

## Membership Matters

**B**y and large, we don't get to choose who provides our electric service. People on opposite sides of the road may be served by different electric providers, some by a stockholder-driven investor-owned utility, others by a city-owned municipal electric system. We are a not-for-profit electric cooperative owned by you and your fellow members.

There is a major difference between these entities. Every home or business that receives power from an electric cooperative—18 million in 47 states—owns a portion of the utility. As a result, anyone who receives cooperative electric service becomes a member and owner, not just a customer. Across the nation, electric cooperatives serve more than 42 million people.

**Why does being a member matter?** Shelby Electric Cooperative does not exist to make profits for distant investors on Wall Street. We exist to provide you with safe, reliable and affordable electric service — and doing so in a way that raises the quality of life in our communi-

ties. Because electric cooperatives operate on a not-for-profit basis, they have no need to increase revenues above what it takes to run the business in a financially sound manner.

**Membership also matters** because electric cooperatives care about improving the quality of life in the areas they serve. From donating food to local food pantries to providing electrical safety presentations to area schools, Shelby Electric Cooperative invests in local communities where you live and work.

**Membership matters** because it entitles you to certain benefits like the Co-op Connections Card and capital credit allocations. Electric cooperatives aim to operate at-cost, so any excess revenues, or margins, are returned to members in the form of capital credits, based on their electric use. Additionally, members receive this Shelby News insert in the Illinois Country Living magazine because we want you to stay abreast of important cooperative news and events.

**Membership matters** because you

have a voice and a vote in how your cooperative is governed. Through democratic control, members like you elect members from our cooperative to serve on the board of directors. Control stays in local hands. Your board of directors, along with those who work for your cooperative, are your friends and neighbors.

The bottom line: **Membership matters** because **you matter** to your electric cooperative.



### Earth Day 2013

**I**n honor of Earth Day (April 22nd) you may consider planting trees or shrubs. Remember to call JULIE before you dig!

Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job. Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call — even small projects like planting trees and shrubs.

If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

For more information, visit their website at <http://www.call811.com>



*Kyle Finley's Live Line Demo at Shelbyville High School earlier this year.*

**REAL LIFE REAL POWER**

# Getting Real with Marla

**D**o you know how to read your Shelby Electric Cooperative bill? You know where to find the amount due; but how much closer do you look? There is a lot of useful information packed onto that piece of paper. We encourage our members to ask questions and we have noticed we often get asked the same questions. This month's article will help you analyze and understand your Shelby Electric bill. As always, call us at 1-800-677-2612 if you have any questions.

~ Marla Eversole,  
Member Services Representative

**OUTAGE INFORMATION: 24 hr Answering Service**  
1-800-677-2612 or 317-374-8088

Account No.	01234	Meter No.	12345678
Map Location	S0740 05		
Service Location			

Please contact our office if Service Location has an incorrect description. This is for information & outage purposes only and does not affect any way all of your billing.

Need a place to list an item for sale or looking for something in particular, then you should try the cooperative free online classifieds at [www.shelbyelectric.coop](http://www.shelbyelectric.coop). Just click on the Marketplace icon and list your item for sale or list a rental or service you might want to promote.

Don't forget if you recycle to use the Power of Green Recycling located at the cooperative PWR-net building on East Florio 16 in Shelbyville. Recycling hours are Tuesday & Saturday from 8 am to noon and Thursday afternoons from 1 pm to 4 pm. Call 877-604-8282 to learn more about the Power of Green.

Power up your Wi-Fi device with PWR-net unlimited Data. It's not just simple, faster, affordable, broadband Internet from Shelby Electric Cooperative. Call 877-604-8282 to learn more or email [subscriberservice@pwr-net.coop](mailto:subscriberservice@pwr-net.coop). Remember current customers refer a friend and receive a free month if they become a qualified new subscriber to PWR-net. Just use Promo Code: 361.

Identifies your account for payment posting. We have many members with the same first and last names.

News & Notes from your cooperative.

Helpful when reporting an outage.

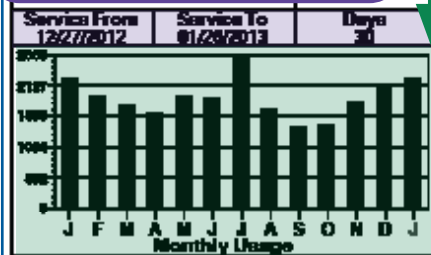
Compare your monthly use for a year.

Main and Sub Meter numbers (if geothermal or airsource heat pump).

Account No.	Cycle	Rate	Service Location		Map Location
01234	3	1	SINGLE PHASE		S0740 05
Meter Number	Prev Read	Pres Read	Mult	KWH Used	Rate / Reference
3424815 3418861	8230 818	11874 836	1 20	1064 360	17 REGULAR 117 REGULAR
Activity Since Last Bill		\$ Amount	Current Bill Information		\$ Amount
Previous Balance		303.81	BALANCE FROM TO THIS BILLING ON 01/31/13		0.00
Payment		-303.81			
Other Adjustments		0.00	ENERGY CHARGE	1883.0 kWh @ .120000 =	227.36
Balance Prior to this Billing		0.00	WIRELESS FEE	0.0 kWh @ .000000 =	0.00
			ENERGY CHARGE	306.0 kWh @ .101000 =	30.90
			WIRELESS FEE	0.0 kWh @ .000000 =	0.00
			FACTORY CHARGE		25.00
			BOOKS TAX		7.18
					-10.00
Due Date		02/16/2013	Net Due		321.14
Gross Due After		02/16/2013	Gross Due		337.20

The statement is due approximately a month after the electricity is used.

Attend the Annual Meeting June 14, 2013 and look for your \$10 bill credit here.



The back of your statement has a variety of useful explanations and information.

**General Information**

**Billing**

Billing statements are payable upon receipt. If payment is made after the due date, the larger amount shown on the bill becomes due and payable. If paying by mail, please allow 3-5 days delivery.

Failure to receive a bill does not exempt you from monthly payment, late charges, or disconnection.

An outside depository is available for making after-hour payment at the Shelby Electric Cooperative Office.

**Late Payment Fees**

Delinquent accounts are charged a penalty of 5% and will be added to the existing balance.

Payments must be received in our office by the due date to avoid penalties.

**Returned Checks**

A \$20.00 returned check fee will be assessed for a 1st returned check, \$35.00 for a 2nd returned check and \$50.00 for a 3rd and all subsequent returned checks. If a member issues a bad check at the time of collection, the cooperative may disconnect the electric service immediately without further notice.

**Collection and Disconnect Fees**

If a Shelby Electric Cooperative representative must be sent to the member's location to disconnect service, the current bill, past due bill, and all fees must be paid by cash or certified payment before service will be restored.

<b>TRIP FEES</b>	
Delinquent Bill Disconnect Fee	\$50.00
Reconnect Fee	\$50.00
After Hours Dispatch/Reconnect Fee	\$150.00

**Payment Arrangements**

Payment arrangements can be made by contacting our office a minimum of 3 business days before your service is subject to disconnection. The cooperative does hold the right to refuse any arrangement based on credit history, balance and/or past broken arrangements.

**Partial Payments**

If you have an internet account with us and send in a payment for your electric and PWR-net services less than the total amount due, the payment will be applied to your electric account. If there is a remaining balance, that amount will then be applied to your PWR-net account.

**Budget Billing**

The fixed budget plan requires 12 months usage history and 12 months of good credit history. This plan continues unless the account is disconnected for any reason. Failure to make monthly budget payments will result in the removal of budget billing at the discretion of the cooperative and subject the account to immediate settle-up and/or disconnection of service.

**Call Before You Dig - It's the Law!**

Illinois law requires anyone digging, regardless of the depth of the project, to call J.U.L.E. at 1-800-882-0123.

**Power Outage/Service Interruption**

If you have an interruption/outage of electric service, check your fuses or circuit breakers before calling Shelby Electric Cooperative. Then, please report outages immediately. For all service outages call: 217-774-3800 or 800-677-2812. A dispatcher is on duty 24 hours per day. When calling in an outage it is important to have the following information available to give the dispatcher to ensure the serviceman is dispatched to the proper location: Account Name, Account Number, Map Location and Meter Number, all which show on your monthly bills in the upper portion of your monthly bills.

**Facility Charge**

A Facility Charge is a monthly charge needed to pay for the basic cost of providing electricity. Whether or not a member uses a lot of electricity or very little electricity, it still costs the same to have the necessary facilities, in place, for the member to have electricity.

**Payment Options**

Recurring Bank Draft Checking/Savings payments - available only by contacting Shelby Electric Cooperative - The Net Amount Due shown is the amount that will be drafted from your checking/savings. It will be drafted on the Due Date shown on your bill.

Monthly Credit/Debit payments - available by contacting Shelby Electric Cooperative or by completing the form below. This is a one-time charge if the Authorization Box is unchecked and will be deducted from account upon receipt.

Recurring Credit/Debit payments - available by contacting Shelby Electric Cooperative or by completing the form below and checking the Authorization Box in the lower left corner of the form. The Net Amount Due shown is the amount that will be drafted from your credit/debit card and will be charged on the Due Date shown on your bill.

Online E-Bill - For a more convenient method of paying your monthly electric bills go to [www.shelbyelectric.coop](http://www.shelbyelectric.coop) and make a payment using debit/credit check. By using our website, you also have the ability to view your bills online.

**Unsuccessful Charges or Declines**

In the event that unsuccessful charges or declines occur, it will be at Shelby Electric Cooperative's discretion to discontinue the member privilege of Bank Draft or Recurring Credit/Debit payments.

*Please indicate a branch of address here:*

Address/Box number		
City	State	Zip
Phone Number		Other Phone

Visit the office to change a name on an account.

IF PAYING BY CREDIT OR DEBIT CARD, FILL OUT BELOW		
CHECK CARD USING FOR PAYMENT		
<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	<input type="checkbox"/> VISA
<input type="checkbox"/> VISA	<input type="checkbox"/> AM EX	<input type="checkbox"/> DEBIT
CARD NUMBER	EXPIRY	
SIGNATURE	EXP. DATE	SECURITY CODE

**ALL INFORMATION IS REQUIRED**

If this credit/debit card is to be used for Recurring Credit/Debit please check the box below and print clearly your information above. A ONE-TIME MONTHLY CHARGE ONLY IF BOX IS NOT CHECKED.

I Authorize Shelby Electric Cooperative to charge my credit/debit card monthly, as a recurring form of payment for my Shelby Electric Cooperative electric bill.

# Your Power – Your Plan – Your Choice

*UPay - a Prepaid Electric Service from Your Cooperative*

**Real power solutions to fit your way of life.**

Have you ever wished you could take control of your energy consumption? Now you can with *UPay*, a prepaid energy solution from Shelby Electric Cooperative.

*UPay* works best for members wanting to take control of their electric use and monitor consumption. Research has found using the prepaid method of buying electricity can actually save you money by reducing your consumption.

*UPay* allows you to:

- Control your energy use and budget
- Pay for energy as you use it
- Purchase electricity on your schedule
- Monitor and reduce energy use
- Pay as you go, no monthly bills
- Have greater flexibility with seasonal homes
- Pay and manage a family member's bill
- Control your budget if you are on a fixed income
- Control and manage electric consumption on rental property
- Enjoy savings with reduced consumption



*Optional In-Home Display*

*UPay* prepay from Shelby Electric Cooperative gives members the control to monitor their electric consumption on a regular basis which allows the member to notice patterns in their day-to-day use. The beauty of the *UPay* program is that it fits YOUR budget. You can buy enough electricity to last until payday or you can buy enough to last several months. The choice is yours!

Contact Shelby Electric Cooperative to learn more about this prepaid option by calling 1-800-677-2612.


*The SEC phone payment and e-bill options for checking or savings accounts will not be made available to members who have had NSF or returned funds with SEC within the past 12 months.*

Your Touchstone Energy® Partner 

**P.O. BOX 560**  
**Shelbyville, IL 62565**  
**Phone: 217-774-3986**  
**Fax: 217-774-3330**  
**www.shelbyelectric.coop**  
**twitter.com/YourCoop**  
**facebook.com/YourCoop**

**Office Hours:**  
**7:30 a.m. - 4:30 p.m.**



Your Touchstone Energy® Partner 

**Get Faster  
with PWR-net**

www.pwr-net.coop

Affordable Wireless Broadband Internet  
 877-994-2323 or 217-774-2323  
 or e-mail subscriberinterest@pwr-net.coop



## Tax Freedom Month Special

Sign up during the month of April and PWR-net will waive the \$99 installation fee!

- fee based on basic installation
- some restrictions may apply

Use promo code 4310

A service of



Your Touchstone Energy® Partner 