

Small change can make a big difference.

That's exactly what happens through Operation Round Up, a program that allows BCEC members to give back to the community by rounding up their electric bills to the nearest dollar.

What is Operation Round Up?

Operation Round Up is funded by BCEC members who choose to round up their electric bills to the nearest dollar. The extra change is pooled together to fund Operation Round Up. These small contributions typically add up to around \$10,000 each quarter – though the total varies based on participation and available funds. These funds go directly to supporting local families facing emergencies and to organizations that strengthen our communities, such as food banks, volunteer fire departments (VFDs), shelters, medical assistance programs, and more. Every penny stays right here at home, helping those in need across the counties we serve.

Who Can Apply?

Operation Round Up welcomes applications from: Local organizations that provide essential community services, including food banks, shelters, medical assistance, rescue organizations, educational projects, and childcare programs. Families and individuals facing financial hardships due to life-altering circumstances.

How It Works

Our goal is to support as many applicants as possible, but because we receive dozens of applications each quarter, we're not always able to award every request or provide the full amount requested. Even so, the funds we distribute have a meaningful impact, helping to ease financial burdens and strengthen the services that support our communities.

How to Apply

Not all BCEC members participate in Operation Round Up. If you'd like to check whether you're enrolled – or if you'd like to opt out – please contact our office. For more information about the program or to apply for assistance, visit bigcountry.coop and navigate to the Service Beyond Electricity dropdown menu. **The next application deadline is May 20, 2025, at 5:30 p.m.**

Operation Round Up is one of the ways we live out the cooperative principle of Concern for Community – neighbors helping neighbors, one small act at a time. Thank you to every member who rounds up – your generosity makes a real difference.



Celebrating James Claxton's Retirement

After 13 years and 6 months of dedicated service, we wish James Claxton a happy and well-deserved retirement!

James joined Big Country Electric Cooperative in August 2011 and retired as a meter technician, where his hard work and expertise made a lasting impact on our cooperative. Over the years, James became a valuable part of our team, helping ensure our metering systems operated accurately and efficiently for our members.

In March, we had the pleasure of celebrating James with his family and coworkers, reflecting on his years of service and the positive difference he has made. His commitment to excellence and teamwork will not be forgotten.

Thank you, James, for your years of service and dedication to Big Country EC. We wish you all the best in your next chapter – enjoy your well-earned retirement!



BIG COUNTRY ELECTRIC COOPERATIVE *Membergram*

HAPPY EASTER
BCEC OFFICES WILL BE CLOSED
THURSDAY, APRIL 17, AND ALL DAY FRIDAY, APRIL 18!
Our phones will be answered, and crews will be ready to respond to any outages if they occur.
We wish you a safe and joyous holiday!

PCA Update: Keeping Your Rates Steady

At the beginning of the year, we were able to provide a \$0.03 PCA (Power Cost Adjustment) credit thanks to lower power costs. As those costs have started to stabilize, the PCA credit for April bills will be adjusted to \$0.015, resulting in an average credit of about \$30 for 2,000 kWh used.

Why the Adjustment?

The PCA reflects the fluctuating costs of purchased power from our provider, Golden Spread Electric Cooperative (GSEC). Our average expected cost of purchased power is \$0.06 per kWh, but because market prices can vary due to factors like fuel costs, weather, and demand, the PCA adjusts to reflect those changes.

Our goal is to manage these fluctuations carefully to avoid major swings in your monthly bill. While we were able to provide a \$0.03 credit at the beginning of the year thanks to lower power costs, those costs have started to level out. Gradually adjusting the PCA helps us stay financially stable while still passing savings on to members whenever possible – without causing drastic swings in your electric bill.

Looking Ahead

We remain committed to strategic, long-term management of power costs to minimize the impact of market changes. Our financial team works closely with GSEC to anticipate shifts in power costs and adjust the PCA accordingly – ensuring that members benefit from stable, fair rates over time.

As a cooperative, our goal isn't profit – it's providing reliable electricity at the most stable and affordable rates possible. If you have questions about the PCA or any part of your bill, please don't hesitate to reach out. We're here to help!

www.bigcountry.coop

APRIL 2025

OUR COMMITMENT TO RELIABILITY

At Big Country Electric Cooperative, we understand that power outages, even planned ones, are inconvenient. That's why we work hard to minimize disruptions while ensuring the long-term reliability of our system. Last month, we scheduled an outage at our Fluvanna substation to perform important maintenance on the transformer – a key piece of equipment that helps deliver reliable power to our members.

The reason for the maintenance? The transformer at the Fluvanna substation needed to be refilled with oil, a critical step in keeping the equipment operating at peak performance.

Much like a car or any other complex machine, transformers and other substation equipment require regular upkeep to function properly. Transformers are filled with both oil and nitrogen, which work together to regulate pressure and insulate the internal components. Over time, the oil level can drop, which affects the balance within the transformer. Sensors within the equipment notify our substation technicians when maintenance is needed to restore that balance and keep the system running smoothly.

Our substation techs regularly inspect the oil levels and other key components of our transformers, ensuring they operate efficiently and safely. This proactive approach helps transformers last for decades – which ultimately protects our members' investment. A well-maintained transformer is less likely to fail unexpectedly, reducing costly repairs and unplanned outages.

While taking an outage for maintenance is inconvenient, it's a necessary step toward improving overall system reliability. Scheduled maintenance allows us to catch potential issues before they become larger problems, helping us avoid unexpected failures and saving our members money in the long run. Proper maintenance extends the life of our equipment and reduces the need for costly replacements – an important part of our commitment to managing members' dollars wisely.

Reliability isn't just about keeping the lights on today – it's about making sure our system remains strong and dependable for years to come. Thank you for your patience and understanding as we work to keep your power flowing.



Committed to Community

For complete information about our Operation Round Up program or to opt out of participation, visit bigcountry.coop/operation-round-up.

In March, the following organizations were awarded Operation Round Up grants:

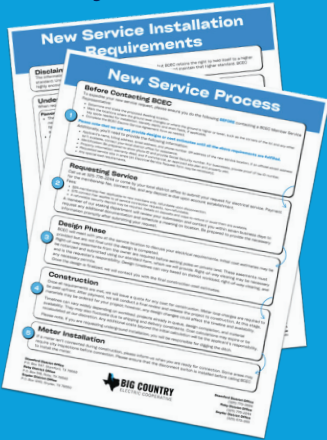
Anson VFD	\$1,643
Haskell County Ambulance Services	\$1,643
Haskell County Food Distribution Center	\$1,643
Post-Garza County EMS	\$1,643
Roby VFD	\$1,643
Rotan VFD	\$1,643
Senior Nutrition Activities Program	\$1,643



Several employees attended the Texas Electric Cooperatives Safety & Loss Control Conference in Frisco, TX, in March. Pictured left to right: Chase Arrendale, Tyler Martin, Mason Guerra, Robert Pippin, Gary Adams, Makinzee Dingman, and Katelyn Watson.

Need a new service installed?

Visit the “New Service” page under the “About Us” tab to find the process and installation requirements for setting up a new service.



Agricultural Tax Exemptions - In order to claim an exemption from Texas sales and use taxes on electricity and other items used in agricultural and timber operations, you are required to provide us with a registration number on Texas Agriculture Sales and Use Tax Exemption Certification Form 01-924. All water wells should be exempt if used for irrigation or watering livestock. The Texas Comptroller's Office issues the registration number and those wanting to claim the exemption must fill out an application. Registration numbers must be renewed every four years. Applicants can request a paper application to mail in by calling 1-800-252-5555 or download a copy from the comptroller's website, www.getreadytexas.org. The generic exemption certificate, Form 01-339, cannot be used to claim the agricultural exemption. Accounts that do not have the new required form on file will be subject to taxation.

Commercial Tax Exemption Records - A completed and signed exemption form is required for each commercial tax exempt account. Accounts that do not have current exemptions on file will be changed to taxable accounts. Any refunds for taxes must be claimed from the State of Texas. Thank you for your help.

Our Heroes Wear Hard Hats

Line work is one of the most hazardous jobs in the country, but lineworkers at your cooperative face the challenge head-on to keep your lights on – rain or shine.

Working with electricity leaves no room for error. Lineworkers often work in harsh weather and difficult conditions – sometimes in the middle of the night, near fast-moving traffic, or in unyielding weather. It takes years of training to become a lineworker, and even then, the learning never stops. It's a tough job with sacrifices, but the reward is knowing they're helping their neighbors and community members.

On April 14, we celebrate Lineworker Appreciation Day by honoring the hard work and dedication of our line crews. We're proud to introduce the BCEC lineworkers who serve you every day:

Arrendale, Chase	Snyder
Brewer, Joe	Stamford
Gonzales, Wesley	Stamford
Guerra, Mason	Roby
Hinkle, Brian	Snyder
Hull, Thomas	Snyder
Ivy, Wade	Stamford
Macias IV, Cato	Roby
Macias, Cato	Stamford
Martin, Tyler	Snyder
Martinez, Mike	Roby
McArthur, Jeremy	Roby
McIlwain, Cedar	Roby
Perez, Chase	Snyder
Ponder, Kyle	Roby
Robles, Alfred	Stamford
Sanchez, John	Stamford
Smith, Colton	Stamford
Stegemoeller, Bailey	Roby
Thompson, Tim	Roby
Torres, Cesar	Snyder
Vasquez, Gabriel	Snyder
Wiseman, Shane	Snyder



Congratulations to our 2025 Youth Tour winners!
This June, these students will travel to Washington, D.C., where they'll meet their representatives in Congress, explore historic monuments and landmarks, and visit museums that preserve the story of our nation's formation.

Jamyah Keeper
Aspermont High School

James Bell
Aspermont High School

Madalyn Gonzales
Ira High School

Facing the Wind Together

Living in this part of Texas, we're no strangers to wind – especially this time of year – but March didn't just bring wind. It brought a challenge that tested both our system and our crews. Even for a community well accustomed to windy weather, two particularly fierce days this month caught everyone by surprise.

On March 4, strong winds brought down 14 poles across our service territory, damaging crossarms and other equipment. Then, on March 14, the winds were even more intense, with gusts reaching up to 84 mph and taking down 38 poles. At the height of the March 14 outage, over 2,700 meters were without power.

Despite the challenging conditions, our line crews worked tirelessly and carefully to restore power as quickly and safely as possible. What stood out most during these extreme weather events was the incredible patience and understanding shown by our members. Your grace allowed our linemen to work safely and methodically, even in the harshest conditions.

Thank you for your support and trust in us, we're proud to serve such an incredible community. Together, we can weather any storm.



www.bigcountry.coop

Office Hours

Monday - Thursday: 7:30-12:00, 1:00-5:30
Friday: 7:30-11:30

Contact Us

Toll Free: 1-855-940-3872
Roby: (325) 776-2244
Stamford: (325) 773-3684
Snyder: (325) 573-3161

Report Outages

Please **call** your local BCEC office to report power outages.



We're Mobile!



Access your BCEC account anytime with SmartHub! Download the app for your mobile device today by visiting www.bigcountry.coop or searching for SmartHub in the app store.

Ask about our partnerships with:



Rural Development Assistance Available Through BCEC
BCEC is an Equal Opportunity Lender.

Big Country Electric Cooperative, Inc. has a limited amount of funds available for low-interest loans to qualified applicants to stimulate rural development. Applicant does not have to be a member of Big Country Electric Cooperative. Please contact Sarah McLen at smclen@bigcountry.coop for details.



Call 811 at least 2 working days before you dig.
Visit www.texas811.org for more information.