



The photo on the left was taken the morning after the June 8 storm, showing downed poles and line. The photo on the right shows the same area Wednesday evening after repairs were made.

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Warehouse staff were ordering materials by the truckload, loading them up, and getting trucks out of the yard and into the field. Member Service Representatives answered calls and provided updates to concerned members. Others made sure there was breakfast and lunch ready for the 80-plus linemen working tirelessly to get the lights back on.

It takes a full team — both in the field and behind the scenes — to restore power at this scale. And after the lights come back on, the work doesn't stop. Our Accounting department takes over, sorting through the "storm after the storm" — reconciling materials, labor, and costs to close out the event.

Powering Through, Together

We'd be remiss not to thank the many members who stepped in to help — whether it was dropping off donuts, helping crews access or get unstuck from muddy rights-of-way, or even repairing a compact track loader attachment or other equipment on the fly. That kind of support means more than you know.

Throughout the week, our members showed incredible patience, encouragement and kindness. We know it's never easy being without power — especially in the Texas summer — and your understanding kept our team going.

Here are a few things you can do to help us during future storms or outages:

- Report your outage through SmartHub or by calling us — it helps us locate and assess damage faster.
- Keep your contact info (email and phone) updated so you can receive alerts and restoration updates.
- Stay away from downed lines or damaged equipment — always put safety first.

Storm recovery is never easy, but your compassion and community spirit made a tough week a little brighter.

To our line crews, support staff, contracted crews, neighboring co-ops, and every member who offered kind words — thank you for standing with us through the storm. We're proud to serve you — our neighbors, our members, and our community.



BIG COUNTRY ELECTRIC COOPERATIVE *Membergram*



Rebuilding After the Storm

We're no strangers to high winds around here — but that doesn't make it any easier when they blow through with force. Nearly two years to the day after a tornado hit Fisher County, another powerful storm rolled in on June 8, taking down some of the very same poles we replaced in 2023. Straight-line winds during the storm were reported between 80 and 105 mph — powerful enough to snap poles, uproot barns and sheds, and cause widespread damage. Most areas received around 4 inches of rain during the initial storm, followed by a couple more inches over the next few days.

Before that, our Stamford Service District had already been hit hard by a series of smaller, yet still damaging storms. Over just a few short weeks, multiple rounds of high winds and heavy rain knocked out power and took down poles in several areas. While the June 8 storm was the most widespread, it certainly wasn't the first challenge our crews — especially in Stamford — had already tackled this storm season.

The damage from the June 8 storm was extensive. In total, 173 poles were downed in our Roby Service District, with another 19 in the Stamford area. Transmission providers were also heavily impacted — AEP lost around 76 poles, including 40 transmission structures, and Oncor lost many poles as well.

At the peak of the storm's aftermath (Monday morning around 7:30 AM), about 2,766 BCEC meters were without power. Thanks to rerouting and quick action, that number dropped to 1,700 by lunchtime — but it quickly became clear the damage was widespread and severe.

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July 2025

**OUR COMMITMENT
TO RELIABILITY**



Reliable power doesn't just happen — it takes thoughtful planning, ongoing maintenance, and access to the lines that keep electricity flowing to homes like yours.

That's where right-of-way (ROW) maintenance comes in. By keeping the areas around power lines clear of trees, brush, and overgrowth, we help prevent outages, improve safety, and ensure our crews can reach equipment quickly — especially during severe weather.

To keep the system reliable, we and our contractors occasionally need access to ROW easements on private property for things like routine maintenance, tree trimming, pole changeouts, and repairs.

We appreciate your support and will always treat your property with care and respect.

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

City of Anson Police Department	\$1,000
Fisher County Child Welfare Board	\$2,500
Sparrows Nest Maternity Home	\$500
The Well	\$2,500
Throckmorton County Youth Activities Center - Christian Alliance Food Bank	\$1,000

If your home was damaged in the June storms and you're facing hardship from repairs not covered by insurance, Operation Round Up may be able to help.

This program offers assistance with essential needs like food, clothing, temporary shelter, and critical home repairs — such as replacing a damaged roof or broken windows — that impact your family's health, safety, or ability to remain in your home.

Apply by August 19 to be considered for the September grant distribution.

Learn more at bigcountry.coop/operation-round-up.



Capital Credits Are Coming!

As a member, you share in the success of your co-op through capital credits. Each year, margins — revenue earned beyond operating costs — are allocated to members based on their electricity use.

This year, \$3,768,076.78 was allocated to members who received service in 2024. From that, the Board voted to retire \$1,287,079, returning those funds to members, with 80% going to members who earned capital credits in 1995 and 1996, and 20% going to members who earned capital credits last year, in 2024.

Allocation vs. Retirement

An allocation is your share of the co-op’s margins, based on how much electricity you used. Each year, the Board typically approves retiring a portion of these funds, returning them to members. The rest stays with the co-op to support system upgrades, maintenance, and daily operations — helping keep rates stable.

BCEC uses a FIFO/LIFO method, so both longtime and newer members benefit over time.

\$1,029,663.20 (80%) → to members with outstanding capital credits from 1995 & 1996

\$257,415.80 (20%) → to members who earned capital credits in 2024

Non-residential accounts (commercial, large power, irrigation) - Will continue receiving checks by mail, just like before.

Residential accounts (including farm and seasonal rate classes) - Will receive their capital credits as a bill credit — no paper checks to deposit!

How to Spot Your Credit on Residential Bills:

If you have a single account, your capital credit will appear in the “Detail of Charges” section on your bill.

Activity Since Last Billing		Detail of Charges	
Previous Balance	\$190.00	Power Supply Charge (G&T)	
No Payment Received	\$0.00	Energy Charge	1,516 kWh @ 0.060000 \$90.96
Past Due Amount - Due Immediately	\$190.00		
Message From Big Country Electric		Distribution	
Your bill has been estimated this month.		Delivery Charge	1,516 kWh @ 0.039665 \$60.13
Total Cost Per kWh		Facilities Charge	\$34.00
For the current service period, the total cost for the purchase and delivery of your electric usage is \$1.12/kWh		Other Charges/Credits	
		Capital Credits Refund	-\$172.85 CR
		Operation & Maintenance Adj. Amt. (YTD Total \$2.68)	\$2.76
		Total Current Charges	\$13.00
		Past Due Amount	\$190.00
		Total Amount Due	\$203.00

If you have multiple accounts and receive a Group Invoice, the credit will be listed under “Other” for the applicable accounts.

Account Number : - Estimated Sub: LONGWORTH ERCOT Feeder: 1 Service Description: Farm House									
Service Dates	06/01/25 - 06/15/25 (15 days)	Member #	62513	Power Factor	0.9800	kWh Usage	17	Rate - HP	RES
Power Supply Charge (G&T)	\$190.00	Facilities Charge	\$34.00	HP Charge	\$0.00	Taxes		Round Up	
417 kWh @ 0.450000 = \$187.15		PCA	\$0.00	CHD Charge	\$0.00	Current Due	\$24.00	Past Due	\$167.76
417 kWh @ 0.450000 = \$187.15								Total Cost Per kWh = \$1.18	
Account Number : - Estimated Sub: LONGWORTH ERCOT Feeder: 1 Service Description: BARN & 31									
Service Dates	06/01/25 - 06/15/25 (15 days)	Member #	792	Power Factor	0.9800	kWh Usage	2	Rate - HP	RES
Power Supply Charge (G&T)	\$190.00	Facilities Charge	\$34.00	HP Charge	\$0.00	Taxes		Round Up	
3 kWh @ 0.450000 = \$1.35		PCA	\$0.00	CHD Charge	\$0.00	Current Due	\$43.00	Past Due	\$90.00
3 kWh @ 0.450000 = \$1.35								Total Cost Per kWh = \$1.18	

For more information, visit our website: <https://bigcountry.coop/2025-capital-credits> or call us!

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That’s when we made the call to activate our Emergency Operations Plan (EOP). When we enter EOP mode, it’s all hands on deck. BCEC lineworkers follow a set schedule: they stop at 6:00 PM and resume at 6:00 AM. On that first day, many had already been working nonstop since the storm hit Sunday night. And while linemen *hate* walking away from an unfinished job, rest is critical to ensure safety and stamina during extended restoration efforts.

On Monday, in addition to our line crews, our Engineering team, Staking Technicians, Meter Technicians, and even our Safety Manager joined the effort to patrol and assess damage. With more than 5,400 miles of distribution line across BCEC’s territory, identifying every downed pole, broken crossarm, or damaged wire is no small task (thankfully, we didn’t have to patrol all of it!). That’s why your outage reports through SmartHub or by phone are so helpful — they allow us to pinpoint problems faster and prioritize restoration efforts.

Restoring Power, One Piece at a Time

Restoration after a major storm is like putting together a massive, high-stakes puzzle. One damaged section might prevent power from reaching an entire area, and sometimes fixing one issue reveals another further down the line. Crews may even need to de-energize portions of the system that appear intact to safely make repairs.

Thorough assessment gives our engineers and operations team a big-picture view: what needs to be fixed first to bring the most members online? Which repairs rely on other sections being restored first? What areas are accessible — and which require dozers or other equipment to get through mud and floodwater? The mud, by the way, was relentless.



Given the scale of the damage, it didn’t take long on Monday to realize we’d need extra help. Our contractor, Primary Utility Services, mobilized additional crews, and our neighbors at Concho Valley Electric Cooperative in San Angelo sent a team to assist.

As conditions improved in their own districts, Snyder and Stamford crews joined the Roby restoration effort. We also continued close coordination with AEP and Oncor, as their transmission line repairs impacted our substation restoration timelines.

By Tuesday morning, our Roby warehouse was buzzing with activity. Crews, bucket trucks, digger derricks, and trailers were loaded with materials and sent out with assignments — organized chaos at its finest. That morning, 1,532 meters were still without power; however, that

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number dropped to 652 by the end of the day. Wednesday brought more of the same: soaked ground, high humidity, and tough working conditions. Even so, crews made steady progress, and by that evening, only 192 meters remained without power. As they continued into Thursday, crews worked some of the more frustrating and flooded areas. Only about 40 meters were officially restored during the day — but Concho Valley and Primary crews stayed late into the night, pushing that number up to 85 meters restored.



By Friday morning, only 65 meters remained without power — about half of those were residential. Crews zeroed in on restoring all homes and by that evening, just 27 meters remained, primarily oilfield, irrigation, or water wells.

We officially exited EOP mode and sent crews home for a well-deserved Father’s Day weekend. Roby’s on-call crew remained available for emergency residential outages over the weekend — and did respond to a few. Full restoration resumed Monday morning.

The People Behind the Power

It’s never easy to leave members in the dark — and for some of our employees, that challenge hits especially close to home.

“It’s hard working long hours and knowing your own family is still without power,” said BCEC lineworker Mason Guerra. “But that’s what we do — we show up for our members, and we don’t stop until the job’s done.”

Although it was very tough working through the mud and the heat, nothing feels better about getting another meter on or driving up and seeing the smiling faces. I speak for all BCEC employees when I say: the members mean everything to us and no matter how big the storm we will always be there to tackle any task handed to us.”



Mason worked side by side with fellow linemen throughout the restoration efforts, even as his own home remained without electricity for four days. Like many BCEC employees, he’s a member too — and his story reflects the commitment our team brings to the job, no matter what the circumstances.

Of course, the boots on the ground weren’t the only ones working long hours. While linemen were out in the field, our District Operations Managers, Distribution System Planning Manager, and VPs of Engineering and Operations stepped into dispatcher roles — tracking outages and coordinating with crews.

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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.

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.