



BIG COUNTRY

ELECTRIC COOPERATIVE

Membergram

When the Lights Go Out... So Do They

The second Monday in April is recognized as National Lineworker Appreciation Day, and this year it falls on April 13. We're proud to recognize and thank the dedicated lineworkers who work around the clock to keep the lights on for our members.

Lineworkers play a critical role in building, maintaining, and restoring the electric system that serves our communities. Whether responding to outages during storms, working through extreme heat or freezing temperatures, or facing the high winds our area is known for, their work is often done in challenging and sometimes dangerous conditions.

Their commitment shows in the long hours, the tough conditions, and the reliability our members depend on every day. Please join us in recognizing our lineworkers for their hard work and service.

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



April 2026

OUR COMMITMENT TO RELIABILITY



BCEC's contracted pole inspection crews with Sundance Power Pole Inspections have completed work on lines served by the North Hamlin Substation, which includes areas northeast and south of Hamlin. Crews are now continuing inspections on Justiceburg Feeders 1 and 2, in areas south of Lake Alan Henry.

Empact Engineering is supporting this work by staking and preparing engineering designs for any projects identified during inspections. Currently, Empact crews are working in areas served by the Sylvester Substation to help keep this process moving efficiently.

In addition, Xylem crews are working throughout the system performing vegetation management, including trimming trees near power lines to help reduce potential outages.

As this work continues, members may see contractors in the area with BCEC signage on their trucks or UTVs.

We appreciate our members' patience as these efforts move forward. Proactively inspecting poles, maintaining clear right-of-way, and addressing potential issues early helps reduce the risk of outages, strengthen system reliability, and support dependable electric service over the long term.

HAPPY EASTER

OUR OFFICES WILL BE CLOSED ON THURSDAY, APRIL 2

PHONES WILL BE ANSWERED, AND CREWS WILL BE READY TO RESPOND TO ANY OUTAGES.

WE WISH YOU A SAFE AND HAPPY EASTER!



www.bigcountry.coop



Committed to Community

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

Having Trouble Paying Your Electric Bill? We're Here to Help.

We understand that sometimes unexpected situations happen. If you're having trouble paying your electric bill—or think you may have trouble in the near future—please don't wait.

Give us a call and let us know.

Our Member Service Representatives are here to help and can make a note on your account if special circumstances arise.

While this doesn't change billing requirements, keeping us informed allows our team to better assist you and provide guidance on available options.

Need Additional Assistance?

There are organizations that may be able to help with utility-related expenses:

**Aspermont Small Business
Development Center (SBDC)**
940-989-3538

West Texas Opportunities
325-573-2506

**Texas Department of Housing and
Community Affairs**
Info@tdhca.texas.gov

2-1-1 Texas
Dial 2-1-1 or visit 211texas.org

Scurry County Ministerial Alliance
countywelfare@co.scurry.tx.us

We're Just a Call Away

If you have questions about your bill or need to talk through your situation, please contact our office.

Backup Generator Partnership Coming Soon

BCEC is always looking for ways to support our members with reliable energy solutions and helpful resources. As part of that commitment, we are partnering with Generator Supercenter, a Generac dealer network, to provide members with a trusted option for backup power systems.

Through this partnership, members who purchase a generator will be eligible for a \$500 installation discount and a free upgraded warranty covering parts, labor, and service support. Generator Supercenter's certified technicians handle the full process — from evaluating power needs and properly sizing the generator to installation, startup, and ongoing maintenance — helping ensure systems are connected safely and ready when needed.

While BCEC works hard year-round to maintain a strong and reliable electric system, we understand some members choose to add backup generation for additional peace of mind. Our goal is to serve as a trusted energy advisor by helping connect members with reputable providers and clear, accurate information so they can make informed decisions.

For safety and system coordination, members are asked to notify BCEC if they install a backup generator. All generator installations also require a signed Backup Generator Use Policy on file prior to installation or operation. This helps ensure the generator is properly documented and protects both the homeowner and utility crews during outage restoration.

Improperly installed generators can create dangerous backfeed onto power lines, which can seriously endanger utility crews and the public. Professional installation and proper transfer equipment help protect both the homeowner and the workers restoring service.

Additional information about this partnership, including full program details and participation steps, will be shared soon. In the meantime, members interested in learning more can contact Generator Supercenter directly at 325-246-3641.



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.



CONGRATULATIONS TO OUR 2026 YOUTH TOUR WINNERS!



Blake Williamson
Ira High School



Madyson Castorena
Haskell High School

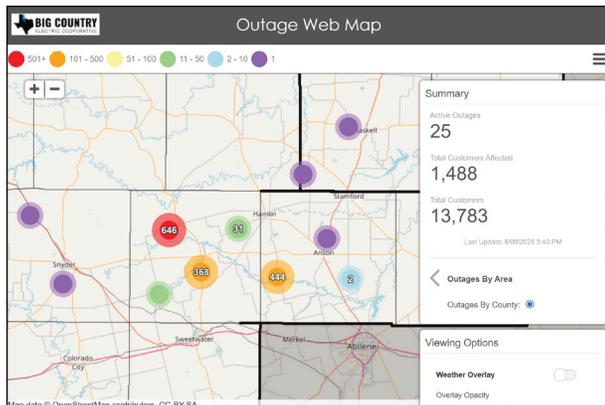


Ellie Harris
Rule High School

This June, these students will travel to Washington, D.C., where they'll meet with members of Congress, explore historic landmarks, and visit museums that tell the story of our nation.

Track Outages with BCEC's Online Outage Map

Did you know we have an online Outage Map to help members stay informed when outages occur across our system? This tool allows you to view current outages, see general restoration progress, and understand what areas may be affected — especially during larger, widespread outage events.



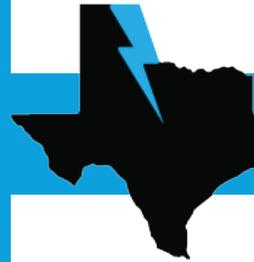
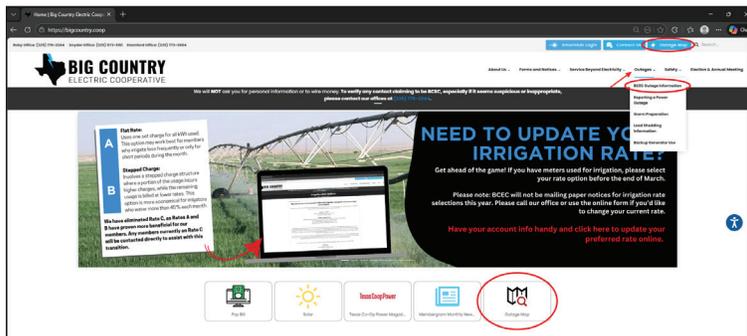
Screenshot of the BCEC Outage Map from June 2025, showing system-wide outages after tornadoes and high winds impacted our service territory.

While the Outage Map is a helpful way to check outage status and affected areas, members should still report outages through SmartHub or by calling one of our BCEC offices.

Reporting your outage ensures we know your location is affected and helps us restore power efficiently.

The Outage Map can be accessed anytime through our website. Look for the Outage Map button at the top right of the page, in the quick links below the homepage slideshow, or under the Outages menu.

We encourage members to bookmark this tool (bigcountry.outagemap.coop) so it's easy to check during severe weather or major outage situations.



www.bigcountry.coop

Office Hours

Monday - Thursday: 7:30-5:30

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.

Load Shed Procedures

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 million Texas customers. As the independent system operator for the region, ERCOT schedules power on an electric grid that connects more than 46,500 miles of transmission lines and more than 710 generation units. This grid delivers about 90% of the electricity used by Texas consumers.

During times of high electricity use, energy emergencies or major events, ERCOT may request that Big Country EC alert its members and ask for energy conservation.

Energy conservation measures include: setting thermostats to 68 degrees in winter, closing shades and blinds to retain heat, turning off and unplugging nonessential lights and appliances, avoiding use of large appliances during peak hours, minimizing electric lighting and equipment use at businesses, and reducing or pausing nonessential production processes at large electricity consumers.

Curtailment Priorities and Procedures

As a last resort during grid emergencies, ERCOT may direct utilities to reduce demand by shedding load—implementing rolling outages.

BCEC will only curtail power in emergency situations to prevent widespread grid failure or equipment damage. Load will be shed in the following order: outdoor, flood and street lighting; oil field and irrigation loads; schools and churches (except those used as emergency shelters); industrial loads (gins); commercial loads; residential loads; and finally, medical priority accounts and critical loads as defined under Senate Bill 3, Section 38.076.

When rolling outages are possible, efforts will be made to limit residential curtailments to around one hour, though this cannot be guaranteed. BCEC will try to notify members in advance, but notice may not always be possible.

Restoration Priorities

The first priority in restoration is to clear electrical hazards that pose immediate danger.

Restoration then follows this order: transmission systems, substations, main distribution feeders, distribution laterals, medical priority and critical loads, and individual loads.

Vital community services will be prioritized in this order: hospitals and nursing/assisted living homes; municipal water, sewer and fire departments; shelters, clinics and other medical facilities; radio and television stations; telephone central switch stations; drugstores and grocery stores; FAA navigation facilities; and other essential health and welfare institutions.

Remaining member loads will be restored in the following order: medical priority and critical loads, residential, commercial, industrial, schools and churches (except shelters), oil field and irrigation loads, and outdoor, flood and street lighting.

Keep Your Medical Necessity or Outage Priority Status Up to Date

We are currently updating our records for members who may qualify for Medical Necessity Recognition or Outage Priority Recognition.

If you or anyone living in your household uses life-sustaining medical equipment that requires electricity, or if your facility depends on electric service for critical safety operations, please contact one of our offices so we can send you the appropriate documentation for completion.

To allow time for review before the summer months, members are encouraged to begin this process by April 30.

Medical Necessity Recognition

Medical Necessity Recognition is available for residential members when a permanent household resident has a serious medical condition requiring electric-powered medical equipment or electric heating or cooling to prevent significant deterioration, or when an electric-powered device is necessary to sustain life.

Members requesting this designation will be asked to provide information about the medical condition, the type of equipment in use, and the amount of backup power available. A physician must also complete a medical certification verifying the condition and equipment.

Outage Priority Recognition

Outage Priority Recognition may apply to certain public safety or industrial infrastructure locations where an interruption of electric service could create a dangerous or life-threatening condition. BCEC staff will help determine eligibility based on the information provided.

Important Preparedness Reminder

Medical Necessity or Outage Priority status helps BCEC identify members and facilities with special circumstances during system restoration. However, this designation **does not guarantee uninterrupted electric service or immediate restoration after an outage**, and members should always maintain a personal emergency plan.

BCEC encourages members who rely on electricity for medical needs to:

- Make sure BCEC has your current contact information and sign up for outage notifications and updates.
- Report outages promptly.
- Plug important devices into surge suppressors and consider using an uninterruptible power supply where appropriate.
- Consider a portable generator or other backup power source for extended outages.
- Notify BCEC if you use a backup generator so crews can work safely in your area.
- Keep an adequate supply of prescription medications and medical necessities available.

Apply or Update Your Status

To request an application or update your existing records, please call our office or email billing@bigcountry.coop. Our staff will provide the correct form and instructions for completion.

At Big Country Electric Cooperative, the safety and well-being of our members is always a priority. Keeping your information current helps us respond as effectively as possible when outages occur.