

SPRING CHECKLIST

ENERGY SAVINGS & SAFETY TIPS

Adjust your thermostat

Set it closer to 75°F to reduce A/C use when not at home.

Seal air leaks

Check doors and windows for drafts to keep cool air in.

Service your HVAC system

Clean or replace filters and schedule a maintenance check.

Use ceiling fans wisely

Run fans counterclockwise to help rooms stay cooler.

Switch to LED bulbs

They last longer and use up to 75% less energy than incandescent bulbs.

Maintain a 10-foot fire zone

Clear leaves and debris around structures.

Check outdoor electrical outlets

Make sure they're safe and in good repair.

Inspect grills & propane tanks

Clean your grill and check for gas leaks.

Store chemicals properly

Inspect paint, pool, and yard chemicals for leaks or damage.

Check fuel containers

Look for leaks and store them properly.

Education, Training, & Information: A Cooperative Principle in Action

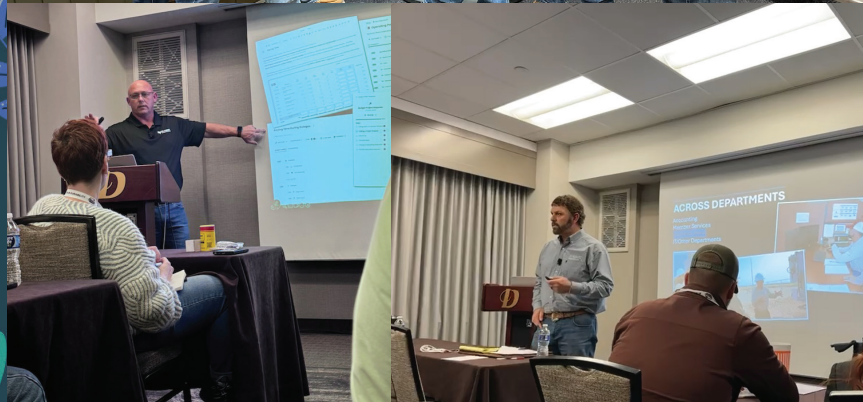
As your trusted energy provider, we believe in the power of education and continuous improvement. In February, several of our employees attended the T&D PowerSkills Trainers Conference, an event dedicated to enhancing training programs for electric utility professionals.

The conference provided an opportunity for our team to gain valuable insights, explore new training methods, and build connections with industry peers. It also served as a platform for knowledge-sharing, with two of our own leaders—Safety & Training Manager Robert Pippin and VP of Operations Will Duniven—taking the stage to present on key industry topics.

Robert and Will's presentation focused on cross-training across departments and adapting training with new software tools, highlighting strategies to ensure employees are well-equipped to handle the evolving challenges of the industry. Their session emphasized the importance of flexibility in training programs and the benefits of utilizing technology to enhance workforce development.

As a cooperative, we are committed to the principle of Education, Training, and Information, one of the Seven Cooperative Principles that guide electric cooperatives. This principle underscores our dedication to investing in our employees, sharing knowledge, and strengthening the entire industry. By attending and contributing to conferences like this, BCEC continues to support professional growth, innovation, and collaboration among electric cooperatives and utilities.

We are proud of our employees for their dedication to learning and improving, and we look forward to applying these new insights to better serve our members and communities!



BIG COUNTRY ELECTRIC COOPERATIVE Membergram

CAN WE REACH YOU?



IS YOUR MAILING ADDRESS UP TO DATE?

DO WE HAVE YOUR CURRENT NUMBER & EMAIL?

WHEN WAS THE LAST TIME YOU UPDATED YOUR CONTACT INFO?

YOUR CONTACT INFORMATION IS KEY TO STAYING CONNECTED! OUTDATED INFO COULD MEAN MISSING OUT ON:

CAPITAL CREDITS – ENSURE WE HAVE YOUR ADDRESS SO YOU DON'T MISS YOUR CHECK!

OUTAGE ALERTS – STAY INFORMED WHEN THE POWER GOES OUT AND WHEN IT'S RESTORED.

PLANNED OUTAGE UPDATES – GET TIMELY ALERTS ABOUT SCHEDULED SERVICE INTERRUPTIONS.

SMOOTHER SERVICE INTERACTIONS – UP-TO-DATE DETAILS HELP US ASSIST YOU MORE EFFICIENTLY.

UPDATING YOUR INFORMATION IS QUICK AND EASY!

JUST LOG IN TO SMARTHUB, GIVE US A CALL, OR STOP BY ONE OF OUR OFFICES TO MAKE SURE WE HAVE YOUR MOST UP-TO-DATE DETAILS.



www.bigcountry.coop

March 2025

OUR COMMITMENT TO SAFETY



At Big Country Electric Cooperative, safety isn't just a priority—it's a core value. Every two years, our employees participate in CPR and First Aid certification training, ensuring they are prepared to respond in an emergency, whether at work or in the community.

This year, our team worked hands-on with Melissa Woodard, RN, CEN, of Healthcare Education Resources, who traveled from Abilene to lead the training. Her expertise helped reinforce best practices for CPR techniques, first aid response, and emergency preparedness.

We appreciate Melissa's guidance and our employees' dedication to keeping themselves, their coworkers, and our members safe—on and off the job.

Safety is at the heart of what we do, and staying prepared is just one more way we look out for each other.





Committed to Community

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



SPRING PLANTING SAFETY TIP

Train those you work with, including seasonal employees, to be aware of power line locations and proper clearance distance.

Roby VFD's "Quick Attack" Truck Gets a Bold New Look

In 2023, the cooperative retired a truck from our fleet and donated it to the Roby Volunteer Fire Department (VFD) to help support their emergency response efforts. Recently, the Roby VFD secured a recruitment grant from the Texas A&M Forest Service, which they used to wrap the truck in a bold black and red design featuring the Roby Lions and Lady Lions logo.

This eye-catching wrap isn't just for looks—it serves an important purpose. Dubbed the "Quick Attack" truck, the vehicle helps firefighters quickly assess the level of danger when responding to a call. With a 350-gallon water capacity, it can also extinguish small fires before they escalate.

BCEC employee and Roby VFD volunteer firefighter Arron Duniven emphasized the significance of the new design. "Having the Roby school logo is our way of supporting our school and community while also promoting recruitment to our local VFD program," he said. The truck's striking appearance also makes it more visible to the community, helping to raise awareness about the department's role and the need for more volunteers.

The Texas A&M Forest Service recruitment grant is available to all volunteer fire departments and can be used for vehicle wraps, billboards, banners, and other promotional materials—though it cannot be used for apparel.

Volunteer fire departments play a vital role in keeping our communities safe, and they rely on local support. If you'd like to support the Roby VFD, visit their Facebook page at facebook.com/robvfire. If you're interested in supporting another local VFD, contact us for more information on how you can help.



Which Irrigation Rate Option Suits Your Needs?

Each year, irrigators are provided with the opportunity to select options that best suit their needs. BCEC offers the following irrigation options:

A Flat Rate:
Uses one set charge for all kWh used.

B Stepped Charge:
Involves a stepped charge structure where a portion of the usage incurs higher charges, while the remaining usage is billed at lower rates. This option is more economical for irrigators who water more than 45% each month.

C Off-Peak Usage:
Allows usage during a set off-peak period during the month. Usage during the on-peak period results in an on-peak demand charge. This option is best for those who can water during the off-peak periods.

It's important to note that irrigation options are selected annually and cannot be changed during the year once the selection has been made. The annual horsepower charge is billed in April. Letters, or emails for those who have opted in, will be sent out to irrigators outlining irrigation options and corresponding rates. Alternatively, you can be proactive and fill out the form online at bigcountry.coop/form/irrigation-rate-options. Please call us if you have any questions.

Do you have UNCLAIMED CAPITAL CREDITS?

WE DISTRIBUTE CAPITAL CREDITS TO MEMBERS EACH YEAR, BUT SOMETIMES MEMBERS MOVE, PASS AWAY, OR CAN'T BE LOCATED—LEAVING FUNDS UNCLAIMED.

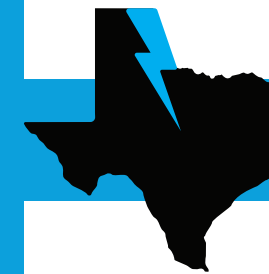
HOW TO CHECK FOR UNCLAIMED CAPITAL CREDITS:

- Visit ClaimItTexas.org
- Enter your name or a family member's name
- Claim any funds that belong to you!

KEEP YOUR CONTACT INFO UPDATED!

Even if you've moved or closed your account, make sure we have your current mailing address, phone number, and email to receive future capital credit payments.

NEED TO UPDATE YOUR INFO? CONTACT US TODAY!



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.

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.