

HOW TO IDENTIFY A CO-OP EMPLOYEE

Scammers will sometimes pose as utility employees, trying to get you to give them payment on a supposedly overdue bill or hand over your credit card information. Big Country Electric Cooperative will never call and demand an immediate payment.

IF YOU GET A CALL THAT SEEMS FISHY...
... hang up! And then call us at 325-776-2244.

CHECK IDS & TRUCKS

Our crews carry identification, and you'll recognize our logo on our trucks when you see us out in the field. If you have questions about someone claiming to be affiliated with the co-op, give us a call and we'll be happy to confirm whether they're an employee or hired contractor.

VERIFY BEFORE ENTRY

Our crews may need to access your property, but they will very rarely, if ever, need to access the inside of your home. If a worker is requesting to enter your house, don't hesitate to contact the co-op to verify they are who they say they are.

REPORT A SUSPECTED SCAM

BCEC employees are members of the community, and we don't want to see our neighbors get scammed. If you suspect you've fallen victim to a scam, please contact the cooperative and local authorities.

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 Electric Cooperative 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.

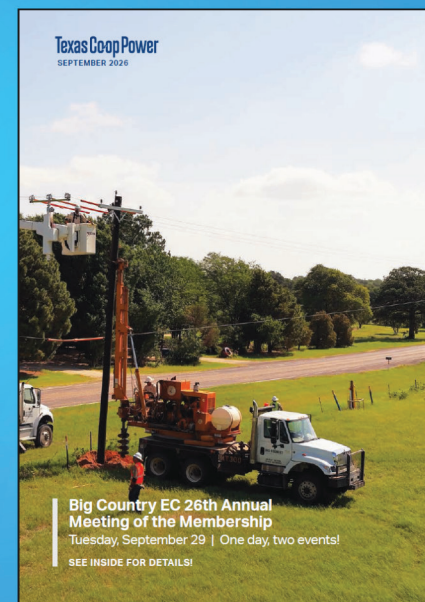
Restoration then follows this order: transmission systems, substations, main distribution feeders, distribution laterals, medical priority and critical loads, and individual loads.

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.

BIG COUNTRY ELECTRIC COOPERATIVE Membergram



THANK YOU!

To our co-op members who viewed our annual reports online and stopped by our offices during Open House—thank you for taking part in this year's Annual Meeting activities!

We appreciate every opportunity to visit with our members and hear from the people we serve.

It's the Cooperative difference!

This October Membergram was prepared for print before our September 29 Annual Meeting and Member Appreciation Open Houses, so we weren't able to include photos and highlights from the day.

We look forward to sharing a recap of the meeting, along with moments from our open houses in Roby, Snyder and Stamford, in the November Membergram.

ARE YOU UTILIZING SMARTHUB?

Register your electric account through SmartHub to check and track usage, report outages, pay your bill, update contact information, and so much more!



www.bigcountry.coop

October 2026

2026 Rate Update Summary

The following tables show the phased rate adjustments approved by the Board of Directors.

Changes will begin with the November 2026 billing (for October usage) and will be implemented gradually over a three-year period to help lessen the impact on members.

Beginning November 2026			
COMMERCIAL SERVICE TYPE		ENERGY CHARGE (per kWh)	
	Auxiliary Services greater than 25 kW (AS > 25)	Current Rate	New Rate
		\$0.055695	→ \$0.065
	Primary and Secondary 51HP up to 150HP, and 350HP (SS150, PS150, SS350, and PS350)	Current Rate	New Rate
		\$0.055695	→ \$0.065
	Greater than 350HP (S > 350 and P > 350) Greater than 350 HP	Current Rate	New Rate
		\$0.046764	→ \$0.065
	Nov. 2026	Nov. 2027	Nov. 2028
Residential	\$34.00 → \$38.00	\$38.00 → \$42.00	\$42.00 → \$46.00
Farm	\$28.50 → \$32.00	\$32.00 → \$36.00	\$36.00 → \$40.00
Seasonal	\$34.00 → \$38.00	\$38.00 → \$42.00	\$42.00 → \$46.00

What does my facility charge cover?

Ever wondered what your monthly facility charge supports? It takes a solid infrastructure and great people to keep safe, reliable, and affordable power flowing to your home.

Here's how BCEC's facility charge breaks down:



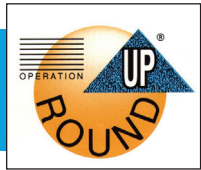
ENCOURAGE STUDENTS YOU KNOW TO

Apply **TODAY** for THE TRIP OF A LIFETIME

150 TEXANS
7 DAYS IN D.C.
0 DOLLARS

Youth TEXAS
Tour
June 15-23, 2027

BIGCOUNTRY.COOP/YOUTH-TOUR



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: Helping Our Communities

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 on November 10, 2026 at 5:30 p.m.

In September, the following organizations were approved for Operation Round Up Grants:

Haskell Experienced Citizen Center	\$4,000
Scurry County Ministerial Alliance	\$2,000
Texas Ramp Project	\$1,600
West Texas Children's Advocacy Center	\$2,000

HAVE YOU HEARD OF THE BIG COUNTRY DEVELOPMENT CORPORATION?

BCDC puts a portion of unclaimed capital credits retained by BCEC under Texas law to work in our communities. Those funds may support projects that create jobs and encourage local growth, including workforce development, community infrastructure and tourism.

Applications are reviewed quarterly.
Learn more & apply: bigcountry.coop/bcdc



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.comptroller.texas.gov/taxes/ag-timber. 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.



As pumpkins start to pop up in grocery stores and holiday parties hit your calendar, it's a good time to make sure you and your home are ready for the new season. One way to prepare is to perform an electrical safety checkup on your house. Here are some things to keep in mind.

Check your smoke detectors. Since it's cooling down, you're probably using more electrical devices for heat and in the kitchen. It's important that your smoke detectors are working so you'll be aware if a fire breaks out in your home. If you notice they aren't working properly, call an electrician to check it out.

Use space heaters safely. Space heaters can be an easy way to heat a room quickly. But be sure nothing is touching the heater and nothing flammable is close by. And make sure to plug your space heater directly into an outlet rather than an extension cord.

Check extension cords. Cooler weather and the holidays call for a lot of lights and a ton of decorations—most of which require electricity. Check extension cords for damage and replace them as needed to make sure everything is working properly. For outdoor lights, make sure you're using surge protectors and weatherproof extension cords to keep them safe from the elements.

Sweep away leaves. Leaves are bound to end up in your yard as we head into fall. Keep those leaves away from your outdoor lighting, outlets and power cords because dry leaves can easily catch fire if a spark lands on them. Keep outdoor air conditioning units free of leaves, dirt and debris, ensuring the unit is in top shape so you won't have to worry about damage later on.

Be careful with electric blankets. While a heated blanket is a great way to stay warm while watching holiday movies, make sure you're using it safely when you pull it out for the season and you aren't putting anything on top of it while it's in use. Never let your pets sleep on it.

MAKE SAFETY A PRIORITY THIS FALL

2027 SCHOLARSHIP OPPORTUNITIES

Apply today!!

BCEC ACADEMIC SCHOLARSHIP

Deadline: March 1, 2027

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

GSEC DIRECTORS' MEMORIAL SCHOLARSHIP

Deadline: March 1, 2027

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

TREWA SCHOLARSHIP

Deadline: March 15, 2027

Twenty \$1,500 scholarships for TREWA members (\$10 annual fee) and their children.

For full details and applications, visit bigcountry.coop/scholarships.



WARD OFF Energy Vampires

This Halloween, keep ghost and goblins at bay - while saving energy and money - with these home energy efficiency tricks.



Keep your cauldron bubbling without wasting energy! Use a slow cooker for hearty fall meals instead of the oven.

Dress your windows in warm, thick curtains to keep the chill out—no need for a spell when you can use insulation!



Stop unwanted spirits (and chilly drafts) from entering your house by sealing air leaks around windows, doors, and air ducts.



Don't let the ghosts of high bills haunt you! Use a programmable thermostat to keep your home cozy without overdoing it.

70°

No garlic needed! Ward off vampires with energy-efficient light bulbs.

Beware of the phantom load! Unplug chargers and devices when not in use to keep those energy vampires at bay.



WE'RE HERE FOR YOU.

We offer **variable budget billing** for **residential accounts**. Variable budget billing uses an actual average for a rolling twelve-month period.

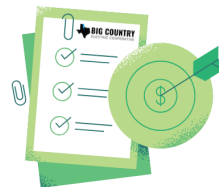
Members on fixed incomes or those who prefer to have an average monthly electric bill for their residential meter could benefit from our Budget Billing option.

Instead of seeing large swings during high-use months, your bill is adjusted to reflect a more consistent monthly amount based on your usage history. Because it uses a rolling average, your monthly amount may adjust gradually over time as your usage changes.



To qualify, the account must have at least 12 months of usage history at the service location so an accurate average can be calculated, and the account must be current.

If you're having difficulty paying your BCEC bill, please call during regular business hours. We will work with you as much as possible to make payment plans.



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.