Member Handbook

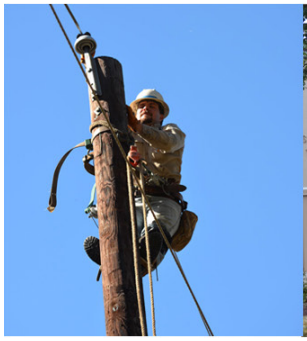
Welcome to URECC

Upshur Rural Electric Cooperative, Inc.

Established 1937

urecc.coop

Benefits of Being a Member



Upshur Rural Electric Cooperative is a non-profit electricity provider to rural areas in ten northeast Texas counties. Our goal is to provide service to better the lives of our members.We provide power to light the homes and businesses in our rural communities. While striving to provide the most affordable rates possible, we work to educate our members on energy efficiency which not only helps our members manage their bills, but it benefits the environment. The URECC Board of Directors and all employees live locally. Decisions made concerning power topics are made by East Texas residents, not a profit driven board of directors living in another state. The monetary investment spent on your power bill helps support the local economy by staying right here in East Texas.

WHAT IS AN ELECTRIC COOPERATIVE?

Electric cooperatives are private, non-profit businesses governed by their member-owners. Two federal requirements for all co-ops are democratic governance and operation at cost. Specifically, every member-owner can vote to choose local boards that oversee the co-op and the co-op must, with a few exceptions, return to member-owners revenue above what is needed for operation. Under this structure, electric co-ops provide economic benefits to their local communities rather than distant stockholders.

WHAT IS A MEMBER?

When you sign up for service from Upshur Rural Electric, you are not just a customer, you are a member-owner of the cooperative. As a member-owner of Upshur Rural Electric, you are doing business with a company in which you have a vested interest.

HOW DOES IT WORK?

Upshur Rural Electric joins forces with several other cooperatives in our area to purchase power in bulk from wholesale providers in order to get the best possible price available. Power is purchased from our providers and transmitted to our members through a series of substations and transmission and distribution lines.

WHAT ARE CAPITAL CREDITS?

Since Upshur Rural Electric is a non-profit organization whose members are in essence the owners, any monies collected above what is necessary to operate the business are returned to our members in the form of patronage capital credit. This benefit flows to a member-owner in the amount of energy that is used by each member-owner in that past return year instead of basing it on who has invested more in the company. The Board of Directors decide the percentage to refund, taking into consideration the possible fluctuation of the cost of power and the financial strength of the cooperative.

About Us

Upshur Rural Electric Cooperative Corporation

Our Mission

To provide affordable, diversified, reliable energy consistent with sound economy, safety, and quality management to our members and communities we serve.

Seven Cooperative Principles

Cooperatives around the world operate according to the same set of core principles and values, adopted by the International Co-operative Alliance. These principles are a key reason that America's electric cooperatives operate differently from other electric utilities, putting the needs of their members first.

1 Voluntary and Open Membership

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political, or religious discrimination.

2 Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote) and cooperatives at other levels are organized in a democratic manner

3 Members' Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative, and supporting

4 Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

5 Education, Training, and Information

Cooperatives provide education and training for their members, elected representatives, managers, and employees so they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

6 Cooperation Among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.

7 Concern for Community

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

Serving East Texas for 85 Years

Upshur Rural Electric Cooperative began on October 2, 1937, and ever since then URECC has striven to provide safe, affordable, and reliable energy to our members.

URECC now serves over 46,000 meters across 10 counties in East Texas.

Approximately 20% of our power comes from renewable energy sources, such as hydro-electric dams, wind, with solar in the future.

Upshur Rural Electric Cooperative is committed to serving our member-owners to the best of our ability. URECC will continue to work to provide Affordable, Diversified, and Reliable energy.

Money spent with a cooperative flows directly back into the local community.

The URECC SmartHub App and URECC Website

The URECC SmartHub App puts your account at your fingertips...

On the URECC SmartHub App you can:

- Report an outage.
- Pay your bill.
- Monitor your usage.
- Contact URECC.
- Receive important notices & information.
- ...And so much more.

Download the App now from Google Play or the App Store.

*Please make sure you are downloading the URECC Smarthub App.

For assistance in downloading or signing up for SmartHub, please call URECC at 903 843-2536, or toll free at 800 259-2536.

URECC.coop

On the website, URECC.coop, you can:

- Sign into your account.
- Report an outage.
- Pay your bill.
- Monitor your usage.
- Contact URECC.
- Chat with member services
- Download forms & Reports
- View the current outage map
- Read local, state, and federal news updates.
- Access the monthly URECC digital nagazine,

...And much much more!

Sign up or sign into your account at urecc.coop.

Table of Contents

Account Number(s)..... Page 6
Account Verification..... Page 6
Application for Membership/Electrical Service Bank Draft..... Page 6
Billing..... Page 6
Budget Billing..... Page 7
By-Laws..... Page 7
Capital Credits..... Page 7
Contact Us..... Page 7
Cooperatives..... Page 8
Deferred Payments...... Page 8
Deposit Information..... Page 8
Disconnect With Notification..... Page 9
Disconnect Without Notification..... Page 10
Discontinuing Service...... Page 10
Disputed Bills..... Page 10
ETREYS/Youth Tour..... Page 10
Service Fees..... Page 11
Generator Safety Tips..... Page 11
Hours of Operation..... Page 12
Identification Requirements..... Page 12
Line Locates..... Page 12
Money Gram..... Page 13
Meter Testing..... Page 13
Outages..... Page 13
Outage Preparations..... Page 14
Outage Restoration..... Page 14
Outdoor Lighting..... Page 14
Payments..... Page 15
Payment Arrangements..... Page 15
Pre-Paid Metering–*Power2Go*..... Page 15
Rate Schedules..... Page 15
Right of Way Easements..... Page 16
Safety..... Page 16
Scholarships..... Page 17
Service Area..... Page 17
URECC Smarthub App..... Page 17
Spec Sheets..... Page 17
Member Policies..... Page 17
Tree Trimming–Dead Tree Issues..... Page 17
Tree Trimming– Right of Way Maintenance..... Page 18
Utility Assistance..... Page 19

ACCOUNT NUMBER(s)

Member Account Number(s): _____

_____

_____

Record your account number (or numbers if you have more than one account) here so it will be handy in case you have a question on your statement or in the event of a power outage. Outages may be reported through our Upshur Rural Smarthub app or by calling the Outage Reporting Numbers listed in the contact information listed below.

ACCOUNT VERIFICATION

With phone scams on the rise, please be aware that Upshur Rural will never call you requesting account or payment information. We have identification requirements that are put in place to protect you when you call in. If you receive a call from someone stating that they are an Upshur Rural Electric employee requesting information, please call one of our Member Service Representatives.

APPLICATION FOR MEMBERSHIP AND ELECTRICAL SERVICE

An application for membership may be downloaded off our website at www.urecc.coop, you may contact a Member Service Representative and have an application mailed, faxed, or emailed to you, or you may come to our office at 1200 W Tyler Street in Gilmer, Texas.

BANK DRAFT

Members may choose to have their bill automatically drafted on the bill's due date through their bank or financial institution. There are no convenience fees for paying by bank draft. To sign up for this program, click on our SmartHubb app (which can be downloaded off our website) and sign up there (voided check not required for setup on the SmartHub app). You can also fill out the "Bank Draft Form" and return it with a voided check. Bank Draft Forms may be found on the back of the stub portion of you bill and may also be downloaded off our website at urecc.coop/reports-forms. Once downloaded, select "Bank Draft Authorization."

Please Note: Any billing generated prior to bank draft instructions being activated on an account will NOT draft. Once set up on bank draft, you will continue to receive your bill marked "Bank Drafted" at the regular time showing the exact amount and date of the draft.

BILLING

Your bill for electric service is issued monthly and is due and payable at the Cooperative's office on or before the due date, which is sixteen (16) days after issuance. Your bill for electric service will become delinquent if unpaid by the due date. The due date falls on a holiday or weekend, the due date for payment purposes shall be the next working day after the due date. If your bill is not paid by the due date, a Termination Notice will be sent to you at least ten (10) days before a stated date of disconnection. a five percent (5%) late payment fee will also be assessed if your bill is not paid by the due date. If the cutoff day falls on a weekend or holiday, the cutoff with be made on the next working day.

BUDGET BILLING

Budget Billing helps Members budget for their electric bills by averaging their payments on a monthly basis. It helps absorb the highs and lows of summer and winter. More information regarding Budget Billing and the criteria for signing up can be downloaded on our website at urecc.coop/reports-forms, then select "Budget Billing Application."

BY-LAWS

It is the aim of Upshur Rural Electric Cooperative Corporation to make reliable electric energy available to its member-owners at the lowest cost consistent with a sound economy and good management. A complete copy of our By-Laws can be downloaded on our website at urecc.coop/reports-forms, then select "By-Laws."

CAPITAL CREDITS

Since Upshur Rural Electric is a non-profit organization whose members are in essence the owners, any monies collected above what is necessary to operate the business are returned to our members in the form of patronage capital credit. This benefit flows to a member-owner in the amount of energy that is used by each member-owner in that past return year instead of basing it on who has invested more in the company. The Board of Directors decides the percentage to refund, taking into consideration the possible fluctuation of the cost of power and the financial strength of the cooperative.

CONTACT US

Address: 1200 W Tyler Street, Gilmer, TX 75644 or P.O. Box 70, Gilmer, TX 75644

URECC Smarthub App:
The URECC Smarthub app can be downloaded off our website or by searching for Upshur Rural in your app store. It is available for Apple, Android, and web devices. It will connect your directly with Smarthub and will allow you to look up information, pay your bill, and report an outage.

Contact Member Services:

Online Chat on Smarthub and urecc.coop

Email:memberservice@urecc.coop

Phone: 903-843-2536 or 800-259-2536

Automated Pay by Phone: 855-939-3744

Report an Outage:
Directly to dispatch on the Smarthub app
By texting "OUT" to 855-939-3744
(his will only work for members with ONE meter associated with their account.)

Phone: 903-680-2100 (local) or 866-804-1674 (long distance)

New Construction:
Phone: 903-682-0289 **Email:** newconstruction@urecc.com

Member Complaints:
Submitting Complaints to Cooperative: Member complaints must first be submitted to Cooperative personnel. A member complaint may be made in person at any of the Cooperative's offices, by telephone, or in writing. However, if a member desires a written response to a complaint, then the complaint must be submitted in writing. Any official and authoritative Cooperative response to a complaint submitted in writing shall be approved by Cooperative management and shall be in letter form on Cooperative letterhead that will be mailed, faxed, or provided as a secure document via electronic means. ***Continued on page 8.***

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Board Consideration of Complaints: If a member is not satisfied by the Cooperative's resolution or response to a complaint, then the member may submit the complaint in writing to the Board for consideration. The Board will only consider complaints that are submitted in writing.

If a member is not satisfied by the Cooperative's resolution or response to a complaint, then the member may also present the complaint to the Board in person for consideration. In order to meet witht he Board regarding a complaint, a member must submit the complaint in writing to the Board and request a meeting with the Board. The Board may ask questions about the complaint but may choose not to deliberate the merits of the complaint or provide a response to the complaint during a meeting with a member.

The Board will provide a response to a complaint after the Board has had adequate time to investigate, consider, and determine an appropriate response to the complaint.

COOPERATIVES

Electric cooperatives are private, non-profit businesses governed by their member-owners. Two federal requirements for all co-ops are democratic governance and operation at cost. Specifically, every member-owner can vote to choose local boards that oversee the co-op and the co-op must, with a few exceptions, return to member-owners revenue above what is needed for operation. Under this structure, electric co-ops provide economic benefits to their local communities rather than distant stockholders.

DEFERRED PAYMENTS

If you are a residential member and cannot pay your bill, you may enter into a deferred payment plan if the Cooperative has not issued more than two termination notices on your account in the previous twelve (12) months. You should contact the Cooperative before the due date of the bill if you need a deferred payment agreement. Your service will not be cut off if you pay current bills and a reasonable amount of the outstanding bill and the balance in reasonable installments until the bill is paid. You will not be required to pay more than 1/3 of the total deferred amount when entering into a deferred payment plan. If you do not meet the terms of a deferred payment plan, your service may be terminated after proper written notice.

If you contact the Cooperative to discuss your inability to pay a bill or request payment assistance. the Cooperative must fully inform you of the availability and eligibility requirements of all alternative payment and payment assistance programs.

DEPOSIT INFORMATION

A. To secure payment of electric bills, the Cooperative may require applicants/members to provide deposits if applicant cannot show satisfactory credit. Generally you do not have to pay a deposit if you can prove that:

- You have been a customer of any utility for the same kind of service within the last two years.
- You are not delinquent in payment of any such utility service account.
- You have had no more that two late payments during the last twelve (12) consecutive months of service.
- You have never had service disconnected for nonpayment.
- You also do not have to pay a deposit if you are 65 years of age or older and have no outstanding account balance with the Cooperative or another utility for the same service during the past two years.

Continued from page 8.

B. Instead of paying an initial deposit, you may furnish the Cooperative a written guarantee sufficient to cover the amount of deposit you otherwise would have to pay by a cosigner. The amount of guarantee shall be clearly indicated on any documents or letters signed by the guarantor.

C. Initial deposits shall be equivalent to two (2) times the average billing or a minimum of $300.00.

D. During the first 12 months of service, or anytime thereafter, an additional deposit amount of up to two (2) times the highest bill in the previous months billings may be required due to any of the following:

- Member has paid late two or more times.
- Account has been disconnected for non-payment.
- An account has a payment returned due to insufficient funds.
- An additional deposit may be required to be made within ten (10) days after issuance of written notice of termination and requested additional deposit.

E. The Cooperative shall pay interest on member deposits based on the average yield on twenty-six (26) week Treasury Bills during the past twelve (12) months, as established by the Public Utility Commission of Texas. The rate is set each December for the following year. Interest accrued during the year shall be paid yearly as a credit posted to the member's account. Interest earned from the date of the deposit through the date the deposit is refunded.

F. Deposits are refunded upon disconnection of service and when members have paid twenty-four (24) consecutive residential, commercial or industrial billings without having service disconnected for non-payment of a bill and without having more than two occasions in which a bill is delinquent, and when the member is not delinquent in payment of current bills. The Cooperative will promptly refund the deposit and accrued interest in the form of credit to the member's account.

DISCONNECT WITH NOTIFICATION

A member's electric service may be disconnected, after proper notice has been given for any of the following reasons:

- Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement.
- Violation of the Cooperative's rules pertaining to the use of service in a manner in which interferes with the service of others or the operation of non-standard equipment, if a reasonable attempt has been made to notify the member and the member is provided with a reasonable opportunity to remedy the situation.
- Failure to comply with a deposit or guarantee arrangement when required by the Cooperative's Member Policy.

If the Cooperative for any reason has disconnected service, it will be necessary for the member to contact the Cooperative and comply fully with the Cooperative's member policies before service will be reconnected.

DISCONNECT WITHOUT NOTIFICATION

A member's electric service may be disconnected, without notice, for the following reasons:

A. When a known dangerous condition exists for as long as the condition exists.

B. Tampering with the Cooperative's meter or equipment or by bypassing the same.

If the Cooperative for any reason has disconnected service, it will be necessary for the member to contact the Cooperative and comply fully with the Cooperative's member policies before service will be reconnected.

DISCONTINUING SERVICE

To discontinue service with Upshur Rural Electric, the member must call or come by our office. The following information is required:

A. The service address, meter number, or account number.

B. Two forms of personal identification.

C. The date electric service should be discontinued.

D. Your forwarding address.

DISPUTED BILLS

If there is a dispute between a member and the Cooperative regarding the amount due on a credit account for electric service, the Cooperative shall investigate the disputed amound and report the results to the member. A member's electric service shall not be discontinued for failure to pay a legitimate disputed amount, as determined by the Cooperative, until the Cooperative resolves the dispute; however, the member is still required to pay any amount due on a credit account that is not in dispute.

ETREYS

Upshur Rural Electric participates in a unique program for Sophomore and Junior students. The East Texas Rural Electric Youth Seminar (ETREYS) gives students a chance to enhance their leadership and problem-solving skills in a positive learning environment while experiencing life on a college campus. While there, students have the opportunity to compete for scholarships.

Applications are available each year to students with parents or guardians that are URECC members with active accounts. Deadline for applications to be submitted to our office is April 15th. If April 15th falls on a weekend, applications will be due the following Monday. For more information, you may contact one of our Member Service representatives or visit our website at urecc.coop/etreys.

TEC Youth Tour to Washington D.C.

Each June, URECC sends one student on the Government in Action Youth Tour, sponsored by Texas Electric Cooperatives. The chosen student will join students from across the state on an all-expenses-paid trip to the nation's capital. In Washington, Youth Tour participants get to see with their own eyes sights that they may have only ever experienced in history books or on television. Applications are available at urecc.coop/youth-tour and must be returned by February 15th. If the the 15th falls on a weekend, applications will be due the following Monday. For more information, you may contact one of our Member Service representatives or visit our website at urecc.coop/youth-tour.

SERVICE FEES

Meter Test Fee.....$50.00

Meter Tampering Fee.....$100.00 (increasing $50 with each subsequent occurrence)

Administrative Fee

Connect/Transfer– In Office.....$25.00

Administration Fee– w/trip.....$50.00

Trip Charge.....$50.00

Returned Item Fee.....$30.00

Convenience Fee for credit/debit cards, electronic checks....$2.50

GENERATOR SAFETY TIPS

Portable generators are useful when temporary or remote electric power is needed, but they also can be hazardous. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning from the toxic engine exhaust, electric shock or electrocution, fire, and burns.

*__Know your generator__– Read all the information on installation, safety and maintenance, and follow instructions regarding maintenance and testing. When a generator is not properly installed, it can "back feed" through the transformer and produce an output of 7,200 volts on the distribution line. As a result, a line crew working on the system would be put in danger.

*__Isolate your generator from Co-Op powerlines__. Connect appliances and other devices directly to the generator with the appropriate-sized cords. If you connect it directly to your building's wiring, a transfer, double-throw switch is required to separate your generator from the Co-Op's system.

*__Take care when fueling your generator__– Never try to refuel the unit while it is operating. Avoid spilling gasoline or other fuels on hot components.

*__Provide adequate ventilation__ and air cooling for the generator to prevent overheating and the accumulation of toxic fumes. Do not install your generator in a basement or any closed area. Exhaust gases contain carbon monoxide, which is an odorless, invisible, poisonous gas.

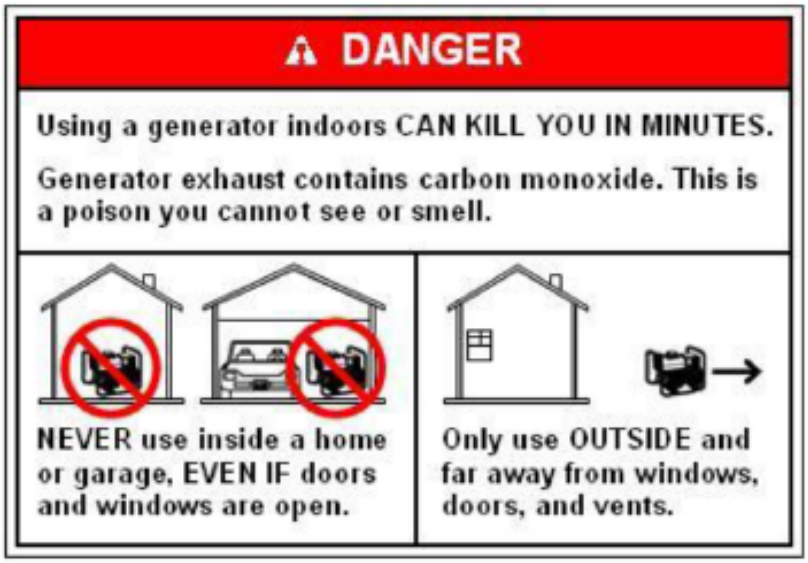


Table from Consumer Product Safety Commission

More generator safety tips are available at urecc.coop/generator-safety-1

HOURS OF OPERATION

Our lobby at 1200 W. Tyler Street in Gilmer is open from 8:00 a.m. until 4:30 p.m. each day, Monday through Friday, for your convenience. Two of the URECC kiosks are available 24 hours a day, 7 days a week. One is located to the left of our main entrance and the other is located in our drive-thru area and can be accessed from your vehicle. They will accept cash, debit cards, credit cards (Visa, Mastercard, Discover, and American Express,) and electronic checks.

We are closed for the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day (July 4th), Labor Day, (observed) Thanksgiving Day and the day following, and (observed) Christmas Day.

IDENTIFICATION REQUIREMENTS

Individual: (Require all 3) Full social security number, driver's license or state-issued ID number, and date of birth. The social security number must be verified with either a credit check through Online Utility Exchange or with a copy. The signature on the ID must match the signature on the membership application and must be returned to our office and approved before we release the connection.

Organization: Require the Federal ID number and Incorporation Date (if applicable.) Also require ONE of the following: a copy of the Articles of Incorporation, a copy of the By-laws/Partnership Agreement, OR a notarized letter on official company letterhead from the CEO/President/Owner of the organization.

We require the full social security number, driver's license or state-issued ID number and date of birth of the person that signs the document or letter that is provided as a request.

UNDERGROUND LINE LOCATES

Make sure to call 811 before you dig. IT IS THE LAW. Your location may contain underground utility lines. Knowing when utility lines are buried before you begin digging can help you avoid injury, service outages, and repair costs. Call ahead of time so there is proper time to mark your utilities. Also, you should be aware of your own septic tanks and irrigation lines.

Call 811 and you will be routed to your local call center. Tell the operator where you will be digging, what type of work you will be doing, and when. Within just a few days, your local utility companies will visit your site and mark the location of any underground lines, free of charge. Each utility is marked with a specific color: red for electric, yellow for natural gas, orange for telecommunications, blue for water, and green for sewage.

MONEYGRAM

Members may pay their bill using MoneyGram.
How it Works:

A. Find a location at moneygram.com/billpaylocations

B. Bring the following items:

- Receive Code **15153**
- Account Number
- Cash to pay your bill and fee of $1.50
- For faster payment posting, make sure the BLUE Express Payment form. If you are paying at a form free location, use the RED MoneyGram phone.

C. Complete your transaction at the cash counter.

VANILLADIRECT PAY

Members may pay their bill using VanillaDirect Pay
How it Works:

A. Find a local participating retailer at pay.vanilladirect.com/pages/retailers

B. Bring the following items:

- Barcode linked to your account found on SmartHub via the web, mobile app or on the physical bill.
- Cash to pay your bill and fee of $1.50

C. Complete your transaction at the cash counter.

METER TESTING

A member can request a test of the accuracy of their meter at no charge. However, if the member requests subsequent testing during a four year period and the meter is found to be within acceptable accuracy standards, the Cooperative will charge the member a testing fee not to exceed $50.00 for a residential consumer.

OUTAGES

Upshur Rural Electric makes every effort to provide members with reliable service at the lowest possible cost; however, there will be power outages due to circumstances beyond our control. If you experience an outage, please follow the steps below before reporting an outage:

1. Check your fuses or breakers. If you have a partial outage, then the problem is probably with your own fuses, breakers, or wiring and you may need to call an electrician.
2. If all of your power is out, check with your neighbors to see if they have power.
3. After you have determined there is an electrical power outage, report it immediately through one of the following:

   Directly to dispatch on the Smarthub App
   By texting "OUT" to 855-939-3744 (This will only work for members with ONE meter associated with their account)
   Phone: 903-680-2100 or 866-804-1674

In the event of a catastrophic outage, updates may be checked through the outage map on our website.

In an outage situation, it is very difficult to give you a timeline for service to be restored. he amount of time it takes to restore service is based solely on the amount of damage to our system. Please know that our employees are here and working around the clock in very adverse conditions to restore service to all our members as quickly as possible.

PREPARING FOR AN OUTAGE

Outages happen throughout the world and are unavoidable due to conditions like weather, disasters, overloading of the grid, and many other causes. Upshur Rural Electric wants you to be prepared in the event of an outage. Listed below are a few basic things we encourage you to do when there is an anticipated outage:

****If you have a special needs person or someone with a medical necessity in your home, be sure to have a plan in place in case the outage becomes extended.****

*Charge your cell phone, extra batteries, and any needed electronic devices.

*Have flashlights or battery-powered lanterns available.

*Make sure flashlight and radio batteries are fresh (or have spares.)

*Keep a 3-5 day supply of drinking water and non-perishable food.

More outage preparation tips are available at urecc.coop/outage-preparation-tips

OUTAGE RESTORATION

The steps to restoring power are as follows:

Step 1– Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.

Step 2– A cooperative may have several local distributioin substations, each serving thousands of members. When a major outage occurs, the local distribution substations are checked next. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

Step 3– Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of members, such as a town or housing development. When power is restored at this stage, all members served by this supply line could see the lights come on, as long as there is no other problem farther down the line.

Step 4– The final supply lines, called tap lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of members.

Step 5– Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your cooperative needs to know you have an outage here so a service crew can assess what is needed to repair it.

OUTDOOR LIGHTING

Outdoor lights are available to all members of the Cooperative. A list of sizes of lights and pricing is located in the member policies. The member policies can be downloaded on our website at urecc.coop/reports-forms

PAYMENTS

Payments for your electric bill may be made in several ways. Please select the way that will ensure your bill is paid on time and is most convenient for you.

Bank Draft-By paying with bank draft you have no convenience fees, and you know what day your bill will be paid every month.

Online– You can pay through our website by clicking the **"PAY NOW"** button at the top of the page *for payment with no convenient fees*, or click **"Pay My Bill"** button near the top of the homepage (convenient fees will apply).

URECC Smarthub App– You can sign up through our Smarthub App or a form is available on our website at urecc. coop. Pay directly from your bank account.

By Phone– Use our secure automatic pay-by-phone system. Simply dial 855-939-3744 and follow the instructions. We accept Visa, Mastercard, Discover, and American Express or you can pay with an electronic check.

MoneyGram– Go to moneygram.com/billpaylocations to find the closest bill pay location to you. For faster posting, make sure to use the BLUE Express Payment Form and use receive code **15153**. If you are paying at a form-free location, use the RED MoneyGram phone.

VanillaDirect Pay- Go to pay.vanilladirect.com/pages/retailers to find the closet bill pay location to you. A barcode linked to your account can be found on SmartHub via web, mobile app or electric bill. Scan at the pay location's register to pay your bill in cash.

By Mail– Use the envelope provided with your bill.

Kiosks– Our office is located at 1200 W. Tyler Street in Gilmer. Two kiosks are located in the lobby and available during normal business hours. There is also a kiosk to the left of our main entrance and a fourth kiosk located in our drive thru area. Both of these kiosks are available any time.

Drop box-Available in the drive thru 24 hours a day, 7 days a week.

PAYMENT ARRANGEMENTS

The Cooperative may make payment arrangements in which you pay an outstanding bill after its due date, but before the next bill is due for eligible accounts. ***Please call our automated secure payment line at 888-223-2056 to check for eligibility.*** Your service may be disconnected if you fail to meet the payment arrangements.

PRE-PAID METERING

Our Power2Go Metering program allows members to "pay as you go." With this program, there is no deposit requirement, no late fees, no reconnect fees, and no monthly bill. Power2Go gives the member control over their energy costs and budget. Contact a Member Service representative for more information.

RATE SCHEDULES & RIDERS

Schedule "A"	Residential Service
Schedule "B"	Small Commercial and General Service
Schedule "C"	Commercial and Industrial Power Service
Schedule "LPI"	Large Power Service– Industrial
Schedule "OL"	Outdoor Lighting
Schedule "SL"	Municipal Street Lighting
Rider "PCRF"	Power Cost Recovery Factor
Schedule "C-1"	Contract Power Service
Schedule "PPA"	Prepaid Residential Service
Schedule "PPB"	Prepaid Small Commercial and General Service
Rider "REC"	Renewable Energy Credits Rider

RIGHT OF WAY EASEMENTS

The member gives authorized agents of the Cooperative permission to enter upon the member's premises at all reasonable times for any purpose incidental to the supplying of electric service, including maintenance, repairs, meter reading, removal or relocation of the meter, tree trimming, and tree removal. The Cooperative requires access to all of its lines, facilities, and equipment during all reasonable times and at all times in cases of emergencies. A right-of-way easement form must be on file in our office before service will be set.

SAFETY

Listed below are a few electrical safety tips:

- Qualified electricians should install and check wiring
- Homes should be 100-amps; 200+-amps for homes heated by electricity
- Electric appliances should have a three-prong plug
- Keep cords away from water and heat
- Never wrap cords around metal– keep them away from foot traffic
- Weatherproof outdoor electrical outlets
- Major electrical appliances should have their own circuits
- Never use appliances when you are wet or on a wet surface
- Never use electric tools/appliances outdoors if it is raining or wet
- Use power tools with durable, grounded, or double insulated cords
- Never operate an electric lawn mower on wet grass
- Teach your children to not fly kites near powerlines
- Never touch fallen powerlines– they may be energized
- Never enter an electrical substation
- Never use any type of metal near powerlines
- Teach your family where the main fuse/circuit breaker is located
- Inspect cords– do not use a damaged cord
- Never pull a plug from a wall outlet by the cord
- Unplug irons and heat appliances when not in use
- Plug power tools or heavy appliances into wall outlets only

Visit safeelectricty.org for more information.

SCHOLARSHIPS

Since the passage of HB3203 in 1999, Upshur Rural Electric has been able to fund scholarships for students in rural areas from unclaimed capital credit monies. Each year applications are mailed out to all school districts in our service area. The deadline for scholarship application submission will be April 15th. If April 15th falls on a weekend, applications will be due the following Monday.

For more information, you may contact one of our Member Service representatives or visit our website at urecc.coop/scholarships.

SERVICE AREA

Upshur Rural Electric provides electric service to members in all or portions of the following ten counties:

Upshur, Wood, Gregg, Harrison, Smith, Marion, Cass, Rusk, Morris, and Camp.

Our territory covers 2,180 square miles.

URECC SMARTHUB APP

When you download our free URECC app, it takes you to Smarthub. The app is available to help you monitor your account. Some of the things you can do with our app is- view or pay your bill, see your usage history, and report an outage. You can also sign up for bank draft. It is available for Apple, Android, and web devices, simply search Upshur Rural when prompted. If you need more information or help downloading the app, you can contact a Member Service representative.

SPEC SHEETS

Spec sheets for different applications can be downloaded from our website at urecc.coop/reports-forms. Scroll down to the description of the spec sheet and click on the link of the document you need.

MEMBER POLICIES

A complete copy of URECC member policies can be downloaded off our website at urecc.coop/reports-forms.

TREE TRIMMING- DEAD TREE ISSUES

Contact our office in regards to dead trees needing to be trimmed. If the dead tree/limb is near the:

Service line- We will trim limbs only or disconnect the service temporarily by dropping the line for the member so they can be cut. The member is responsible for cleaning up any limbs/trees cut.

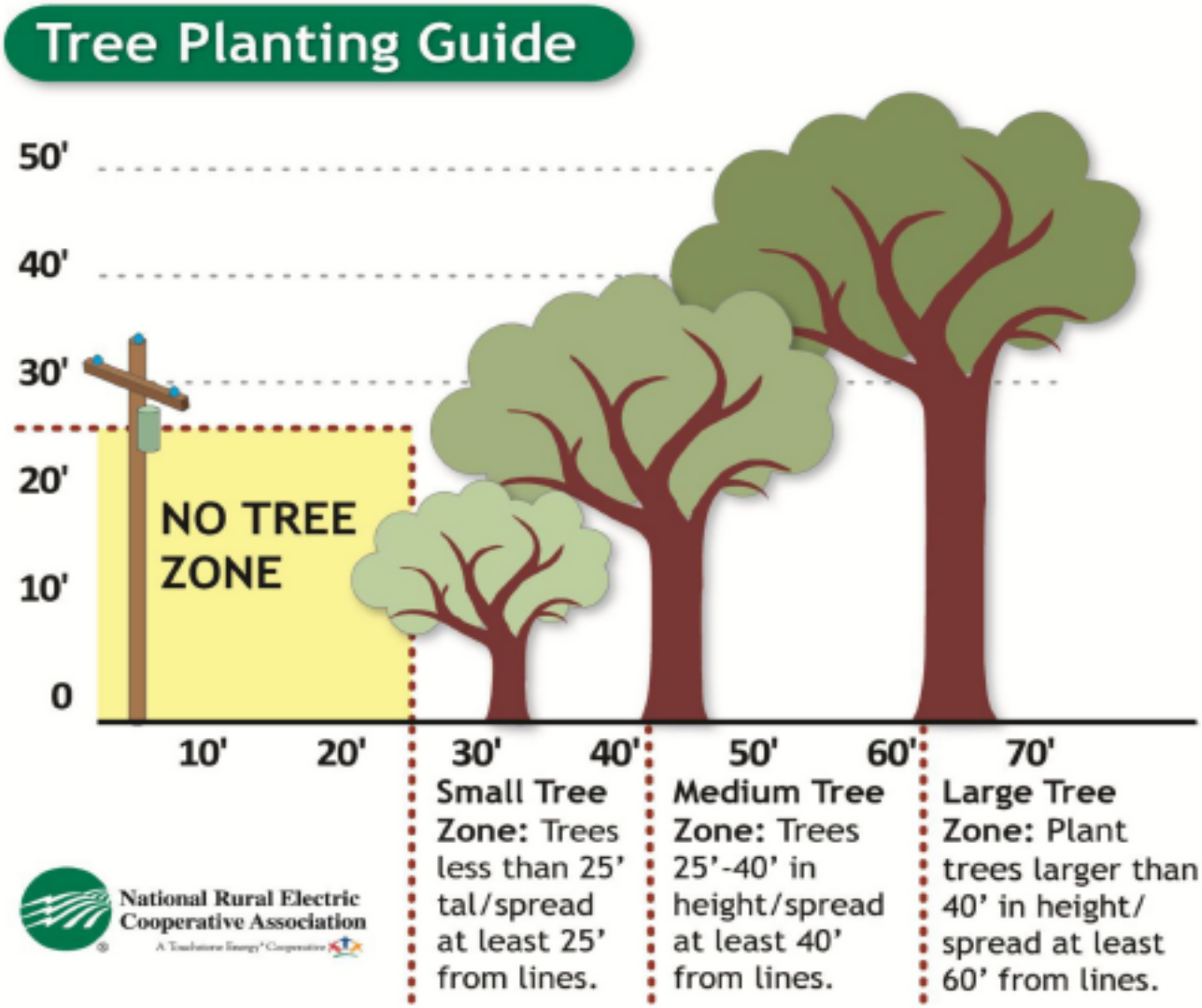
Primary line- We will send a serviceman to determine if the tree is a threat to the main service.

TREE TRIMMING- RIGHT OF WAY MAINTENANCE

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 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 powerlines 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 powerlines before any digging. Plants trees far enough away so they will not come in contact with the lines.

See the graph below for a guide on where to plant trees.



UTILITY ASSISTANCE

For those members who qualify, special utility assistance programs are available. Thousands of dollars have been designated for distribution in our URECC service area. Listed below are the utility assistance providers in our service area. Please contact these providers directly to determine if you qualify for assistance on your electric bill.

Community Services of Northeast Texas

Camp County
Amy Perales
amy.perales@csntexas.org
Phone: 903-717-7400
Fax: 903-856-3031

Marion County
Teresa Webb
teresa.webb@csntexas.org
Phone: 903-665-9198
Fax: 903-665-9845

Cass County
Olga Love
olga.love@csntexas.org
Phone: 903-756-5596
Fax: 903-756-7294

Ministerial Alliances

Ore City
ocmaorecity@gmail.com
PO Box 417
Ore City, TX 75683
Phone: 903-968-3050
903-968-4114
Tues & Thurs 10am-12pm only

Harleton Area
PO Box 656, Harleton, TX 75651

Gladewater
903-845-2565

Veteran Resource Center

501 Pine Tree Rd
Longview, TX 75604
Phone: 903-291-1155
Fax: 903-291-1033

Texas Adult Protective Services

Over 65 only
Phone: 903-757-0588 (Gregg Co.)

Greater East Texas Community Action Program

Gregg County
1121 Judson Rd, Suite 1445
Longview, TX 75601
Phone: 903-758-5674
Fax: 903-758-0970

Smith County
3148 Park Center Drive
Tyler, TX 75701
Phone: 903-405-2900

Rusk County
621 East Main Street
Henderson, TX 75653
Phone: 903-657-9472

Wood County
Shelia Dutton
212 E. Goode Street
Quitman, TX 75783
sdutton@get-cap.org
Phone: 903-763-4511

Angel Network

Wendy Quinn
Phone: 903-297-9000
(Children under 18 with medical problems)

Tri Co Community Action

Upshur County
Beth Eubanks
Phone: 903-843-0604

Leticia Stafford
lstafford@tccainc.org
Phone: 903-843-0604
Fax: 903-843-3043

Harrison County
Tammy Luster
Phone: 903-934-9892

PATH Agency

For all counties
For appointments call:
Phone: 903-617-7284
Monday- Thursday 8am-6pm

Salvation Army (Gregg & Harrison Co)

southernusa.salvationarmy.org/texas-longview
Phone: 903-215-8463

Diana United Fund

Cindy Bickerdike
dianaunitedfund@yahoo.com
PO Box 327,
Diana, TX 75640
Phone: 903-663-4040
903-431-6262

SAFE-T

204 Patrick Street
Mount Pleasant, TX 75455
Phone: 903-572-0973

EAST TEXAS FOOD BANK

Amanda Foust
Benefits Assistance Manager
Phone:903-617-2044

Melina Gonzalez
Benefits Assistance Specialist
Phone: 903-707-0608

Mary Llyod
Benefits Assistance Specialis
Phone: 903-952-0404

LaTonia Sanders
Benefits Assistance Specialis
Phone: 936-707-2139

UPSHUR/WOOD
Velma Clay
Phone: 903-238-3583

Serving East Texas for 85 years

Since Upshur Rural's beginning on October 25, 1937, we have strived to provide safe, reliable, and affordable power to our member-owners. We currently serve over 46,000 meters covering a ten-county area.

Mission Statement

To provide affordable, reliable electric energy consistent with a sound economy, safety, and quality management to our members and the communities we serve.

Affliates

Texas Electric Cooperatives

Texas Electric Cooperatives represent the interests of 75 electric cooperatives with more than 3 million members throughout the state.

National Rural Electric Cooperative Association

NRECA is the national service organization for more than 900 not-for-profit rural electric cooperatives and public power districts providing retail electric service to more than 42 million consumers.