



Spread THE WORD for the YOUTH TOUR JUNE 14-21, 2026

KNOW A HIGH SCHOOL STUDENT?

We are asking for your help spreading the word throughout our community about the Youth Tour—an **all-expenses-paid** trip to the nation's capital.

BCEC will send three students on this incredible journey. Students' parents or guardians do **not** have to be members of BCEC for the student to compete in and win the Youth Tour contest.

APPLICATIONS ARE DUE ON JAN 15, 2026

VIDEO CONTEST TOPIC:

What are the differences between an electric cooperative and an investor-owned utility?



START YOUR ADVENTURE AT BIGCOUNTRY.COOP/YOUTH-TOUR

Big Country EC Membergram

Did you know that our 63 employees collectively bring over 705 years of experience to your cooperative?

At our employee Christmas party, we were proud to recognize employees and a director who reached meaningful milestones in their years of service to the cooperative. Their dedication, institutional knowledge, and commitment to our members play a vital role in the continued success of your cooperative.

5 Years of Service: Krysha Burleson, Sonja Hampton

10 Years of Service: Chris Thomson

15 Years of Service: Chase Arrendale, Gabriel Vasquez, Michael Martinez

20 Years of Service: Thomas Hull

25 Years of Service: Erika Castillo, Scott Edmonds

30 Years of Service: Joe Brewer

Board of Directors – 20 Years of Service: Todd Coker

Collectively, these individuals represent decades of experience and service to the cooperative. Each has contributed in meaningful ways to supporting our members, strengthening our operations, and upholding the cooperative principles that guide us every day. Congratulations to all our honorees!



Your account, made simple with SmartHub.

Pay your bill, track your usage, update account information, and receive important notifications — all in one secure, easy-to-use app.

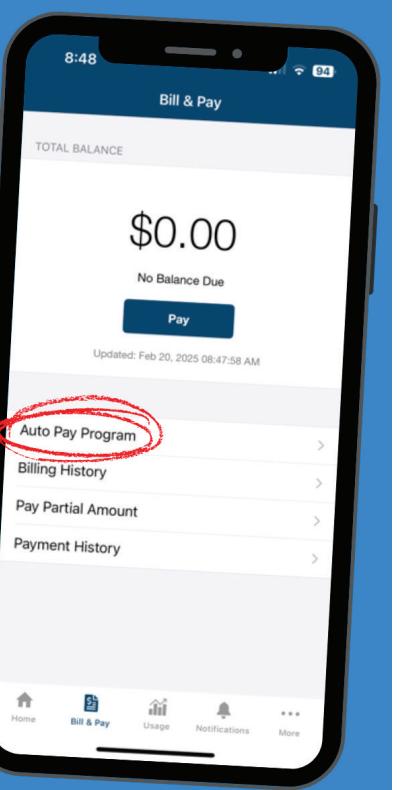
Download the SmartHub app from your mobile app store or visit bigcountry.smarthub.coop to get started.

Auto Pay Made Simple & Secure

Set up Auto Pay in SmartHub for worry-free monthly payments.

Your stored card or bank information is protected through PCI-compliant security, giving you a safe and convenient way to pay automatically each month. Save your future self some time!

If Auto Pay isn't for you, you can still securely store a preferred payment method in SmartHub for quick, safe payments whenever you choose.



Big Country EC Membergram

• Toll Free: 1-855-940-3872 • www.bigcountry.coop

BIG COUNTRY
ELECTRIC COOPERATIVE

Membergram

Protecting Your Payment Information

Keeping your information safe is one of our top priorities. As technology, fraud risks, and industry standards continue to evolve, the requirements we must follow to protect your personal and financial data also change.

In the past, our Member Service Representatives (MSRs) were able to take payment information over the phone as a convenience to our members. To stay compliant with current Payment Card Industry Data Security Standards (PCI DSS) and because protecting you from fraud and identity theft requires very specific security steps, we now follow a stricter process for handling card and bank information.

What's Changing?

To keep your information secure, employees can no longer handle your credit or debit card, nor enter card information on your behalf, whether in person or over the phone. These practices help ensure your data stays protected and that BCEC remains compliant with national security standards designed to prevent fraud. All payments must be completed directly by the member through one of our approved, secure channels:

SmartHub – Use our secure online portal and mobile app. You can enter your information directly and even save a preferred payment method for faster future payments.

IVR Pay-by-Phone System – This automated phone system (not a live employee) allows you to safely enter your card or bank information using your phone keypad or voice prompts. Because no BCEC employee ever sees or handles your information, the IVR meets PCI requirements.

Mail – Send a check to any BCEC office.

Automatic Payments – Set up a recurring bank draft or credit/debit card draft for worry-free billing.

In-Person at Our Offices – Pay with cash, check, or by entering your card at the secure self-service terminal.

Why This Matters

These steps help protect you from identity theft and online fraud and prevent costly security penalties that affect the entire cooperative. Most importantly, these steps ensure your payment information stays in your hands — exactly where it belongs.

www.bigcountry.coop

January 2026

OUR COMMITMENT TO RELIABILITY



Sundance Power Pole Inspections continues inspection work on lines served by the North Hamlin Substation. Crews remain active in that area as inspections progress.

Empact Engineering is supporting this work by staking and preparing engineering designs for projects identified during inspections. Empact crews are working daily to help keep this work moving efficiently. In December, Empact crews began work in areas served by the Stamford Substation and will continue this work into January. Once work there is complete, crews will move on to areas served by the Sylvester Substation.

Contractors will have BCEC signage on their trucks or UTVs while work is underway.

We appreciate your patience as this work continues. These efforts help ensure a safe, reliable electric system and support long-term service for our members.

Scholarships!



Attention Moms, Dads, and Grads! Scholarships are available through Big Country EC. Don't miss out on this opportunity!

Big Country EC Academic Scholarship

Deadline: March 1, 2026

Two \$4,000 scholarships for graduating seniors whose parents/guardians are BCEC members.

Golden Spread EC Directors' Memorial Scholarship

Deadline: March 1, 2026

\$2,000 scholarships for selected graduating seniors whose parents/guardians are BCEC members.

Texas Rural Electric Women's Association Scholarship

Deadline: March 15, 2026

Twenty \$1,500 scholarships are available for TREWA members and their children, open to graduating high school seniors, full-time college students, and adults accepted as full-time students at any accredited institution.

For full details and applications, visit bigcountry.coop and click on Service Beyond Electricity, then Scholarships. Please contact Krysha Burleson at (325) 776-3803 or kburleson@bigcountry.coop.



2015 Chevy 3500 Duramax for Sale by Sealed Bid

Interested in a 2015 Chevy 3500 Duramax?
189,000 miles · CM bed · On-board air system installed
Note: Vehicle needs a new engine.

Please mail your sealed bid by January 15 to:

Big Country Electric Co-op
c/o Jakob Clawson
P.O. Box 518
Roby, TX 79543

Minimum bid: \$8,500



PCA CREDIT CONTINUES IN JANUARY



Purchased Power Costs Are Lower

Electricity has been cheaper to produce than expected.



2¢ PCA Credit on January Bills

Applies to December electric usage.



Savings Returned to Members

Lower power costs benefit you.

A 2¢ PCA CREDIT TRANSLATES TO ABOUT A \$40 SAVINGS FOR AN AVERAGE USAGE OF 2,000 KWH.

Why Does My Electric Bill Include a PCA?



Committed to Community

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

Supporting Our Community Together

What is Operation Round Up?

The Operation Round Up program is supported by BCEC members whose electric bills are "Rounded Up" to the nearest dollar.

The "Rounded 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.

2026 Quarterly Deadlines

February 17, 2026 at 5:30PM

May 19, 2026 at 5:30PM

August 18, 2026 at 5:30PM

November 10, 2026 at 5:30PM

For more information about the Operation Round Up program or to opt out of participation, please visit bigcountry.coop and navigate to the Service Beyond Electricity dropdown menu.

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 charged to taxable accounts. Any refunds for taxes must be claimed from the State of Texas. Thank you for your help.

A Season of Giving at BCEC

The holiday spirit was alive across our communities as employees and neighbors came together to support local families in need.

BCEC's Employee Relations Team (ERT) continued its annual Angel Tree tradition, helping brighten Christmas for children throughout our service territory. Thanks to the generosity of employees, 11 children were supported – 6 in Snyder, 3 in Albany, and 2 in Haskell – in partnership with the Scurry County Youth Center and the Texas Department of Family and Protective Services in Haskell.

Each child received clothing essentials such as shirts, pants, jackets, shoes, socks, and undergarments, along with toys and personal items selected just for them.



The spirit of giving extended beyond the Angel Trees and into local communities through BCEC's Christmas Cookout fundraisers. With support from members and neighbors, districts raised funds and collected toys for organizations directly serving families in need:

- **Snyder:** \$575 raised and 40 toys collected for KSNY's Christmas for Kids program
- **Roby:** \$910 raised for No Need for Need
- **Stamford:** \$2,095 raised for Goodfellows

Together, these efforts turned simple cookouts and shared traditions into real, tangible support for neighbors across the Big Country – a meaningful reflection of the cooperative principle of Concern for Community and the heart of those we serve.



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.