Wildlife is also more apt to hop onto power lines based on the proximity of a branch to a line. Safety is a major concern because trees, brush, vines and shrubs all conduct electricity, which can cause dangerous situations.

That's why WCEC maintains a 15-foot easement (30-foot clearance) on each side of distribution power lines. For secondary lines, such as those leading to your meter, the easement is 4-feet on either side. This follows federal and state guidelines to help ensure electricity remains reliable and safe. Members should pay special attention and only plant trees/shrubs, or place buildings or structures, in positions that will not infringe on this right-of-way clearance.

If WCEC determines there is line interference, we'll either trim or remove vegetation or structures during regular right-of-way clearing. We also rely on members to report trees that threaten lines and equipment.

This can be done by giving us a call, or visiting [WCEC.org](http://WCEC.org) and inputting a tree trimming request. If in our judgment, it's beneficial that WCEC perform work on a tree, we'll prioritize it in our work schedule based on the threat level.

## IMPORTANT OUTAGE INFORMATION

**First Things First!** If you have a power outage, the first thing you should do is check the fuses and breaker box at your location. If all's well there, decide the method you'd like to use to report your outage. In most cases, you'll want to use the app, text us, or call the outage hotline. These all avoid a busy telephone line (see pages 6-8). These options are also the quickest way to get trucks rolling to repair. That's because the regular business line stays busy with day-to-day business calls. You're likely to get a busy signal if there's a high-volume outage.

There may be emergency instances when you need to speak to a member services representative because you have information regarding lines down, arcing or burning lines, transformer trouble, a vehicle hitting a power pole, or the like. That's another reason we encourage use of the other outage reporting options. This frees up the business line, (903) 763-2203, for those emergency reports.

No matter the method, please **DO** report your outage. We may already know about it, but it's to your benefit to report. You can then elect to receive a call back when power is restored.

## IT'S IMPORTANT TO REPORT YOUR OUTAGES!!!

In large-scale outages following storms, this is very important. If you elect to, you'll get a call back when we believe power has been restored to all affected by a particular outage. If yours is not on, you can notify us before we leave the area.

## **OUTAGE REPORTING**

We never want any member to be without power. But weather, trees, animals and many other events can cause outages. When an outage happens, you want to be in a position to let us know. We recommend you review this information and set up the way you'd like to report outages now.

### **! CRITICAL INFORMATION !**

For outage reporting to work for you, your current telephone number(s) must be in our database.

If you change numbers, just give us a call at (903) 763-2203, or update your information via "My Account" at WCEC.org.

### **MOBILE APP**

Our mobile app allows members to report outages, pay bills and view usage graphs 24/7 from any compatible device. To get the free app, search for "Wood County Electric Cooperative" in the Apple Store or Android Market and download it. Then log in via "My Account" at WCEC.org to generate a user name and password.

### **OUTAGE HOTLINE: 866-415-2951**

This is a high-volume hotline that allows mass simultaneous calls and texts when needed.

Just dial the number and follow the simple prompts to enter your account number or telephone number. The system will notify us to direct crews to the outage location. It will also offer a call back option if you want notification when power is restored.

You may also text in your outage via the following directions.

## OUTAGE REPORTING (CONT)

### OUTAGE TEXTING to 866-415-2951

This is a hassle-free and extremely fast way to report a power outage. To use it, the mobile phone number associated with your account must be in our records. Then it's as simple as following the instructions below.

Enroll, and then save the number and instructions in your contact information for use later when needed.

To enroll, text the word **“WOOD”** to the number.

Reply to the returned text with the correct option that matches your address, and you'll be enrolled.

If you get the message, “Your location is unknown,” it means **we do not have your mobile number in our records**. You'll need to call us so we may input it.

Once set up, follow these simple instructions to use it:

Action	Text This Word to
Report An Outage	out
Get Outage Status Update	status
Un-enroll From Outage Texting	stop

## REAL-TIME OUTAGE INFORMATION

To keep members informed, there's an outage map at WCEC.org. It updates every three minutes to display ongoing outages across our nine-county service territory.

You can access it by clicking **Outage Center** on the homepage. This outage information map helps members know the size of their outage and when crews are assigned. It also displays how many outages there are by county.

Outages are represented by colored blocks, which indicate the number affected by the outage. If you click on the block, you can see when the outage started. A hard hat near the block means a crew has been assigned to that outage.

An example of the map is below. View it 24/7 by clicking **Outage Center** at WCEC.org.

### ONLINE OUTAGE MAP



Total Outages: 1

Customers Affected: 1

Customers Out Now: 1

Customers Called: 1

Customers Called Last Hour: 1

#### Customers Out by County

Wood - 1

#### Map Key

- Service Area
- 1-9 Customers Affected
- 10-49 Customers Affected
- 50-99 Customers Affected
- 100-199 Customers Affected
- 200-499 Customers Affected
- 500+ Customers Affected

## **MEMBER SERVICES**

### **REQUEST FOR SERVICE**

To become a WCEC member and obtain electric service from the cooperative, an individual or entity must agree to the terms and conditions of WCEC by completing an application for electric service and membership agreement, and also agree to be bound by all cooperative governing documents.

Applicants are subject to a credit check and ID verification. An Applicant may inquire how to avoid a credit check.

### **SERVICE CONNECTS & RECONNECTS**

Each application for service requires a one-time \$30 connect fee.

### **SERVICE DISCONNECTS**

There is no charge for service disconnection. A member is responsible for all kWhs registered on the meter through the date the meter is disconnected. After a member notifies WCEC of the desired disconnection date, a final bill based on the meter reading at the time of disconnection will be sent.

### **METER TAMPERING/THEFT OF SERVICE**

No one, without the express permission of WCEC, may disconnect, rewire, bypass or alter a WCEC meter. Additionally, reconnection of a meter after it is disconnected by WCEC, for any reason, is dangerous and illegal. Advance metering at WCEC provides immediate warning of such, and cases are thoroughly investigated, and, if necessary, pursued in a court of law. Texas law provides punishment by imprisonment, fine, or both, for tampering with an electric meter in any way.

# WCEC MEMBER OBLIGATIONS

## **BY BECOMING A MEMBER:**

The Member acknowledges the following:

- 1) Every Member is a vital and integral part of the Cooperative;
- 2) The Cooperative's successful operation depends upon each Member complying with the Governing Documents (as defined in the Cooperative's Member Policies); and
- 3) Members are united in an interdependent relationship. Members shall provide the Cooperative with any changes to Member's contact information as necessary.

## **COMPLIANCE WITH GOVERNING DOCUMENTS:**

Member shall comply with the Governing Documents and specifically agrees to be legally bound by the Governing Documents as may be amended from time to time by the Cooperative's Board of Directors ("Board").

If a Member fails to comply with the Governing Documents, the Cooperative may cease providing Electric Service to the Member.

**Governing Documents are available at the Cooperative's Main Office in Quitman, Texas, or online at [www.WCEC.org](http://www.WCEC.org) by clicking the Resources tab at the bottom of the homepage.**

**RIGHT OF ENTRY:** Member shall provide the Cooperative access to Member's property as required by the Governing Documents.

**DISPUTE RESOLUTION:** Member shall in good faith attempt to resolve any dispute with the Cooperative and may submit a claim or dispute to the Board before taking any legal action against the Cooperative. If the Board is unable to resolve a dispute, Member and Cooperative shall seek to resolve the dispute through any dispute resolution procedures established by the Governing Documents before Member takes any other action.

## PAYMENTS

Bills are due and payable upon receipt. Members have 16 days after the billing date printed on the bill to pay. After that, the bill is considered past due, and a 5 percent late fee will be added to the account. An electric service termination notice will be mailed. A member then has 10 days to pay the bill to avoid service disconnection due to nonpayment. Failure to receive a bill does not exempt a member from payment. If service is disconnected, reconnection fees will apply.

Sometimes, a member could have mitigating circumstances that cause a late payment. If that's ever the case, we encourage you to call us before disconnection. We can often work out a special payment plan to avoid disconnection.

## PAYMENT METHODS

For member convenience, WCEC has a variety of monthly billing styles to best suit your income and budgeting. We also take several forms of payment. We accept Visa, Mastercard, Discover, Check, E-check and cash.

Payments may be made online 24/7, or via telephone with an electronic auto-attendant.

Payments in person are accepted at the Quitman headquarters on non-holiday weekdays from 8 a.m. to 5 p.m. After hours payments can be made via a night depository at the office and will be posted the next business day.

## **PAYMENT METHODS (CONT)**

### **Bank Draft**

The cooperative can draft an account each month for the amount of the electric bill. Many members use this service because it eliminates much of the paperwork and time involved in paying their electric bill. WCEC offers four draft dates: the 5th, 12th, 19th and 26th of every month.

### **Online Bill Pay at WCEC.org**

Using the account number printed on their bill, members can create a secure user ID to access their account. Once other valid data is submitted, an activation link will be generated and sent to the member's email address. Once online, a member may pay by credit card or E-check and may also sign up for Auto-pay through a credit card or bank draft.

### **Mobile Bill Pay App**

WCEC's app allows members to connect and pay their WCEC bill any time from any compatible smartphone or tablet. From the app, members can view account information, including current bills and payment history. This app allows members to make secure payments and set up email or text alerts for bill due dates. It also includes a map to our headquarters and allows you to email or call us.

To get the free app, search for "Wood County Electric Cooperative" in the Apple Store or Android Market and then download it.

## **PAYMENT METHODS (CONT)**

### **SmartPower Prepay System**

With SmartPower, members pay for electricity as it's used. Purchases can be made monthly, weekly or daily. Prepay allows better cash management by enabling members to purchase only the electricity needed.

With prepay, there are no deposits, no big monthly bills and no late fees. Members simply add credit to their account when it's convenient, and they can do it 24/7 via our website, the bill pay app or by telephone auto-attendant. Members can also purchase credit in person at our office.

In conventional billing, members receive bills long after they've used the electricity and can be surprised by a big bill. It can be a struggle to pay, especially during peak winter and summer months. With prepay, there are never any surprises.

## PAYMENT METHODS (CONT)

### **Levelized Billing**

This is a program that eases budgeting and guards against big changes in monthly electric bills. It's an ideal option to get relief from those large winter and summer bills caused by extreme weather.

When you sign up for Levelized Billing, you'll be billed the average amount over your previous 12-month history, and your payments will be made automatically from your bank account. Anyone who's been a member for at least one year and has a zero current balance is eligible for the plan.

Monthly billings are determined by adding your current bill plus the preceding 11 bills, dividing the total by 12, and adjusting for nominal growth. This amount becomes your "average" bill drafted from your bank account. The monthly draft is made on the date of your choice: 5th, 12th, 19th, or 26th. You'll be mailed a standard bill each month with the amount drafted, amount of your current usage, your meter reading dates, and other pertinent information. Qualifications to participate in this option include:

- 1) Membership of at least one year;
- 2) Acceptable credit history;
- 3) A current zero balance;
- 4) Your acceptance of bank draft for bill payment.

Participants can withdraw from the plan at any time. The account will be drafted a final time for any unbilled amount, or we'll refund any amount over collected.

## RATES & EXTENSION CHARGES

The base rates listed are adjusted upward or downward monthly, depending on changes in WCEC's cost of wholesale power which is called the Power Cost Recovery Factor. The PCRf is identified on each bill. Additional charges and terms as provided in the "General Provisions" section of the Schedules shall apply to this Schedule and will determine the entire Rate for Electric Service.

### RATE SCHEDULE

**RATE A:** Single-phase, 60 cycle, at standard secondary voltage.

<b>Monthly Charge:</b> .....	\$17.00
<b>Energy Charge, per kWh:</b> .....	\$0.06667
<b>Minimum Bill:</b> .....	\$17.00

**RATE GS:** Three-phase at available secondary voltage. Motors having a rated capacity in excess of 10 HP must be three-phase.

<b>Monthly Charge:</b> .....	\$35.00
<b>Energy Charge, per kWh:</b>	
First 1500 kWh .....	\$0.0671
Over 1500 kWh.....	\$0.0592
<b>Demand Charge:</b>	
First 10 KW .....	No Charge
Greater than 10 KW.....	\$5.50

**RATE LP:** Single or three-phase, 60 cycle, at standard or accepted delivery voltages.

<b>Monthly Charge:</b> .....	\$140.00
<b>Demand Charge:</b>	
Per billing kWh.....	\$7.00
<b>Energy Charge:</b>	
Per kWh.....	\$0.03858

**Minimum Monthly Charge shall be the greater of the following:**

- 1) A charge of \$1.15 per KVA of installed transformer capacity.
- 2) The Base Charge plus the Demand Charge.

## RATES & EXTENSION CHARGES (CONT)

**RATE OL:** Outdoor lighting utilizing an outdoor type lamp offered by the Cooperative and other necessary equipment. The Cooperative shall furnish and own all lamps and equipment used to provide the Outdoor Lighting.

### Monthly Charges Unmetered per Lamp:

Standard LED arm lamp:.....	\$8.00
Power Flood LED lamp: .....	\$13.30
Large LED arm lamp: .....	\$13.30

### Monthly Charges Metered per Lamp:

175 Watt MV lamp (*).....	\$3.00
100 Watt HPS lamp (*) .....	\$3.00
Standard LED lamp(*) .....	\$6.80
400 Watt MV lamp (*) .....	\$7.54
250 Watt HPS lamp (*) .....	\$7.54
Power Flood LED lamp .....	\$10.00
Large LED arm lamp .....	\$10.00

**OL Transformer Monthly Charges** ..... \$8.00

**OL Pole Monthly Charge (\*\*)** ..... \$0.75

**Pole Installation Charge** ..... \$150.00

*Two pole max, non-refundable*

### PCRF for Unmetered Lamps per billing:

175 Watt MV lamp (*).....	75 kWh
100 Watt HPS lamp (*).....	42 kWh
Standard LED arm lamp.....	18 kWh
400 Watt MV lamp (*) .....	172 kWh
250 Watt HPS (*).....	105 kWh
Power Flood LED lamp .....	32 kWh
Large LED arm lamp .....	54 kWh

(\*) No longer available for new installation.

(\*\*) Installed specifically for lighting.

**RATE SP:** Single-phase individually metered prepaid service.

**Monthly Charge:** ..... \$17.00

**Energy Charge, per kWh:** ..... \$0.06667

**Minimum Bill:**..... \$17.00

## RATES & EXTENSION CHARGES (CONT)

**RATE HLF:** Three-phase, 60 cycle, at standard or accepted delivery voltages, available by contract.

**Monthly Charge:** ..... \$150.00

**Demand Charge, per billing kWh:** ..... \$6.00

**Energy Charge per kWh:**..... \$0.02975

**Minimum Monthly Charge:**

- 1) The greater of \$1.15 per KVA of installed transformer capacity.
- 2) The Demand Charge.
- 3) The minimum monthly charge specified in the contract.

**Availability:** Members for all types of uses at any point on or near the Cooperative's three-phase lines, where the monthly peak demand exceeds 2,000 kW and the minimum monthly load factor is 70%. The monthly load factor shall be determined by dividing the Member's average demand by the Member's metered demand. If the Member's load characteristics for the current billing period fail to meet the minimum kWh and load factor requirements, then the Member shall be billed under the Cooperative's Large Power Service Schedule for that billing period.

Service hereunder is subject to the Cooperative's Member Policies, and is not for resale, breakdown, standby, auxiliary or supplemental Service. Service hereunder is also subject to the execution of a written contract for Electric Service between the Member and the Cooperative.

## MUNICIPAL FRANCHISE TAX ADJUSTMENT

In the event Electric Service is rendered within the incorporated limits of a municipality which imposes a gross receipts tax upon the revenues received by WCEC from its Members, the Cooperative shall calculate an applicable tax adjustment that will be separately stated on the bill.

## POWER COST RECOVERY FACTOR

Members' monthly charges as provided under the applicable Schedule shall be increased or decreased based on a Power Cost Recovery Factor (PCRf) (expressed in \$ per kWh) computed monthly as follows:

$$\text{PCRf} = (\text{A} - \text{B} \pm \text{C}) \div \text{kWhs}$$

**A** = Total est. cost of power from all suppliers.

**B** = "Base Power Cost" is WCEC's total est. cost of power included in the Cooperative's Rates. The Base Power Cost is computed as:

$$\text{B} = (\text{D}) (\text{kWhs})$$

$$\text{D} = \$0.03972$$

**C** = Adjustment to be applied to the current monthly billing to account for differences in actual cost of power and actual PCRf revenues recovered in previous periods.

**kWhs** = Total estimated energy sales for billing period.

### What is the Power Cost Recovery Factor?

As a nonprofit distribution cooperative, WCEC buys wholesale power from other entities to distribute to members as they use it. WCEC doesn't mark up the cost of this power or make any profit from it. As power costs fluctuate in the market, the PCRf allows WCEC to pass the cost fluctuations to members. This is not a rate change on the price of electricity, but members pay more per kWh with an increased PCRf and less per kWh when it is lowered.

To secure the best power prices, WCEC is a member of two generation and transmission cooperatives, Northeast Texas Electric Cooperative and East Texas Electric Cooperative, formed to allow distribution cooperatives to plan power supply in larger quantities and take advantage of economies of scale.

## LINE EXTENSION CHARGES

### Wire

Overhead Single-Phase Primary .....	\$6.00/ft
Overhead Multi-Phase Primary .....	\$8.00/ft
Underground Single-Phase Primary .....	\$9.00/ft
Underground Multi-Phase.....	\$12.00/ft
Single Phase Overhead Construction along public roads .....	\$0.00/ft

### Bores (100' minimum)

Single Phase (Typical).....	\$8.00/ft
Single Phase (Under Highway) .....	\$24.00/ft
Multi-Phase (Typical).....	\$10.00/ft
Multi-Phase (Under Highway).....	\$36.00/ft

### Right of Way Clearing

Heavy Timber .....	\$10.00/ft
Light/Medium Timber.....	\$5.00/ft

### Switchover From WCEC

Switchover Fee .....	\$315.00 + Costs
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*For entire details and credits, refer to the Member Policies and Schedules on [WCEC.org](http://WCEC.org) in Resources at the bottom of the homepage.*

## ELECTRICAL SAFETY



**Know what's below.  
Call before you dig.**

Digging into underground electric lines, cables, or water and gas pipelines can cause costly and catastrophic loss of vital services and serious injury or death. Why risk it? Know what's below so you can take proper precautions.

And it's simple to do! Before beginning any digging project, just call the federally-appointed phone number: **811**. All lines will be marked by the utilities within a few days, and you can then safely and carefully dig around them.

## ELECTRICAL SAFETY (CONT)

### **Power Lines Are Energized**

Treat all power lines as energized, including downed lines. Call us if you discover a downed line. If there's an accident where a power line is contacting a vehicle, stay clear and don't attempt rescue. If people are inside, instruct them to stay in the vehicle. Contact the nearest police department. If there is danger of fire, instruct the occupants to jump clear of the vehicle, being sure not to touch the vehicle and the ground at the same time.

### **Proper Wiring**

Wiring should be installed and serviced to National Electrical Code standards by a qualified electrician. Every home should have at least 100-amp service and 200-amp service for electrically heated homes. For mobile and manufactured homes, service equipment must be located in sight of, and not more than 30 feet, from the exterior wall of the serviced home.

### **Water And Electricity**

Never operate any electrical appliance or tool while standing in or touching water. Never use any electrical appliance while in a bathtub or near a water-filled sink.

### **Look Up!**

Always know what's above you when planning work. Antennas, metal ladders, grain augers and irrigation pipes are all excellent conductors of electricity and pose a significant danger if raised near power lines.

Lower extendable metal arms and booms on farm and construction machinery before transporting them on public roads to ensure you stay clear of power lines.

## ELECTRICAL SAFETY (CONT)

### **Generator Safety**

Only operate a generator outdoors and never connect it directly to household wiring. The only safe way to directly connect a generator is through a double-pole, double-throw transfer switch, which must be installed by a qualified electrician and approved by WCEC.

The transfer switch closes the path of electricity between our lines and your main electrical panel. Opening the main breaker to isolate household wiring from co-op wiring is neither legal nor safe. It can send electrical energy from the house through the utility wires, creating severe risk of electrocution for electrical crews.

Also, if the utility wires are re-energized while a generator is connected via house wiring, the generator could explode and catch fire.

### **Power Outage Safety Kit**

Everyone should have an emergency outage kit. Some basics to include:

- Battery operated/hand-crank radio and lanterns/flashlights.
- Auto-on emergency power failure night-lights.
- Extra batteries.
- Non-cordless or cell phone. Portable phones don't function without electricity.
- Manual can opener.
- Frozen containers of drinkable water. For lengthy outages, ice blocks help the temperature stay cold. Melted, they can be used as drinking water.
- A grill or propane camping stove for OUTDOOR cooking.
- Means to stay warm like fireplaces and extra blankets.
- Alternate power source for medical equipment.

## CONSUMER PRIVACY

A member's trust is our most important asset. To preserve that, we want you to understand our privacy policy that applies to members. 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. For example, electric bills are mailed by a third-party vendor. We are also required by law to notify counties with the names and addresses 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. 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 certain information to conduct business with you. In addition, we maintain physical, electronic and procedural safeguards to protect the confidentiality and security of our members' personal information.

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

At any time, if you believe that personal information about you within our control has been accessed by unauthorized persons, please call us immediately at (903) 763-2203 or email us at [info@WCEC.org](mailto:info@WCEC.org).

## **MEMBER RIGHTS**

### **NON-DISCRIMINATION NOTICE**

Wood County Electric Cooperative complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Your Cooperative provides electric service without discrimination as to a member's race, nationality, age, color, religion, sex, marital status or handicap.

### **MEMBER RIGHTS**

A copy of your Members Rights is available at WCEC.org, or by requesting a mailed copy.

Topics covered, are below:

- I. Rates and Service Information
- II. Meter Testing
- III. Outstanding Bills
- IV. Termination of Service
- V. Service and Billing Disputes
- VI. Alternate Payment Plans
- VII. Service Reconnection
- IX. Deposit Policy
- X. Financial
- XI. Nondiscrimination
- XII. Cooperative Office & Business Hours
- XIII. Special Services The telephone number for the teletypewriter for the deaf in Texas is 800-735-2989, Texas Relay.

## CARING FOR THE COMMUNITIES WE SERVE

To enrich our communities and the members we serve, WCEC offers beneficial programs such as youth leadership camps and educational youth and adult scholarships for college and trade certificates programs.

**ETREYS** Along with eight other electric co-ops, WCEC annually hosts the East Texas Rural Electric Youth Seminar (ETREYS). It's an all-expenses paid trip for sophomores and juniors who attend high school in the WCEC service area.

**YOUTH TOUR** WCEC annually sends one delegate on this trip of a lifetime. More than 100 high school students travel to Austin, Texas, and then Washington, D.C., to meet with more than 1,700 fellow delegates from other states. It's a jam-packed trip that includes many of our nation's important landmarks and museums.

**HIGH SCHOOL SCHOLARSHIPS** Open to graduating high school seniors, applications are available each spring and are provided for college and trade studies.

**ADULT MEMBER SCHOLARSHIPS** Open to adult cooperative members, applications are available each fall and are for any type of continuing college education.

**SPONSORSHIPS** WCEC also supports local charitable endeavors and offers various informational and safety programs geared toward our local schools and service organizations.

Applications, terms, availability and official rules for the above can all be found at [WCEC.org](http://WCEC.org) in Programs and Sponsorships.

## OPERATION ROUND UP

All co-ops adhere to the seven cooperative principles, including "Concern for Community." Operation Round Up is the perfect embodiment of this.



The idea and process are both simple. Monthly electric bills are rounded to the next dollar, and the extra change is used by non-profit organizations to do good work in our communities.

For example, if a member's bill is \$185.43, the bill is rounded up to \$186. The extra 57 cents goes to help local non-profit entities via the Wood County Electric Charitable Foundation. The average cooperative member will only donate about \$6 a year. The maximum amount a member can contribute from an account annually is \$11.88.

Each donation is small, but when added with donations from across the cooperative's membership, the impact to our communities is significant.

This is a voluntary program. Upon joining, a member's first account is automatically opted in. Any member may add additional accounts, or opt out of the program completely. To make any changes, just call us at (903) 763-2203.

If you are a member of a qualified organization that is seeking grant money for a project, visit [WCEC.org](http://WCEC.org) to access the ORU page where an official application can be found. The foundation's board members meet twice a year to consider grant requests. Send your request any time, and they'll review it at their next meeting.

# WOOD COUNTY

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## ELECTRIC CO-OP



*Caring for the communities we serve.*



Your Touchstone Energy<sup>®</sup> Cooperative