

# HOT LINES



Midwest Electric, Inc.

A Touchstone Energy® Cooperative 

August 2019

News about your community and cooperative

419.394.4110 | 1.800.962.3830  
www.midwestrec.com

## IMPORTANT MEMBER INFO

### The distribution charge and *your co-op*

Where you live impacts your electric bill. Because our service territory is rural-based, we have much fewer customers per mile of line. It costs us just as much as other utilities in cities to get electricity to you safely and reliably, but we get much less revenue in return.

We're not-for-profit and return patronage cash-back regularly, but we need funds to cover fixed costs such as poles, wires, meters, transformers, generating capacity, and other resources to ensure that electricity is available when you need it.

We must also do maintenance and repair outages. Simply having service available comes at a cost — just like having a cell phone.

Still, we have some of the lowest rates among the 24 cooperatives in Ohio. We haven't had a rate increase since 2010. And, because you see our employees working hard to hold down costs, you gave us our highest-ever customer satisfaction score this year: 91.

Thanks for taking time to understand our unique, member-owned business model and for being awesome cooperative members!

### Ready for the US 127 World's Longest Yard Sale?

Stop by Niekamp Farm & Antiques  
Market in St. Henry with 60+ vendors!



Mike and Brenda Niekamp are Midwest Electric members! Check out all 4 of thier buildings with collectibles, archery goods, lawn furniture, home-cooked food, and more!  
6133 Olding Road, St. Henry ([www.niekamp.com](http://www.niekamp.com))



### Going the Extra Mile

Electric cooperatives maintain more miles of power lines per consumer than other types of electric utilities. Even though they serve fewer consumers and acquire less revenue, electric co-ops always go the extra mile to power the communities they serve.



**Electric Co-ops**



Consumers served per mile: **8**  
Revenue: **\$19,000**

**Other Electric Utilities**



Consumers served per mile: **32**  
Revenue: **\$79,000**

Sources: EIA, 2017 data. Includes revenue and consumer averages per mile of line.

CALENDAR

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27

# Reminders

## Community Connection Fund seeks trustees



Our CCF is looking for a trustee from Allen-Putnam, Mercer-Darke, and Auglaize-Shelby counties to serve on the board.

You'll be reimbursed for related expenses, and no background is necessary. Current trustees say serving gives them "tremendous satisfaction" and teaches them about local needs. Please contact Dave Waltermire at [dwaltermire@midwestrec.com](mailto:dwaltermire@midwestrec.com) if you're interested or would like more information.

## Death in the family?

If an account holder passes away, please contact us at your earliest convenience so the patronage account can be paid out or transferred.

## Save money with rebates

We offer rebates for everything from new ENERGY STAR refrigerators to geothermal or air-source heat pumps. We'll even help pay for new electric water heaters, insulation, air sealing, and other energy efficiency measures. Call our office or visit [midwestrec.com/rebates](http://midwestrec.com/rebates) for details.

## Win \$100: Sign up for outage texts

Get real-time updates straight to your phone by signing up for outage notifications. You must have a SmartHub account (either desktop or mobile app) first. Visit [midwestrec.com/outage-notifications](http://midwestrec.com/outage-notifications) or call our office for instructions.

*You'll be entered to win a \$100 bill credit by signing up!*



## DISCONNECT NOTICES: how they work & what to do



Midwest Electric bills are due by the 10th of each month. If your bill is still unpaid by the time of the next monthly billing, then that month's printed bill will include text saying **\*\*Disconnect Notice.\*\*** Payments to avoid a disconnection of service must be received in our office or via our website by the date listed on the notice.

In addition to the printed disconnect notice on your bill, we make many attempts to contact

members who are behind on their bills. We place automated calls, send e-mails, and make personal phone calls.

**We are flexible about making payment arrangements with members who respond to our contact attempts.** However, once an employee visits your home to collect, no arrangements will be made. The full amount due, plus fees, must be paid.

If an employee is sent to your home to collect a delinquent bill/disconnect service for non-payment,

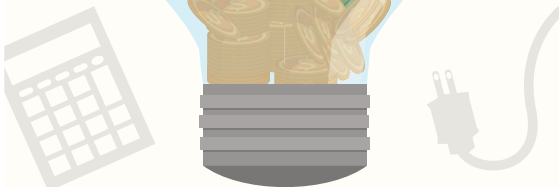
a collection fee will be added. All outstanding charges on disconnected accounts must be paid — including past electric use, collection and reconnection fees, and security deposit — before we'll reconnect the electric service.

Accounts that have been disconnected for non-payment will be sent to a collections agency. Collections, legal, and other fees may also be added to these accounts. Please read all notifications carefully and call us with questions.

*Ready to save?*

## TRY OUR ENERGY CALCULATORS

VISIT [MIDWESTREC.COM](http://MIDWESTREC.COM)



LIGHTING, HEATING & COOLING, APPLIANCES, & MORE!

## Community Calendar

- ◆ Aug. 1-4 **Coldwater Picnic**, Coldwater, Ohio, [www.coldwaterpicnic.com](http://www.coldwaterpicnic.com)
- ◆ Aug. 2 **Rally in the Square 2019**, town square, Lima, 419-222-1721
- ◆ Aug. 2 **The Everyly Set**, Niswonger Performing Arts, Van Wert, 419-238-6722
- ◆ Aug. 2 **John Denver Tribute**, Niswonger Performing Arts, Van Wert, 419-238-6722
- ◆ Aug. 2-4 **Encore Theatre**, Lima, 419-223-8866
- ◆ Aug. 3 **Annual LARKS**, Elida Rd., Lima, 419-302-5387
- ◆ Aug. 4 **Author Mary Stockwell**, Fort Recovery State Museum, 419-375-4384
- ◆ Aug. 8-11 **Summerfest**, St. Marys, [www.stmaryssummerfest.com](http://www.stmaryssummerfest.com), 419-300-4611
- ◆ Aug. 11 **Allen County Fair Parade 2019**, downtown Lima, 2 pm, 419-228-7141
- ◆ Aug. 11-18 **Bremenfest**, New Bremen: 5k and fun runs, rides, food, cornhole tournament, beer tents, bike tour, ninja warrior course, mud volleyball, bingo, magic and talent shows, bands, and more; [www.bremenfest.com](http://www.bremenfest.com)