



# Welcome to Meeker Energy

“ENERGIZING AND CONNECTING...ENHANCING YOUR LIFE.”



Keep this reference tool handy to answer your questions.

For more information, go to [www.meeker.coop](http://www.meeker.coop).

## ***You have the power...***

As a non-profit Co-op, our primary commitment is to enhance the quality of life of our members, provide reliable, competitively-priced electricity and other services, while practicing environmental stewardship.

As a Meeker Energy member/owner, your voice is heard. By being involved in the governance of the Cooperative through voting for your area board of director, or becoming a candidate yourself, as well as voting on any by-law changes or simply informing your director of your thoughts, ideas and concerns.

# Welcome from CEO/GM Luke Johnson

As a member of Meeker Energy, you are part owner of an 8000 member – owned utility, offering benefits other types of utilities cannot. For example, as a member, you have a say in how your cooperative is governed, what type of services are offered and what benefits – outlined in this guide – you can participate in and benefit from. We encourage you to take full advantage of the many benefits and programs the co-op offers.

If we can help in any way, feel free to call our office at 320-693-3231 and we will do our best to answer your questions.

**Welcome to Meeker Energy.**



## The Power of Connection - Your Way

We work hard to keep you informed of member benefits, member events, educational opportunities, energy issues, system outages, money saving tips and rebates, new programs, rates, and much more!

Whether you like to get your news by reading your monthly newsletter, the *Pioneer*, or want to see up-to-date news on our website ([www.meeker.coop/news](http://www.meeker.coop/news)) or on one of our Social Media sites, you can stay informed your way. Visit our Vibrant Broadband website, too, at [vibrantbroadband.com](http://vibrantbroadband.com)!

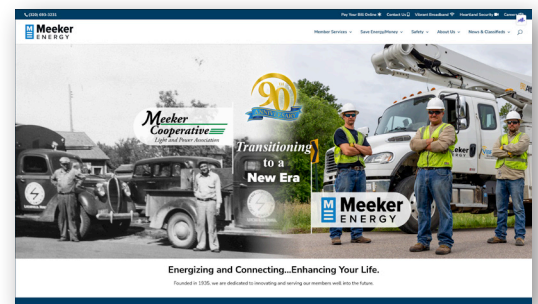
Keeping in touch is the best way to get all you can out of your membership, as well as keep up to date with what's happening at your Co-op.

The Outage Central web page has links to the outage map, to see how power is restored, and to sign up for outage text alerts.

Find the Articles of Incorporation & bylaws on the website at [www.meeker.coop](http://www.meeker.coop).



*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.*



*Follow Us!*

[facebook.com/meekercoop](https://facebook.com/meekercoop)

[facebook.com/vibrantbroadband](https://facebook.com/vibrantbroadband)



# Member Benefits

## Cooperatives

Electric 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, governance that benefits the membership and not investors is the priority. Below are your benefits as a member/owner of Meeker Energy. You are welcome to take advantage of so many of the benefits that apply to you.

## Capital Credits

As a member, you are a part-owner of Meeker Energy, and you share in the costs of providing electricity through the electric rate you are billed.

Any margin (Profit) earned after expenses are paid are periodically returned to the members and are referred to as Capital Credits. We like to think of Capital Credits as the Co-op's form of a Cash Back program.

The return of Capital Credits is a benefit that customers of other utilities don't enjoy.

## Member Events

Member events are announced in the Meeker *Pioneer* newsletter and on our Facebook page ([facebook.com/meekercoop](https://facebook.com/meekercoop)).

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

**Annual Meeting:** The Cooperative holds an Annual Meeting as required by its bylaws. It consists of reports from the CEO/General Manager, the Finance Manager and others to let members know how the Co-op is performing.

Additionally, director elections are held in conjunction with the Annual Meeting with the votes tallied and results of each director district announced at the meeting. We encourage Co-op members to get involved and make their voices heard by voting for the director of their choice.

**Coffee on the Co-op:** In December, enjoy a cup of coffee and a treat with Co-op employees and directors. This is your chance to visit with co-op directors and management and give us your thoughts on all matters co-op related along with taking part in judging our annual coloring contest.

**Membership Trips:** The Co-op offers trips to a Twins game, the State Fair, to theater productions, and more. Members cover the cost of the bus and venue entry but leave all the driving and event hassles to us. Check the *Pioneer* and our various social media sites for dates and times.

## Electric Heating Sales Tax Exemption

Electricity sold for home heating, when it's 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 Energy, or go online to "Download Forms" under the "Member Services" tab.





# Member Responsibilities

## Pay bills on time

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

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

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

## 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 Energy *Pioneer* newsletter and visit our website at [www.meeker.coop](http://www.meeker.coop) for important information, energy saving tips, energy management program information and more.

The **Articles of Incorporation and Cooperative Bylaws** are found under "About Us" on the website.

## Notify the Co-op of new phone numbers and email addresses

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

## Contact Gopher State One Call

**Minnesota State Law** requires that **before you dig** on your property, you must call Gopher State One Call at 800-252-1166, or dial 811. Gopher State One Call will notify the area utilities of your intention to dig. Once notified they have 48 hours to mark their buried lines or infrastructure near where you plan to dig. For your safety please be aware utilities only locate and mark their various lines, not any private lines owned by the property owner.

Remember to Call Before you Dig. It saves lives and will prevent you avoid expensive utility repairs.

## Right of Way Clearing and Spraying

Just as important as Calling Before you Dig Look Up and Live ensures you are aware of any overhead electric lines that may become a safety hazard for you or a family member.

Meeker's Right of Way program safeguards the public from close contact with power lines as well as working to maintain trees so they do not come in contact with an electric line creating an outage.

Over the years the Co-op has given great effort to reduce outages caused by trees, animals, lightning and other preventable causes. The co-op takes great pride in its on time electric reliability. We understand home owners do not like to see theirs or their neighbors' trees or branches cut. Please be assured we will do our best to work with you in these matters while following government standards for line clearances.



# Paying Your Monthly Bill

## SmartHub makes it easy



Email  
Email is required

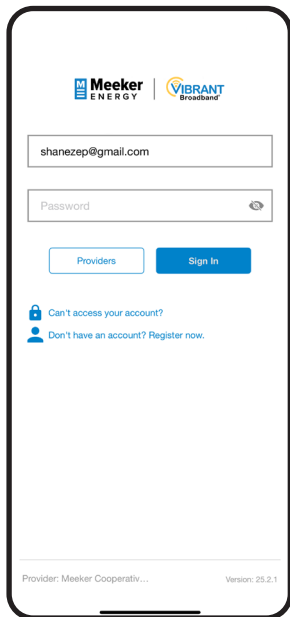
Password

Sign In

• Can't access your account?  
• Don't have an account? Register now.  
• Sign up for Vibrant Broadband!



**Go to meeker.coop and click  
“Pay Your Bill”  
or  
Download the App**



- 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.
- Provides recurring automatic payment options using your checking or savings accounts, or a credit card.
- 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.

## 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, Discover and American Express are accepted. Recurring credit card payment is also available. When making your first payment using the phone system or SmartHub, please 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 step-by-step instructions. If you have any questions or glitches please give us a call or stop by the office in Litchfield and we will gladly help you through the process.

**Questions or 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 have power, 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, you will be charged a minimum trip charge plus any additional costs incurred.
- Consult our Outage Map to see where the outages are located. Go to [meeker.coop/outagemap](http://meeker.coop/outagemap)
- If your system seems fine and/or your neighbors are also out of power, call our office at 320-693-3231 to report the 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 phone to report an outage or if you want to take an easier and faster approach use our Outage Text Service.
- Sign up for our FREE Outage Text service. Go to [meeker.coop/outagetexts](http://meeker.coop/outagetexts) to sign up. You will need to know your account number, found on your billing statement.
- "Like" our Facebook page ([Facebook.com/meekercoop](https://www.facebook.com/meekercoop)) 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).

## How Power is Restored

1. Repair transmission lines from the power plant. These repairs are managed by transmission line crews.

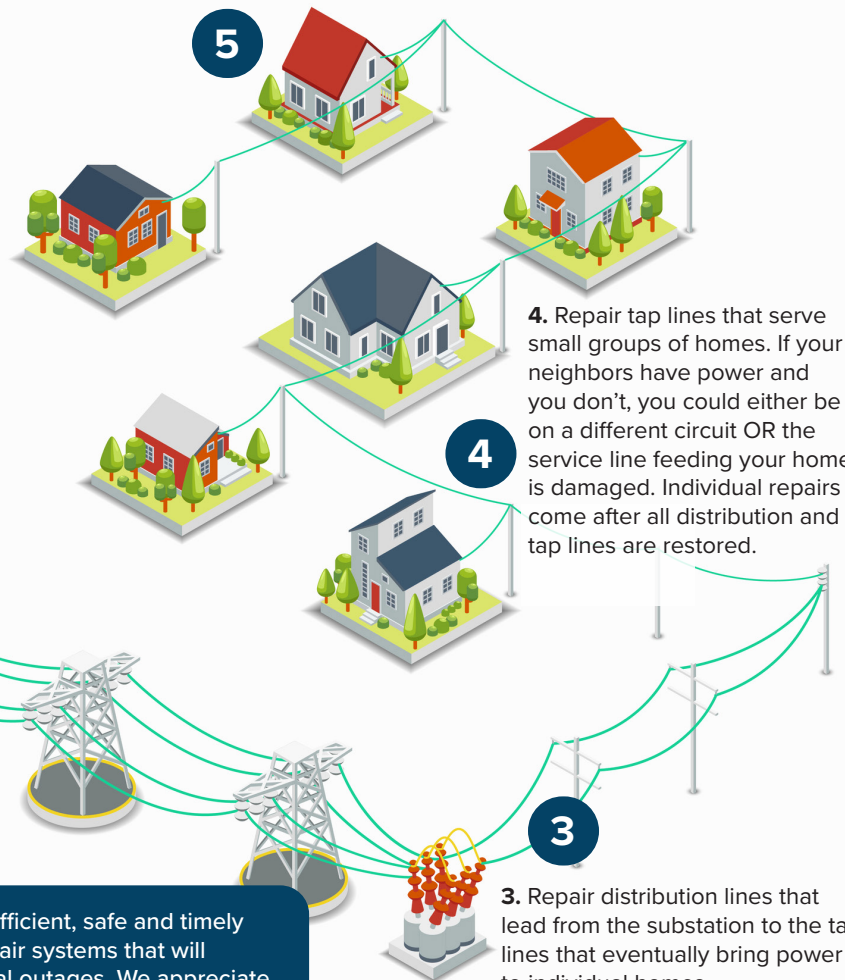
2. Repair damage at the substation. This will restore power to the most people.

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.

3. Repair distribution lines that lead from the substation to the tap lines that eventually bring power to individual homes.

Meeker Energy 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 working on individual outages. We appreciate members' patience during this systematic process.

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 Energy can restore your power.





# How to save energy and money on your electric bill

## Use one or more of our Energy Management Programs

Meeker Energy 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, see our website for 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 installation cost. Call our Energy Services Department at **320-693-3231** to set up a time to meet with you to discuss the best option for your home or business.

## Buy ENERGY STAR Appliances for Your Home



Appliances that receive the ENERGY STAR rating are designed to save energy and money.

## Energy Vampires

Turn off all electronics when not in use to cut ENERGY VAMPIRES from stealing electricity while idle. Phone chargers, computers, and 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 for even more savings.

## 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 contribute to heating up your home during the summer months, thus increasing your cooling costs.



## 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 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 lowest central air bills, join the Co-op's Cycled Air program to get nearly half-price electricity to cool your home all summer.





Your always-on connection isn't just for electricity. Meeker Energy's Vibrant Broadband Internet connects you with the world!

When you choose Vibrant Broadband as your Internet Service Provider, you know you'll have the fastest and most reliable internet you can get.

Whether your household streams occasionally or has several devices doing so at once, enjoys online gaming, or has a home office, Vibrant Broadband has a package to fit your lifestyle.

For your business, Vibrant Broadband delivers brilliantly fast internet your business needs to stay competitive.

Vibrant Broadband is a hybrid system built with fiber-optics. If you live next to the fiber line, you will get a fiber-to-the-home connection. If you live away from the fiber line, you could be connected to one of our fiber-fed fixed-wireless monopoles. Our service delivers the fastest internet speeds to your home, seasonal RV, cabin, business, or farm.

No more suffering from buffering. Connect all your devices and smart home gadgets. You'll be able to stream your favorite shows, surf the net, listen to music, use your tablets and phones, all at once with no latency or buffering!

Learn about streaming, security, and smart home products through our Vibrant-U!

For more information or to sign up, call us at 320-693-3231. You may also visit us online to check out the packages at [vibrantbroadband.com](http://vibrantbroadband.com).

## Why you should choose Vibrant Broadband:

- **Speeds from 25 Mbps to 1 Gig!**
- **No speed throttling**
- **No data caps**
- **High-speed router included**
- **99.9% uptime**
- **Outstanding support**
- **Powered by Meeker Energy**



Vibrant-U teaches you how to stream your favorite shows, what a smart home means, what security options you have, and more. Use your Vibrant Broadband Internet to its fullest!



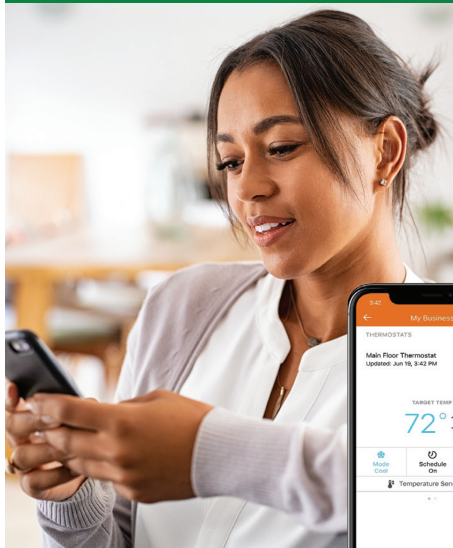


## Security for your Home, Cabin, Business, Farm

Heartland Security Services is owned by Meeker Energy and 12 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.

Heartland Security installs residential and commercial alarm systems as well as environmental, and individual medical monitoring systems, and currently protects over 8000 customers with many different concerns. They offer competitive rates, exceptional service and superior equipment.

## Put the power in your hands.



### CONTROL YOUR LIGHTS, LOCKS, GARAGE DOOR, AND MORE ALL FROM ONE APP.

As part of a monitored security system, interactive services let you remotely adjust and monitor your system from your phone. Watch live or recorded video, disarm your system, and more.



SECURITY AUTOMATION VIDEO MEDICAL ALERTS  
888.264.6380 [heartlandss.com](http://heartlandss.com)

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*

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.

## Get notified when it matters.



### GET NOTIFICATIONS AND VIDEO ALERTS WHEN ACTIVITY OCCURS.

As part of a monitored security system, receive email, text, or image alerts when alarms are triggered, doors or windows opened, the power goes out or any other activity occurs.



SECURITY AUTOMATION VIDEO MEDICAL ALERTS  
888.264.6380 [heartlandss.com](http://heartlandss.com)

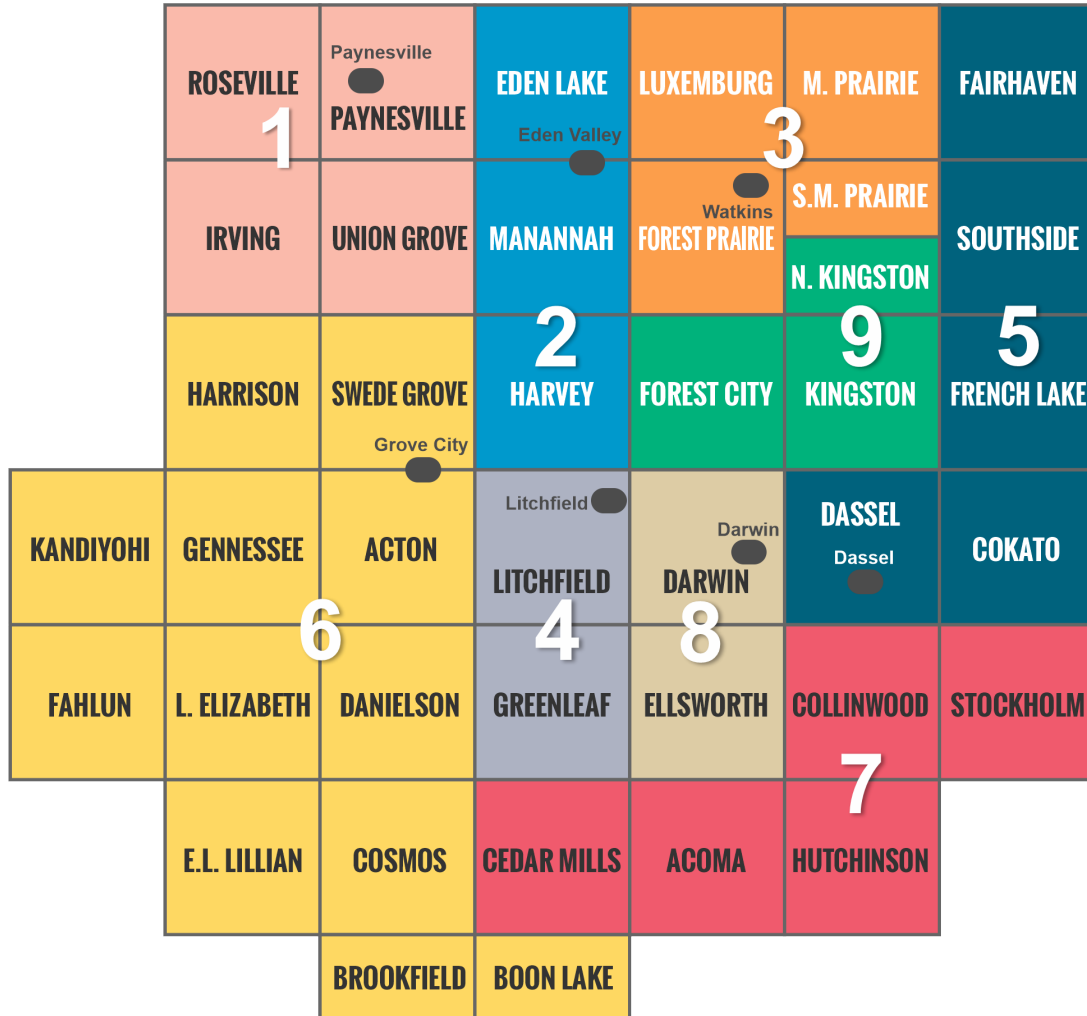
**888-264-6380**

**[www.heartlandss.com](http://www.heartlandss.com)**

# Meeker Energy Director Districts

Meeker Energy's Board of Directors is comprised of members whose duty is to oversee the Co-op's finances, governance, develop and set with management a strategic direction, and mission. As your locally controlled representatives, they convey your concerns and address issues you have. Each director is elected only by the members within their district; however, they represent every Co-op member.

Meeker Energy's current Board of Directors is found on the website under the "About Us" tab.



## District 1:

Roseville, Paynesville, Irving, Union Grove

## District 2:

Eden Lake, Manannah, Harvey

## District 3:

Luxemburg, Main Prairie, Forest Prairie,  
South Main Prairie

## District 4:

Litchfield, Greenleaf

## District 5:

Fairhaven, Southside, French Lake, Cokato

## District 6:

Harrison, Swede Grove, Kandyyohi, Genessee, Action,  
Fahlun, Lake Elizabeth, Danielson, East Lake Lillian,  
Cosmos, Brookfield, Boon Lake

## District 7:

Collinwood, Stockholm, Cedar Mills, Acoma, Hutchinson

## District 8:

Darwin, Ellsworth

## District 9:

North Kingston, Forest City, Kingston



# Meeker Cooperative Electric Trust



that change into a trust fund for donation to area non-profit organizations doing good in our communities.

Three times per year, 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 \$5.68 for an entire year; about the price of a fancy coffee. 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!

The Meeker Cooperative Electric Trust is an independent 501(c)3 organization that meets three times per year to review grant applications for funding.

organizations which describe proposed projects and their need for funding.

Trustees also consider annual donations to area food shelves, to the United Community Action Partnership for heat and emergency assistance and to area high schools for scholarships.

Since its inception in 1998, over \$1,000,000 has been distributed in over 4,000 various grants and awards to organizations within the Co-op's service territory.

Information about the grant application process and scholarships are available on our website at [www.meeker.coop](http://www.meeker.coop) or by calling the Cooperative at 320-693-3231.

**C**ontributions from you – Meeker Members and Vibrant Customers – make it possible for the Meeker Cooperative Electric Trust to proudly support area organizations and provide scholarships for area students. The Trust is pleased to fund projects that better our communities and support educational efforts.

Members and Vibrant Broadband customers have the option to round up their electric bills and employees to round down their paychecks and donate

The Trustees come from throughout Meeker's service territory. They are tasked with reviewing the applications submitted by non-profit area



## Energizing and Connecting...Enhancing Your Life.

Meeker Energy's employees fulfill the mission, vision and values of the Cooperative to ensure reliable and competitively priced electricity and broadband Internet is provided safely to the members and subscribers.



1725 US HWY 12 E • LITCHFIELD, MN 55355 • 320-693-3231

[meeker.coop](http://meeker.coop)

*Meeker Energy is an Equal Opportunity provider and employer.*

**Office Hours: 8 AM - 4:30 PM, Monday through Friday**



[vibrantbroadband.com](http://vibrantbroadband.com)



[heartlandss.com](http://heartlandss.com)