

Norris Electric *News*

Your Touchstone Energy® Partner 

Member Appreciation Days

For 80 years, Norris Electric has powered the lives of the members we serve. Although it is our mission to deliver safe, reliable electricity, we are connected by more than just electric poles and wires. We are connected by the principles that guide us, with the members who own us and the

communities we serve.

In part of our 80-year celebration, we will be heading to the county fairs this summer. We'd like to thank all our members for their continued support as we look forward to another 80 years. Below is a list of dates that we will be at your county fair, we hope to see you there.

Locations	Dates	Times
Clark County (Martinsville Ag Fair)	Thursday, June 14	5:00 – 8:00 p.m.
Jasper County	Thursday, June 28	4:00 – 7:00 p.m.
Richland County	Saturday, July 7	1:00 – 4:00 p.m.
Wabash County	Tuesday, July 17	1:00 – 4:00 p.m.
Crawford County	Thursday, July 26	1:00 – 4:00 p.m.
Effingham County	Sunday, July 29	12:00 – 3:00 p.m.
Lawrence County	Wednesday, Aug. 1	3:00 – 6:00 p.m.
Cumberland County	Thursday, Aug. 16	1:00 – 3:00 p.m.



My Story by Carol Van Matre, Wabash County, Ill.

I don't remember the details because I wasn't born yet, but my mom loved to tell a story about my older brother Ernie when he was about 2 or 3 years old.

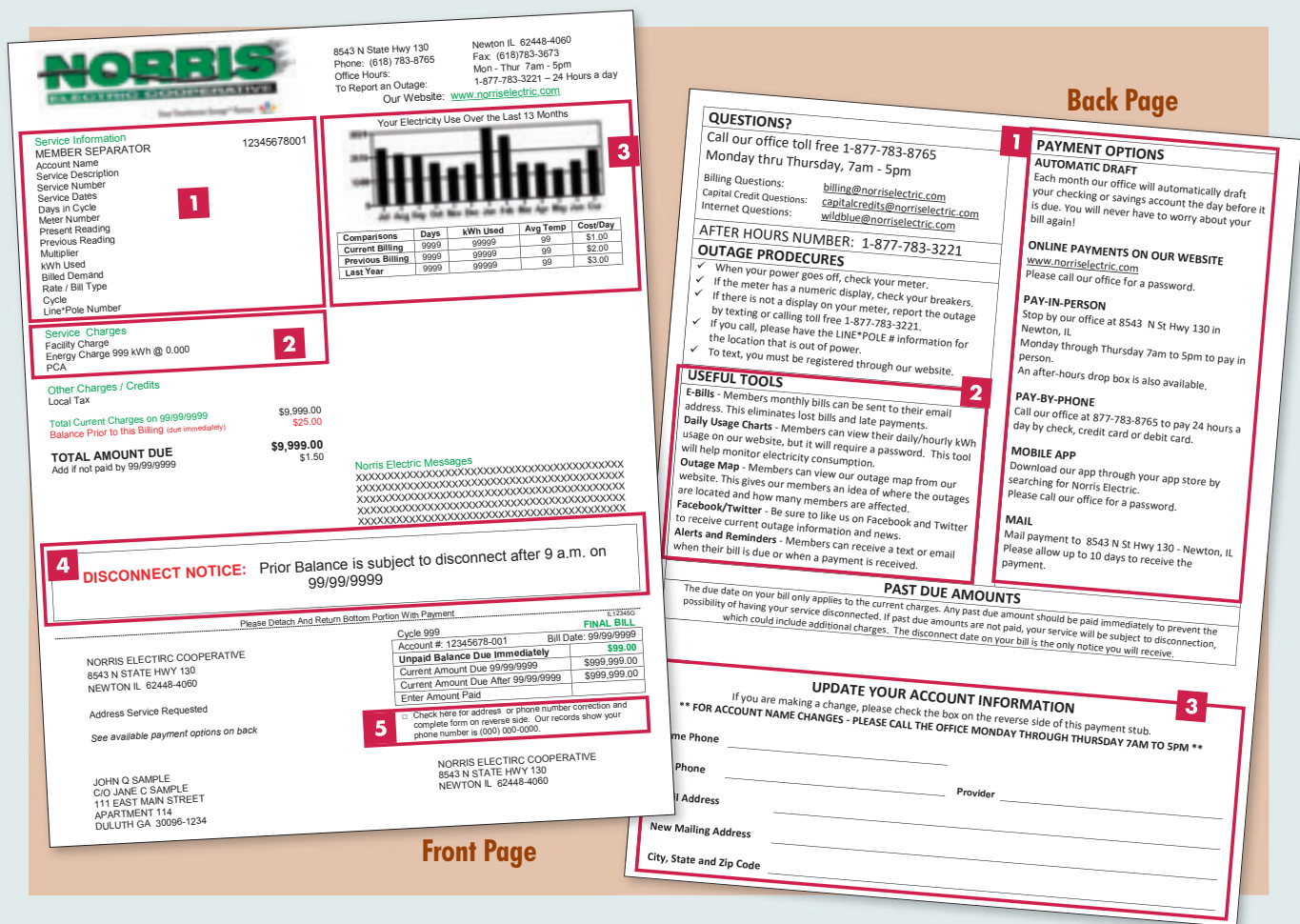
He was born in 1952, and at that time my parent's farm still didn't have electricity. Their farm was "at the end of the road" literally and figuratively. They lived at the crossroads of four counties. There was only one other house on their road, and it was in a

different county than they lived in.

I think the house had very recently been connected to Norris Electric power, but then there was a glitch and then they didn't have power again for a few days.

When the power was working again and mom went to turn the lights on, my brother said to her, "Oh Momma, don't be so silly, you know we don't have no lightricity."





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.

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.

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.

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

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.

1 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.



New employees

Norris Electric would like to welcome two forestry line clearance apprentices. Zach Bolin and Tyler Johnson were hired to fill two vacant positions in the forestry department.

Johnson completed schooling at Southeast Lineman Training Center in Georgia and Bolin has completed schooling at Fairfield Frontier Community College in the electricity distribution system department.

Congratulations to both, and we wish for you a long fulfilling career at



Norris Electric Cooperative.

2017 Capital Credits Allocations Statements

As a not-for-profit cooperative, Norris Electric is owned by the members we serve. When you pay your electric bill, you are accumulating equity in your cooperative.

One of the benefits of belonging to a cooperative is that any monies left over after expenses are paid are allocated back to the members in the form of capital credits according to your usage.

If you received electric service or internet service from Norris Electric in 2017, you will receive a card in the

mail which shows the amount being allocated to your capital credit account. This is not a charge you owe nor can it be used to pay your electric bill. It is a statement of your equity in Norris Electric Cooperative for the year 2017.

Capital credits will be returned to the members when Norris Electric Cooperative's board of directors decides that the co-op is strong enough financially to do so. This notice is for our members' information only and does not require any action of their part.

YOU get the credit!

Norris Electric retires \$2,426,784.09

Norris Electric is a cooperative, which makes it different from other utilities in many ways. One of the biggest examples of this difference is capital credits. This year, the cooperative refunded \$2,426,784.09 of capital credits to members who bought electricity from 1976 through 1978.

Most companies charge above and beyond what it actually costs them to run their business, so they can generate profits for their investors. Norris does not operate this way. As a cooperative, Norris operates at-cost. Its rates are set to collect enough revenue to run and improve the business, not to generate profits for shareholders.

Each year, if there is excess revenue,

it is divided and allocated as capital credits among all of Norris's members. The dollar amount is based on how much electricity each member purchased that year. When the financial condition of the cooperative permits, these capital credits are retired, or paid, to the member in the form of a check. Norris is proud to give back to our members and their families.

Checks were mailed out on May 15 to members who bought electricity from 1976 – 1978. If you have not received your check, please let us know. We may need your updated mailing address. Contact our office at 877-783-8765 or email capitalcredits@norriselectric.com.

Norris Electric sends students to Youth Day

State Senator Dale Righter Representative David Reis met with students representing Norris Electric Cooperative during the Illinois Electric and Telephone Cooperatives Youth Day on Wednesday, April 18 in Springfield. More than 210 students from around Illinois had an opportunity to visit the State Capitol, view state government in action and question their legislators on key issues. They also were invited into the office of Secretary of State Jesse White.

During lunch, Lt. Governor Evelyn Sanguinetti addressed students and chaperones. Sanguinetti discussed her humble beginnings and being encouraged to not allow her background to limit her future. With her passion for volunteerism in local communities, she challenged students, “you never know where life may take you. Volunteer, make a difference. If not you, then who?” Illinois State Fair Manager Luke Sailer, a former Illinois Youth Leadership Council representative, challenged the students

to take an interest in the political process and stressed how important their voices and actions are. He encouraged them to “take a leap of faith and work hard, and doors will open for you and your future.”

Faye Yang, the 2017-18 Illinois Youth Leadership Council Representative from Wayne-White Counties Electric Cooperative, spoke about her experiences on the Youth to Washington tour and challenged attendees to maintain an interest in their cooperatives and the political process. After lunch, the students also visited the Old State Capitol and Abraham Lincoln Presidential Museum.

At the end of the day, the students were interviewed for the chance to participate in the Youth to Washington Tour, June 8-15, 2018. Winners were chosen based on applications and interviews.

Winners representing Norris Electric Cooperative to Washington are Arianna Goss from Newton Community High School and



Students Arianna Goss and Seth Bailey will represent Norris Electric in Washington, D.C.

Seth Bailey from Palestine High School. Arianna and Seth will join approximately 70 other high school students representing Illinois electric cooperatives. During their week in Washington, D.C. they will join approximately 1,450 other students from 42 states for “Rural Electric Youth Week” sponsored by the National Rural Electric Cooperative Association and electric cooperatives across the United States.



Pictured with Senator Dale Righter and Representative David Reis are students Seth Bailey, Macy Biggs, Donna Jo Brown, Mikenzi Bushue, Addy Dossett, Arianna Goss, Nyena Graves, Paeton Hagen, Parker Havill, Will Niebrugge, Kaylee Pettigrew, Maci Pruitt, Sam Quick, Joseph Scott, Julia Seaman, Addie Smith, Abby Stock, Hayden Voelker and Keri Zumbahlen; and chaperones Tim Bohnhoff, Jenny Britton and Jamie Cutright.