

Welcome to Meeker Cooperative



**Keep this reference tool handy to answer your questions.
For more information, go to www.meeker.coop.**

You have the power...

Our primary commitment to our members is to enhance the quality of life of our members, to provide reliable, competitively-priced electricity and other services, while practicing environmental stewardship. As a non-profit co-op, our goal is not to make money, but to cut costs so we can continue to provide electricity our members can afford.

As a Meeker Cooperative member/owner, you have the right to be involved in the governance of the Cooperative through voting for your area director, as well as voting on any changes to By-Laws. You have the right to have your voice heard.

Updated 1/2020



Welcome from CEO/GM Tim Mergen

As a member of Meeker Co-op, you enjoy benefits that customers of other types of utilities don't. You are part of an 8,000-member strong cooperative that owns the utility that you receive power from. As a member/owner, you have a say in how your cooperative is governed, what types of services we offer and what benefits you take advantage of. The benefits are many, as you will see in the pages of this guide. We hope that you take advantage of as many benefits as you can. If we can help in any way, feel free to call our office and we will answer your questions.

Welcome to Meeker Cooperative Light & Power Association. You are a very valuable member/owner.

Timothy A. Mergen



The Power of Connection — Your Way

Knowledge is power, and we work hard to keep you informed so you can make wise decisions. We keep you informed of member benefits, member trips, educational opportunities, energy issues, system outages, money saving tips and rebates, new programs, rates, and much, much more! Whether you like to get your news by reading your monthly newsletter, the *Meeker Pioneer* (with free classified ads), or want to see up-to-date news on our website (www.meeker.coop) or one of our Social Media sites, you can stay informed your way. Visit our NEW VIBRANT website, too, at VIBRANTBB.net!

Keeping in touch is the best way to get all you can out of your membership, as well as keep up to date with what's happening at your Co-op. Our Outage Central page lets you follow restoration progress and provides outage updates on our website, our outage map and through social media.

Find **Articles & ByLaws** at www.meeker.coop/content/about-us



The Co-op 101 member education opportunity offers members a great way to learn about how a rural electric cooperative works from energy generation and distribution, to capital credits, operations, member services, finance, legislation and more.



Find answers to questions in one place: www.meeker.coop



Get the latest Co-op news & information



Cooperatives are different than other utilities. Co-ops are non-profits who answer to their members, not investors. Our board of directors is made up of members elected by members. Decisions that are made in the boardroom affect them, along with the rest of the membership. Therefore, conservative governance that benefits the membership is the priority. Below are your benefits as a member/owner of Meeker Cooperative. You are welcome to take advantage of any or all of these benefits as they apply to you:

Capital Credits

As a member, you are a part-owner of Meeker Cooperative, and you share in the costs of providing electricity through the electric rate you are billed. Periodically, a portion of your investment is returned in the form of Capital Credits, which is a benefit that customers of other utilities don't enjoy.

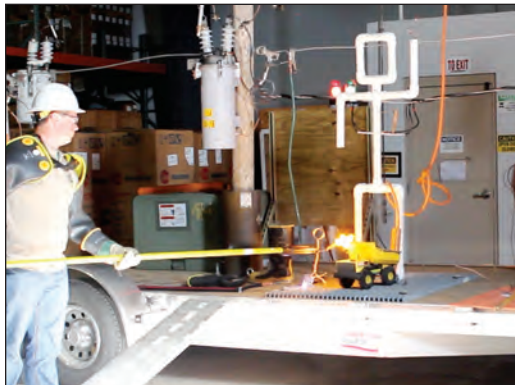
Electric Heating Sales Tax Exemption

Electricity sold for home heating, when the primary source of heat, is exempt from Minnesota Sales Tax for the months of November through April. Members must complete a State of Minnesota Certificate of Exemption available from Meeker Cooperative, or go online to "Download Forms" under "Member Services."

Member Trips & Events



Member bucket-truck rides.



Lineman shows how to stay safe near electricity.



Energy Tour to coal fields and power plant.

• **Trips:** Our members enjoy getting together for member trips to North Dakota to see where their electricity comes from, to Target Field to cheer on the Minnesota Twins, to the State Fair, or to a theater production. You can take advantage of reduced pricing and coach bus transportation for a fun, relaxing experience.

• **Member Appreciation:** Every year, we offer members a day just for them and their families which includes a free meal and free or reduced-price entrance to places such as: Nelson Farm, Meeker County Fair, the Forest City Stockade, the Threshers Show, Powder Ridge Ski Hill, and the A maze'n Farmyard.

Annual Meeting: In April, the Cooperative opens it's warehouse to the membership to share a meal, play BINGO, chat with Co-op personnel and attend the Annual Meeting. The meeting portion of the evening consists of reports from the CEO/General Manager, the Finance Manager and others to let members know how the Co-op is doing. We encourage our members to get involved and make their voices heard. The Co-op is member-owned and voting for director representation on the Board of Directors is your right and privilege.

Member Responsibilities

Pay bills on time

Residential: Due by the 5th of the month (If 5th falls on weekend or holiday, the first day after)

Commercial: Due by the 25 of the month (If 25th falls on weekend or holiday, the first day after)

Bills that are past due will be put in delinquent status and may be subject to disconnection.

Use your location number to call in an outage

When reporting an outage, using your 7-digit location number speeds restoration. This number is located on your statement.

Stay informed

Read the Meeker Cooperative Pioneer newsletter and visit our website at www.meeker.coop for important information, energy saving tips, energy management program information and more.

Our **Articles and ByLaws** are found here at www.meeker.coop/content/about-us.

Notify the Co-op of new phone and email address

We often use these to notify members of upcoming planned outages or other important events.

Call Gopher State One

Before you dig on your property, call 800-252-1166, or dial 811 to have them locate electric, gas and other utility lines buried in the ground to avoid expensive repairs.

Maintain a clear area between trees and power lines

This is an important ongoing project to protect power reliability. Please cooperate with our annual spraying and right-of-way clearing.

Attend the Annual Meeting

This is your opportunity to exercise your right to have a voice in the operation of your Cooperative.



Paying your monthly bill

SmartHub makes it easy

- ✓ Provides 24/7 secure access to your account from a computer, tablet or mobile phone;
- ✓ Notifies you when a new electric bill has been generated and includes a link to your account for quick payment of your bill or to review your account information.
- ✓ Allows you to pay electronically using your Visa, Discover, MasterCard, American Express or an electronic check transaction.
- ✓ You can set up recurring automatic payments using your checking or savings accounts.
- ✓ Displays posting of payments in real time, so you know your payment has been applied.
- ✓ Provides current and historical billing information and payment history.
- ✓ Shows daily, weekly and monthly usage so you can match electric use to your bill.
- ✓ Gives you the option to go paperless, if you choose.
- ✓ Allows you to set up payment alerts.
- ✓ Includes a FREE app for your smartphone or tablet. Simply search for "SmartHub" on either the Apple Store or Android Market. Once the app is open, type in "Meeker Cooperative" as the power provider.



Go to www.meeker.coop and click on the SmartHub icon on the upper left side of the page.



Automatic Payment Plan (Bank Draft)

Your bill payment is automatically deducted from your checking or savings account. You will still receive a statement from the Co-op indicating the amount to be deducted from your account. This process is completely safe and secure.

Credit Card Payment Option

Payment can be processed by telephone at 1-844-834-4462, in the office or through the SmartHub application. Visa, Master Card and Discover are accepted. Recurring credit card payment is also available. For the first time making payments using the phone system or the SmartHub application, have your most recent bill statement available. It will be used to verify account information and set-up security features. Once you call the phone number or access the SmartHub application, follow the prompts with the step-by-step instructions.

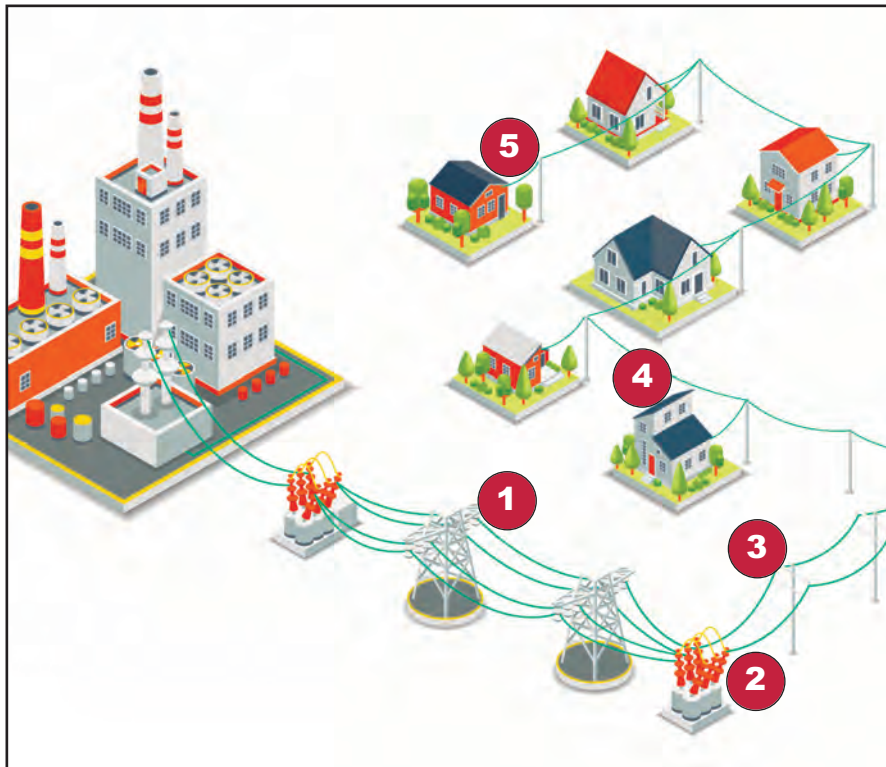
Budget (Levelized) Billing

For members with at least 13 months of payment history with the Co-op. By using billing averages from the past year, we can set an amount to bill each month. As the year progresses, we will do a rolling average each month. Your payment will remain more stable allowing you to stick to a budget.

**Questions? Trouble paying your bill?
Call us at 320-693-3231.**

When you have an outage...

- ◆ First, check to make sure it's not a problem with your electrical system. Check your box for blown fuses or tripped circuit breakers. It may be helpful to contact your neighbors to see if they are also out of power. If they are fine, it may be an indication that the problem is with your system. If you call in an outage and a truck is dispatched only to discover the problem is on your side of the meter, we will have to charge you our \$170 minimum trip charge plus any additional costs incurred.
- ◆ If your system seems fine and/or your neighbors are also out of power, call our office at 320-693-3231 to report your outage. A crew will be dispatched immediately. In the case of wide-spread outages from a storm or transmission line outage, it may be difficult to get through on the line to report an outage.
- ◆ Consult our Outage Map to see where the outages are located and how many members are out. This can be found at www.meeker.coop. Click on the Outage Map icon on the left of the Home Page.
- ◆ "Like" our Facebook page (Facebook.com/meeker.coop) for outage updates and approximate restoration times. These updates will be available during wide-spread, prolonged outages involving several hundred members, not for isolated outages.
- ◆ Be patient. Our linemen are dedicated to restore your power as quickly and as safely as possible. They can't be everywhere at once, so they work to restore power systematically (see diagram below).



Meeker Co-op is dedicated to restoring outages in the most efficient, safe and timely manner. In the event of a wide-spread outage, linemen will repair systems that will restore the most members at once, before tackling individual outages. We appreciate members' patience during this systematic process.

How Power is Restored

- 1 Repair transmission lines from the power plant. These repairs are managed by transmission line crews.
- 2 Repair damage at the substation. This will restore power to the most people.
- 3 Repair distribution lines that lead from the substation to the tap lines that eventually bring power to individual homes.
- 4 Repair tap lines that serve small groups of homes. If your neighbors have power and you don't, you could either be on a different circuit OR the service line feeding your home is damaged. Individual repairs come after all distribution and tap lines are restored.
- 5 Work on individual service lines. In wide-spread outages, this can be the most time-consuming. If the electric meter attached to your house is damaged, you need to hire an electrician to make repairs before Meeker Co-op can restore your power.



Ideas to save energy and money on your electric bill

Use one or more of our Energy Management Programs

Meeker Cooperative provides numerous programs that members can take advantage of to reduce their electric usage and cut their monthly bills. They are called Energy Management programs. They help the Co-op manage the amount of electricity that is purchased during “high demand” times when it is much more expensive. The savings that the Co-op receives is passed on to the member through a nearly half-price electric rate. That can save a lot of energy and money on your electric bill. Also, our website has Energy/Money Saving ideas and tips.



Currently, we have programs to help cut the cost of **Water Heating**, **Space Heating** and **Space Cooling**. There are many options to suit individual specifications. Many have substantial rebates to cut the upfront cost. Call our Energy Management Technicians at 320-693-3231 to set up a time to discuss the best option for your home or business.



Buy ENERGY STAR appliances for your home

Appliances who receive the ENERGY STAR rating are designed to save energy and money. Turn off all electronics when not in use to cut ENERGY VAMPIRES from stealing electricity while idle. Phone chargers, computers, instant-on TVs...all use energy even in the “off” mode. Unplug, or use a power strip that you can turn off and cut power to your electronics.

Use ENERGY STAR rated LED lighting

Lighting accounts for up to 40 percent of energy use. By switching all your light fixtures to LED bulbs, you can save significant amounts on your energy use and monthly bill. Better yet, LEDs don’t give off the amount of heat that an incandescent light does, which can heat up your home during the summer months.



Secure your envelope

Air infiltration through leaky windows and doors can add to your heating and cooling costs over time. Caulk around windows and door frames, and use weather stripping as needed. For old windows, consider replacing cracked or missing glaze around the window pane, and/or install wind-resistant clear plastic over your windows to cut drafts. Ceiling can light receptacles and outlets are also notorious for letting in outside air and letting conditioned air escape. Use insulation in the ceiling lights and foam gaskets behind your outlets to stop money-stealing infiltration.

Use drapes, shades and fans

These measures can allow you to turn up the temperature on your thermostat in the summer and still stay comfortable. Using a dehumidifier to reduce humidity in the home can also make you feel much more comfortable. For the cheapest central air bills, join the Co-op’s Cycled Air program to get nearly half-price electricity to cool your home all summer.



Fiber-supported broadband service that's reliable and fast!

Meeker Cooperative's new VIBRANT Broadband service offers speeds of 25 mbps to 100 mbps of reliable internet for all your devices, all at once! At last, you can stream your favorite shows, surf the net, use your tablets and phones all at once with no latency or buffering!

VIBRANT Broadband's fiber optic backbone ensures stable, reliable internet with no worries, at a price that usually beats the slower competition.

For more information or to sign up, call us at 320-693-3231. You may also visit us online to check out the packages or sign up quickly and easily at VIBRANTBB.net.



Security for Home, Business, Farm



Heartland Security Services is owned by Meeker Cooperative and 13 other electric cooperatives across Minnesota and Northern Iowa who have supplied you with safe, reliable electric power for many years. With our reputation for service, quality, and innovation, you can be confident you're choosing the right security provider for your protection.

New Interactive Services allow you to control your home from any mobile device! Packages as low as \$95 Installed!

Heartland Security installs residential and commercial alarm systems as well as home medical monitoring systems, and currently protects 9000 customers with many different concerns. They offer competitive rates, exceptional service and superior equipment. Each Heartland Security system is uniquely designed to meet your specific needs and can protect you from:

- Intrusion**
- Fire/Smoke Damage**
- Power Failure**
- Frozen Pipes**
- Flooded Basements**
- Carbon Monoxide**
- Medical Emergencies**
- Agricultural Loss**

Keep Your Most Precious Valuables Safe.

Our security and medical alert systems protect your loved ones from intruders, carbon monoxide, fire, medical emergencies, and other threats.

888.264.6380 | heartlandss.com



With a 24 hour UL listed monitoring station located in Rockford, MN, you can have peace of mind knowing you can speak with a real local employee anytime, day or night.

As a Cooperative member, you'll save 10% on the installation and monthly monitoring costs of a Heartland Security system. You may also be able to save on your homeowner's insurance premium.

Dedicated to Serving Our Members and the Community



Meeker Co-op's board is comprised of members that are elected by members to oversee the Co-op's mission and practices. As your representatives, they convey your concerns and address issues you have. Meeker's employees (left) fulfill the mission and practices set by the board, to make sure our members are well served in a timely manner.

“Change” at work in our communities

Members have the option to round up their electric bills and donate that change into a trust fund for donation to area non-profit organizations doing good right in our communities. Quarterly, an independent Trust Board distributes those funds to qualifying applicants, such as senior centers, 4-H programs, fire departments, scholarships and much more.

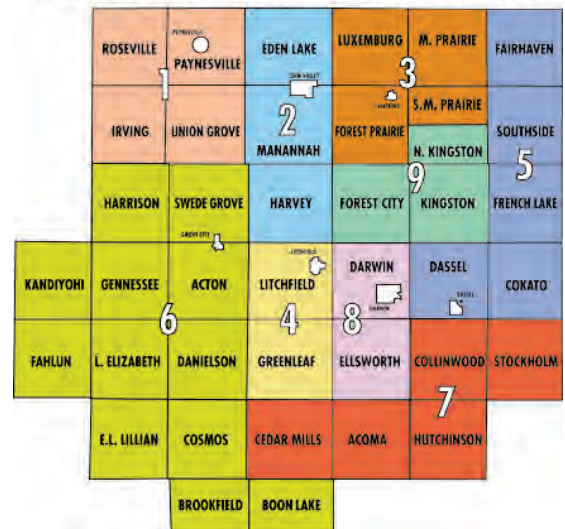
Participating members donate an average of \$5.89 for an entire year; about the price of a Happy Meal®. Yet, when combined with the spare change of thousands of other members, the Trust is able to grant an average of \$40,000 each year. That's a lot of positive change for our local communities!

Our employees also round down their paychecks and donate to the trust as well. For more information, feel free to give us a call.



Our Mission: To enhance the quality of life of the Cooperative's Members and Customers by providing safe, reliable, competitively priced energy and other value-added services, while practicing environmental stewardship.

MEEKER COOPERATIVE DISTRICTS



320-693-3231
www.meeker.coop



Meeker Cooperative is an Equal Opportunity Provider and Employer.