

E L E C - O - N E W S

Happy Birthday America!



Extension Requests Now Automated!

Upshur Rural Contractors

We have numerous contractors that work for us on a regular basis and some that we hire from time to time.

Any contractor hired by Upshur Rural will have a badge issued by URECC for proper identification. Our company logo will also be visible on their vehicles.

Contractors will never ask to enter your home or other structure and they will never request payment for accounts.

Currently we have contractors working in the Kilgore area doing pole inspections, which includes recording the GPS location of the pole and meters. We also have contractors that work regularly to keep right-of-ways clear.

If you ever have a question in regards to the validity of our contractors, please feel free to call a member service representative at 903.843.2536 or 800.259.2536.

- A. Each qualifying member will be allowed one extension every 6 months, not to exceed 2 extensions per calendar year.
- B. In order to obtain an extension, **the member will need to make the request over the secure payments line**, which is an automated request system. In the event a member is not capable of completing the request by phone, we will have representatives available to handle such requests.
- C. Extension approvals are based upon credit rating and number of month's credit history. Extensions requested on accounts with a credit rating of 5 or below and a minimum of 12 consecutive months of credit history, will be approved for an extension in accordance with limitations shown above in Item A.
- D. Extensions will not be given on balances less than \$25 or over \$300. Past due balances that are over 30 days past due are not eligible for an extension.
- E. If the account meets all of the qualifications outlined above, we will extend up to 10 days past the cutoff date.

Capital Credits

Since Upshur Rural Electric is a Cooperative, there are rules and regulations that we must comply with. One is that we are a non-profit organization. We cannot make a profit. If there are any monies left over after expenses, they are called margins. Each year the Cooperative allocates the previous year's margins using capital credit factors. These factors, when multiplied by your total billing during 2014 will determine the amount of capital credit assigned to your capital credit account.

The capital credit factors for the year 2014 are as follows:

Type of Service	Factor
Residential	6.674%
Small Commercial	6.858%
Security Lights	12.034%



Capital Credit refunds are normally processed each December.

Right-Of-Way Program

Upshur Rural Electric Cooperative has no control over power outages caused by severe weather; *however*, the frequency and duration of outages can be limited through a vigilant right-of-way clearing program.

Tree trimming, and

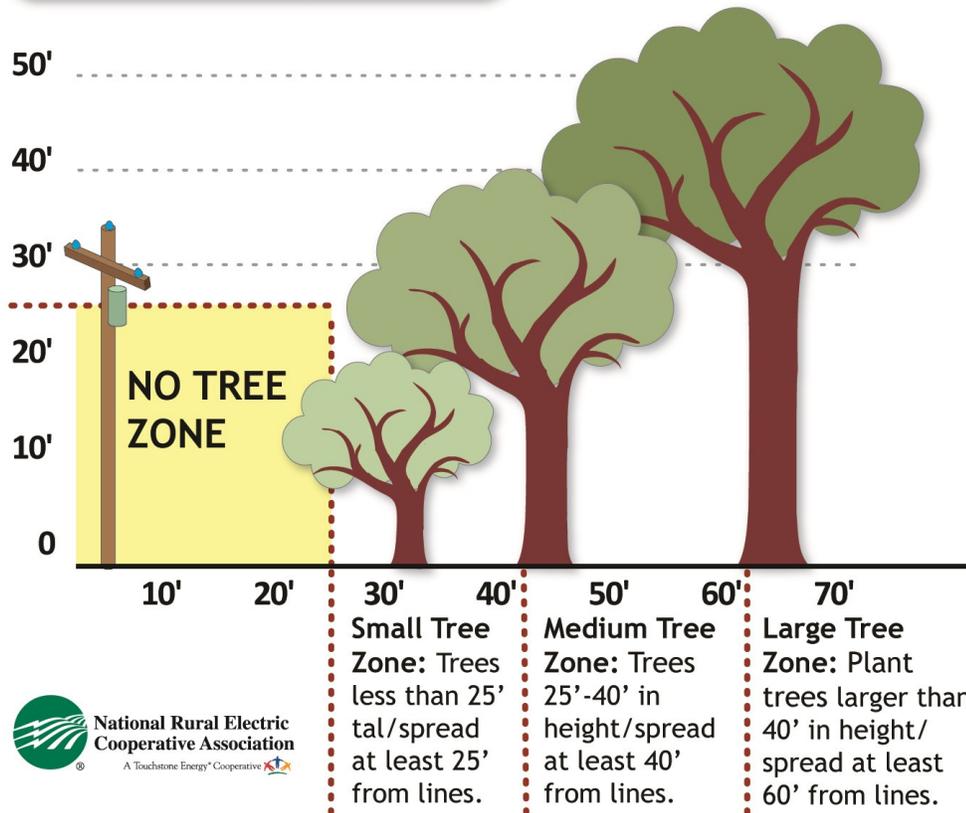
all phases of right-of-way maintenance, are essential to ensuring reliable electric service. This is particularly true in rural areas where trees and other vegetation are more dense. A major portion of electric interruptions are caused

by momentary contact between power lines and tree limbs.

Supplying safe and reliable electric service is a top priority, and our right-of-way maintenance program is vital in helping us meet that commitment to our Members. If you are

planning to plant any trees, locate the power lines before any digging. Plant trees far enough away so they will not come in contact with the lines.

Tree Planting Guide



Credit Card Payment Rate Changes

Effective July 1, 2015, businesses with a rate classification of C, LPI and C-1 will no longer be able to pay by credit card. We apologize for any inconvenience this may cause and appreciate your understanding in this matter.

Sign Up For Bank Draft!

Sign your account up on bank draft in June, July or August and be entered into a drawing for a \$100 credit on your bill! We will be drawing 15-\$100 winners each month!