

Norris Electric

Your Touchstone Energy® Partner 

News

Tell Us Your Story!

As Norris Electric is celebrating 80 years of service, we are quickly losing those people who remember the lights coming on. This is when electricity was first delivered to them in the late 1930s or early 1940s. If you remember when electricity first came to your area, we would like to hear from you. Tell us of the excitement. Tell us how your life was changed. Tell us if you or your relatives were instrumental in getting electricity to your area. Share your memories with our readers. Mail your story to: My Story, Norris Electric Cooperative, 8543 North State Hwy 130, Newton, IL 62448 or email to questions@norriselectric.com. We will print as many as space allows.



Mildred (Allee) Weaver shares her story

I was about 12 or 13 years old (summer of 1943 or 1944). We lived about 4 miles East of Birds, Ill., and then about a half mile south. Member Max Allee.

I remember the day only too well. I was helping do the laundry – running clothes through a wringer on the washing machine run by a gasoline motor.

I bent over to be able to see what the service man was doing. My head got too close to the wringer, it caught my hair, pulling my head toward the wringer, killing the motor. Needless to say, I screamed just as he flipped the switch. He told my mother I scared two years off his life.

I couldn't stand to comb my hair for several days.

My future in-laws lived about 2 or 3 miles west of us, and they did not have service until after I was married in July 1950.

My Story by Mary Arney Miller of Clark County, Ill.

My age was 6 or 7. In the early 1940s electric poles were set along the road by my parent's farm 6 miles S.E. of Martinsville, Ill. When WWII broke out, wire was frozen, and we looked at the empty poles for several years. Just after the war, a new house was built, fully wired. For three months, we still used the old kerosene lamps.

My mother was in St. Louis helping her brother who was in the hospital. The night she came home, the passenger train made a special stop in Martinsville to let her off. When she arrived at the farm, every light in the house, barn and shed were brightly lit. Why she asked. Because she had said when we got electricity, she wanted every light on the farm turned on.

Understanding your new bill layout

Front Page

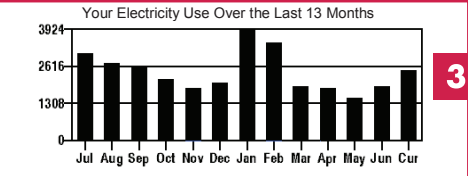
1 Service Information

Key details for your electric usage are outlined such as service dates, meter readings, kWh usage. Service description indicates the physical 911 address for the service location. Any identifiers such as Barn, Well, Lease names will be listed as Service number.



8543 N State Hwy 130
 Phone: (618) 783-8765
 Office Hours: Mon - Thur 7am - 5pm
 To Report an Outage: 1-877-783-3221 - 24 Hours a day
 Newton IL 62448-4060
 Fax: (618) 783-3673
 Our Website: www.norriselectric.com

Service Information	
MEMBER SEPARATOR	12345678001
Account Name	
Service Description	
Service Number	
Service Dates	
Days in Cycle	
Meter Number	
Present Reading	
Previous Reading	
Multiplier	
kWh Used	
Billed Demand	
Rate / Bill Type	
Cycle	
Line*Pole Number	



Comparisons	Days	kWh Used	Avg Temp	Cost/Day
Current Billing	9999	99999	99	\$1.00
Previous Billing	9999	99999	99	\$2.00
Last Year	9999	99999	99	\$3.00

2 Service Charges

Enacted since 2007, the facility charge is a fixed charge on each bill to cover the costs of the facilities (ex. Poles, wires, transformers and meter) to provide safe and reliable electric to your home.

Service Charges	
Facility Charge	
Energy Charge 999 kWh @ 0.000	
PCA	

Other Charges / Credits	
Local Tax	
Total Current Charges on 99/99/9999	\$9,999.00
Balance Prior to this Billing (due immediately)	\$25.00
TOTAL AMOUNT DUE	\$9,999.00
Add if not paid by 99/99/9999	\$1.50

Norris Electric Messages
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

The energy charge allows you to see just how much you're paying per kilowatt hour.

Power Cost Adjustment (PCA) reflects the cost Norris pays to our wholesale power supplier for the energy sold to our members. We do negotiate the best price on behalf of our members. Each month, we receive a bill from our wholesale power supplier for the energy our members consume. This can be assessed due to fluctuations in the fuel and other costs used in generating power.

4 DISCONNECT NOTICE: Prior Balance is subject to disconnect after 9 a.m. on 99/99/9999

Please Detach And Return Bottom Portion With Payment

NORRIS ELECTRIC COOPERATIVE
 8543 N STATE HWY 130
 NEWTON IL 62448-4060
 Address Service Requested

See available payment options on back

JOHN Q SAMPLE
 C/O JANE C SAMPLE
 111 EAST MAIN STREET
 APARTMENT 114
 DULUTH GA 30096-1234

Cycle 999		FINAL BILL
Account #: 12345678-001	Bill Date: 99/99/9999	
Unpaid Balance Due Immediately	\$99.00	
Current Amount Due 99/99/9999	\$999,999.00	
Current Amount Due After 99/99/9999	\$999,999.00	
Enter Amount Paid		

5 Check here for address or phone number correction and complete form on reverse side. Our records show your phone number is (000) 000-0000.

3 Graph & Table

This new feature shows YOUR energy use by month and compares it to last month's use (previous billing) and last year's use during the same month. The chart detail includes the average temperature for the month and the average daily cost (kWh + facility charge).

4 Prior Balance and Disconnect Notices

The monthly bill is the ONLY notification served for previous unpaid balances showing the scheduled disconnect date for that amount owed. All prior unpaid balances should be paid immediately to avoid service interruption. Due dates on your payment stub refer to the amount owed on the current bill amount.

5 Verify Your Contact Information

Please review your current mailing information and phone number we have registered on file. Check the box and make relevant changes on the back of the bill.

Back Page

1 Payment Options

We accept payments through the mail, over the phone 24 hours a day and in person at our Newton office. For added convenience, ask about setting up an automatic draft from your checking or savings account.

Norris Mobile App and Online Bill Pay (FREE)

Search for Norris Electric App in the app store. Online and mobile access allows you to manage your account and monitor your usage. Call our office to set up your online account.

2 Useful Tools

Members have the option to have their statements emailed to them the same day they are printed. Online access provides options to set up email and text message alerts along with payment reminders. Also see your daily usage and manage your energy usage. Our website offers outage map information to keep you informed of service interruptions. Like us on Facebook/Twitter to stay informed on how your Co-op is serving you and your community.

3 Update Account Information

The paystub information on the front page shows the current phone number we have on file. The home number is used as the primary contact number for your account. Making payments through our automated phone system can automatically link to the number you are calling from, if it is listed on your account, speeding up your payment process. Your cell number can be used to set up alerts and reminders. Listing your cell provider will ensure the text messages go out properly.

<p>QUESTIONS? Call our office toll free 1-877-783-8765 Monday thru Thursday, 7am - 5pm</p> <p>Billing Questions: billing@norriselectric.com Capital Credit Questions: capitalcredits@norriselectric.com Internet Questions: wildblue@norriselectric.com</p> <p>AFTER HOURS NUMBER: 1-877-783-3221</p> <p>OUTAGE PRODECURES</p> <ul style="list-style-type: none"> ✓ When your power goes off, check your meter. ✓ If the meter has a numeric display, check your breakers. ✓ If there is not a display on your meter, report the outage by texting or calling toll free 1-877-783-3221. ✓ If you call, please have the LINE*POLE # information for the location that is out of power. ✓ To text, you must be registered through our website. 	<p>1 PAYMENT OPTIONS</p> <p>AUTOMATIC DRAFT Each month our office will automatically draft your checking or savings account the day before it is due. You will never have to worry about your bill again!</p> <p>ONLINE PAYMENTS ON OUR WEBSITE www.norriselectric.com Please call our office for a password.</p> <p>PAY-IN-PERSON Stop by our office at 8543 N St Hwy 130 in Newton, IL Monday through Thursday 7am to 5pm to pay in person. An after-hours drop box is also available.</p> <p>PAY-BY-PHONE Call our office at 877-783-8765 to pay 24 hours a day by check, credit card or debit card.</p> <p>MOBILE APP Download our app through your app store by searching for Norris Electric. Please call our office for a password.</p> <p>MAIL Mail payment to 8543 N St Hwy 130 - Newton, IL Please allow up to 10 days to receive the payment.</p>
<p>2 USEFUL TOOLS</p> <p>E-Bills - Members monthly bills can be sent to their email address. This eliminates lost bills and late payments. Daily Usage Charts - Members can view their daily/hourly kWh usage on our website, but it will require a password. This tool will help monitor electricity consumption. Outage Map - Members can view our outage map from our website. This gives our members an idea of where the outages are located and how many members are affected. Facebook/Twitter - Be sure to like us on Facebook and Twitter to receive current outage information and news. Alerts and Reminders - Members can receive a text or email when their bill is due or when a payment is received.</p>	
<p>PAST DUE AMOUNTS</p> <p>The due date on your bill only applies to the current charges. Any past due amount should be paid immediately to prevent the possibility of having your service disconnected. If past due amounts are not paid, your service will be subject to disconnection, which could include additional charges. The disconnect date on your bill is the only notice you will receive.</p>	
<p>3 UPDATE YOUR ACCOUNT INFORMATION</p> <p>If you are making a change, please check the box on the reverse side of this payment stub. ** FOR ACCOUNT NAME CHANGES - PLEASE CALL THE OFFICE MONDAY THROUGH THURSDAY 7AM TO 5PM **</p> <p>Home Phone _____</p> <p>Cell Phone _____ Provider _____</p> <p>Email Address _____</p> <p>New Mailing Address _____</p> <p>City, State and Zip Code _____</p>	



Our Directors



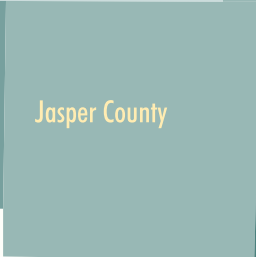
Ted Helmink
Cumberland County



Gilbert Garbe
Effingham County



Justin Parcel
Clark County



Gary Buser
Crawford County



Kurt Holscher
Crawford County



Gordon McClure
Jasper County



Dave Sheppard
Jasper County



Ron Viehman
Lawrence County



Scott Weiss
Lawrence County



Dean Dietrich
Richland County



Dan Strine
Wabash County

Help us reduce your costs

Are you paying your electric or internet bill by credit card or debit card? Did you know that every time a credit or debit card is used, Norris Electric pays a fee? It is true. Norris Electric pays a percentage of the total amount charged to your card. In order to keep members' costs low, we encourage you to review other payment options.

- Mail your check to the office
- Set up recurring bank draft from your checking or savings account
- Make a payment at one of the convenient local banks

- Set up electronic payment from your bank to be transferred to Norris Electric
- Pay by e-check from our automated phone system
- Pay online with e-check at www.norriselectric.com
- Download the Norris app on your smartphone and pay by autopay or e-check
- Make check or cash payment in our office

Please contact the office to make changes that will reduce costs for everyone.