



Youth Tour: A Trip of a Lifetime

We proudly sponsored three students — Madalyn Gonzales, Jamyah Keeper, and James Bell — on the 2025 Government-in-Action Youth Tour. In June, they joined fellow Texas students for a week in Washington, D.C., where they toured the U.S. Capitol, Arlington National Cemetery, the National Cathedral, and several museums and monuments.

Along the way, they connected with peers from across the state, gained insight into American history and government, and returned home with a renewed appreciation for civic engagement and leadership.

New BCEC Process for RRC-Ordered Disconnects: What to Know

A new Texas law—House Bill 143—goes into effect on September 1, 2025, giving the Railroad Commission of Texas (RRC) authority to address unsafe electric conditions at well sites and oil & gas surface facilities.



While this won't impact most of our residential or small business members, Big Country Electric Cooperative (BCEC) is now required to follow a formal process when the RRC orders a disconnection due to safety hazards—typically at industrial sites like oil or gas production areas.

To support a smooth and transparent process, we are sharing the key steps BCEC now follows when responding to RRC-ordered disconnects.

Here's how the process works:

Notification & Documentation

When the RRC orders a disconnection due to an unsafe condition, our Member Service Representatives (MSRs) will document the details in our system.

Verification & Disconnection

Before service is disconnected, BCEC field personnel will visit the location to verify the unsafe condition. Their findings are recorded in a service order.

Member Notification

After disconnection, the affected member will receive a written notice explaining the reason for the service interruption, including the RRC directive and details of the verified unsafe condition.

Fees

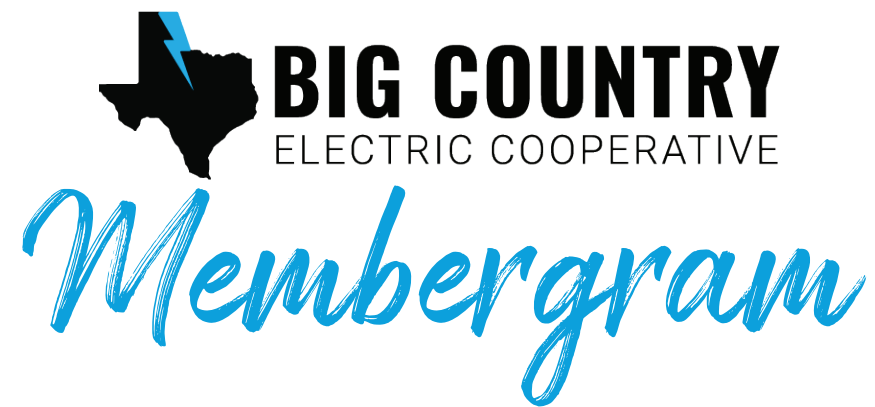
Standard disconnect and reconnect fees will apply in these situations.

Reconnection Protocol

- Reconnection will only occur after explicit authorization from the RRC. MSRs will document the authorization details, including RRC staff contact information, and field personnel will verify this.
- The member must contact BCEC to request reconnection once the RRC has granted authorization for service reconnection.

This new process helps us comply with HB 143 while continuing to ensure the safe and reliable delivery of power.

To check whether your location is in compliance with RRC safety regulations, you can visit: <https://webapps2.rrc.texas.gov/PDA/ice/pdalceHome.xhtml>. For questions or to review the full policy, please contact your local BCEC office.



TUESDAY, SEPTEMBER 16

VIRTUAL ANNUAL MEETING

Available online all day

Vote early — online or by mailing in your ballot from the September *Texas Co-op Power* magazine & Annual Report. Each registered voter will receive energy bill credits!



MEMBER APPRECIATION OPEN HOUSE

3:30–6:30 p.m. | Come & Go
Snacks + Door Prize Drawings for registered members who stop by any office!

Don't forget to register and vote to claim your energy credit!
One day, two great ways to stay involved with your co-op!

www.bigcountry.coop

August 2025

OUR COMMITMENT TO SAFETY



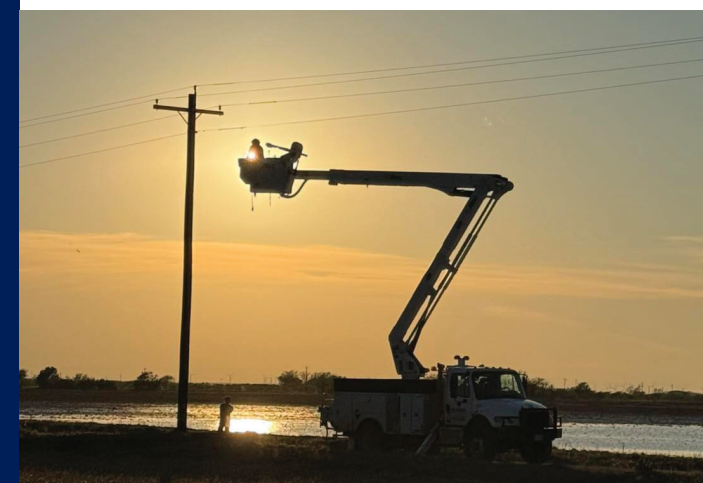
When severe storms hit in early June, Big Country EC crews hit the ground running — but safety stayed front and center every step of the way.

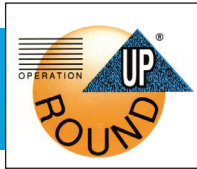
During emergencies, we activate our Emergency Operations Plan (EOP), assigning clear roles and responsibilities across departments. Crews begin each day with safety briefings and updates on restoration progress to keep everyone informed and alert.

To prevent fatigue and reduce risk, our field personnel work no more than 16 hours at a time, followed by mandatory 8-hour rest periods — a practice designed to protect both their physical safety and decision-making clarity.

We also coordinate closely with contractor crews and mutual aid teams from other co-ops, ensuring they work hand-in-hand with BCEC field staff to verify safe restoration and clear communication at every step.

Because for us, safety isn't just a checklist — it's a commitment to the people doing the work, and the members we serve.





Committed to Community

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

Operation Round Up Deadline Approaching

The Operation Round Up program is supported by BCEC members whose electric bills are “Rounded Up” to the nearest dollar. The “Round Up” amounts fund Operation Round Up for distribution to individuals and organizations with demonstrated financial need in the counties we serve: Borden, Fisher, Garza, Haskell, Jones, Kent, Mitchell, Nolan, Scurry, Shackelford, Stonewall and Throckmorton. **Every penny stays right here at home!**

Who can apply to Operation Round Up?

- Local organizations or programs that provide vital community services, such as food banks, shelters, medical and health needs, rescue organizations, educational projects, childcare programs, and other community needs.
- Families and individuals with demonstrated financial need due to life-altering circumstances.

The next application deadline is 5:30 p.m. on August 19, 2025.

LABOR DAY

BCEC WILL BE CLOSED ON MONDAY, SEPTEMBER 1, IN OBSERVANCE OF LABOR DAY.

PHONES WILL BE ANSWERED AND CREWS WILL RESPOND TO OUTAGES.

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.

Camp Springs & North Hamlin Substations Come Online

We recently energized two new substations as part of our ongoing efforts to strengthen system reliability and better serve our members across the region.

Camp Springs Substation

On July 9, our new Camp Springs Substation, located off Highway 180 near CR 4151, officially came online. Fed by Lone Star Transmission, the substation now provides power to members in Midway, Camp Springs, Hobbs, and along Green Springs Road.

The Camp Springs project has been years in the making—first initiated over six years ago. Progress was delayed while we awaited approval of the Certificate of Convenience and Necessity (CCN), but once cleared, the project moved forward with the long-term goal of enhancing service reliability in a growing part of our territory.



North Hamlin Substation

Just one week later, on July 16, our North Hamlin Substation was energized and brought into the system. Located north of Hamlin at the intersection of Highway 83 and FM 126, the substation is fed by AEP.

North Hamlin has already taken load from the Hamlin Metering Point's north circuit, which serves north Hamlin, west Hamlin, and Highway 92. It's also picked up some load from Texas Pipeline (TP) Feeder 2, which powers the Energy Transfer Gas Plant and north McCaulley. In the months ahead, North Hamlin will take on even more load—eventually serving the south circuit of the Hamlin



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Metering Point (including Highway 83, Radium Gin, and south Hamlin) as well as the rest of the TP Metering Point, which also serves parts of north Hamlin and the Guitar Ranch area.



These changes allow us to serve members directly from a dedicated substation, rather than a shared metering point, helping improve reliability, reduce outages, and boost overall system performance.

Looking Down the Line

In addition to these two new substations, several other projects are underway.

- Nowlin Substation – This project, located about two miles south of the Rotan Metering Point, will require us to secure land and right-of-way easements, as well as build about a mile of transmission line. Fortunately, we already have all the necessary equipment on hand. While AEP estimates 34–36 months before full energization, we're exploring the possibility of a temporary tap so the substation can potentially become functional within the next two years, bringing transmission-level service and more capacity to that area.
- Nugent Substation Rebuild – In progress since March 2023, the rebuilt Nugent Substation is expected to be energized by December 2026. While actual construction of the substation infrastructure typically takes about 120 days, the prep work—including dirt work to build the substation pad, along with design and engineering—adds considerable time to the overall schedule.
- Future Rebuilds – We're working on timing for rebuilds of the Garza and Fluvanna substations as part of our broader system improvement plan.

All of the new substations mentioned were designed by SGS Engineering, who has worked closely with our team throughout the process. The Nugent Substation rebuild is being designed by Power Engineers.

Why It Matters

At the end of the day, all of this work ties back to one thing: **reliability.**



Some of our older substations are served by aging transformers or infrastructure that just weren't built for the demands of today's electric grid. By investing in these upgrades and new construction, we're building a stronger, more resilient system—one that's ready to meet current needs, support future growth, and increase reliability for you.



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.