

Tips from Operations

We recently asked our Operations Department, "What can a member do to help us help them?" What follows are their responses.

OUTAGES



"Please be patient with us during large outages as we work to get your power restored."

Cole Chalmers, Apprentice Lineman, 3 yrs.



"Be understanding when we have to access your property to fix your service. We do not want to drive through your lanes or yards in wet weather, but sometimes we have to bring in our trucks."

Jeremy Willis, Crew Leader, 18 yrs.



"Don't assume your neighbor called in a power outage. We may not be aware you are out of power."

Nick Schachtsiek, Lineman, 12 yrs.



"Members should always report an outage so that we can respond quickly. I always encourage downloading the MyMEC App. It's a great way for members to get information about the outage."

Seth Parker, Area Serviceman, 26 yrs.



"Do your best to keep the immediate area in front of padmounted transformers clear. Don't obscure it where I can't find it in the middle of the night."

Jason Beggs, Leadman, 16 yrs.



"If you have an outage or partial power, please double-check your home's breakers to be certain the problem is not just on your side."

Austin Baskett, Lineman, 4 yrs.

SAFETY



"Always pay attention to your surroundings and our lines. Coming into contact with our lines can be very dangerous to you, cause damage to your property, and cause outages and expensive equipment repairs."

Troy Shafer, Area Serviceman, 34 yrs.



"I was recently working with a crew during a storm and a car came barreling past us, the driver laying on the horn, creating a very unsafe situation. It happens more often than you might think. Slow down and move over when you see us working on the side of the road. Please pay attention and stay alert when driving."

Michael Justice, Groundman/Mechanic, 13 yrs.



"Don't plant trees or put items such as pools under our lines. If you are building near our lines, contact Engineering before you start construction to ensure you are far enough away."

Stormy Hild, Lineman, 13 yrs.



"Please keep your distance if you see crews working. Your safety and our safety are important."

Austin Harvey, Lineman, 7 yrs.



"Member safety is always our number one priority. Please stay out of our work zones and away from downed power lines."

Carrigan McMahon, Lineman, 4 yrs.

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NOTIFICATIONS



"Sometimes we need to call members to get additional details from you or to gain access to your facilities. The office calls with important information also. People get new phone numbers and need to keep us informed." [Editor's note: The number you see listed on your bill is the primary number we have for you.]

Robb Hanner, Area Serviceman, 23 yrs.



"Please answer your phone when you get a call from us. We may need immediate information about your service or your account.

Also, we always appreciate how friendly our members can be, and while we'd like to visit with everyone while out in our service territory, sometimes time just doesn't allow for it, especially during outages. Please don't think our Linemen are being rude if they can't stay for a conversation. If you have any comments or questions for us, you can contact the office, and we'll get you all the details you need.

Dalton Whitley, Operations Manager, 19 yrs.



"Answer your phone when we call. There is a reason we are calling."

Matt Wassell, Area Serviceman, 10 yrs.



"If you plan to add load to your service, please contact our Engineering Department."

Kyle Hill, Lineman, 14 yrs.



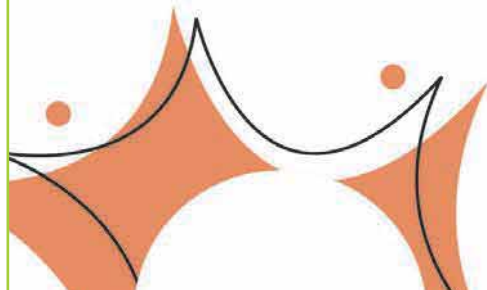
"Always notify us of power outages. Don't wait. And let us know if you have recurring issues with your electric service — if your lights blink all the time or you have voltage problems give us a call."

Brandon Blair, Area Serviceman, 27 yrs.

ENERGY EFFICIENCY TIP OF THE MONTH

September kicks off the fall shoulder season, when cooler mornings and milder evenings often mean you can give your heating and cooling system a break. Open windows, use ceiling fans and enjoy the fresh air whenever temperatures allow. It's also the perfect time to schedule annual HVAC maintenance before colder weather arrives. Because demand is typically lower during the fall, heating and cooling professionals often have greater availability, making it easier to book an appointment. Regular maintenance can improve your system's efficiency, help prevent unexpected breakdowns and keep your home comfortable all year long.

Source: Dept. of Energy



New bill format!

We hope you'll agree that our new bill format arranges all the information you want about your account at your fingertips!

It provides the same information about your account as before, just oriented a little differently, with a couple of new features!

Joint member names already appeared on bills, but both names now appear in the address line. It is important that both these names are correct. If this prompts you to make a change to your membership, let us know.

Under the Electric Usage History graph there now appears a box giving a few additional details about your average daily usage and how it compares to both last month and last year.

While you're checking out all your new bill's details pay special attention to the primary phone number listed at the top left. As you read in the Operations Tips in this issue, it's important we have a current and correct number. Contact us to make a change.

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Menard Electric Cooperative
14300 State Highway 97
PO Box 200
Petersburg, IL 62675
Phone: (217) 632-7746
Toll Free: (800) 872-1203



Regular Business Hours
Monday - Friday
8:00 A.M. - 4:30 P.M.

www.menard.com

Providing safe and reliable electricity to our members.

Member Name John A Doe
Member Joint Name Jane B Doe
Phone Number (309) 123-4567

Billing Date 05/07/26
Account Number 56789
Statement ID 212347567

Let us know if we
have the wrong
phone number!

Previous Bill	
Previous Balance	\$196.36
Payment(s) Received	-\$196.36

Thank you for your payment!

Current Bill	
Current Charges	\$212.69
Current Charges are due by	05/28/26

For full detail breakdown of charges see the reverse side

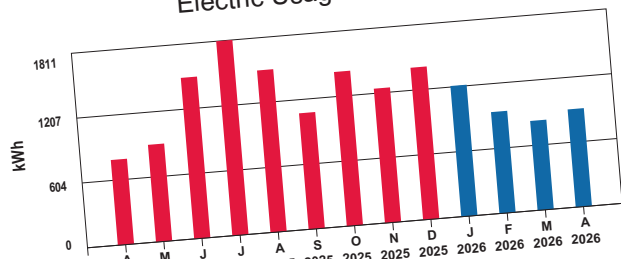
Total Amount Due	
Amount Due	\$212.69
Late Charge Date	05/29/26

Account Number	Meter Number	Service Period From	Service Period To	Number of Days	Meter Reading Prev	Meter Reading Pres	Mult	KWH Usage	Rate
56789	55555555	04/01/26	05/01/26	30	55804	56715	1	911	10

Previous Balance
04/22/26 Payment -- Thank You
05/05/26 Facility Charge
05/05/26 1--100W HPS Light @ 16.00
05/05/26 Electric Charge
05/05/26 Power Cost Adjustment
05/05/26 Tax
Total Current Charges
Total Due

\$196.36
-\$196.36
\$52.00
\$16.00
\$133.92
\$7.71
\$3.06
\$212.69
\$212.69

Electric Usage History



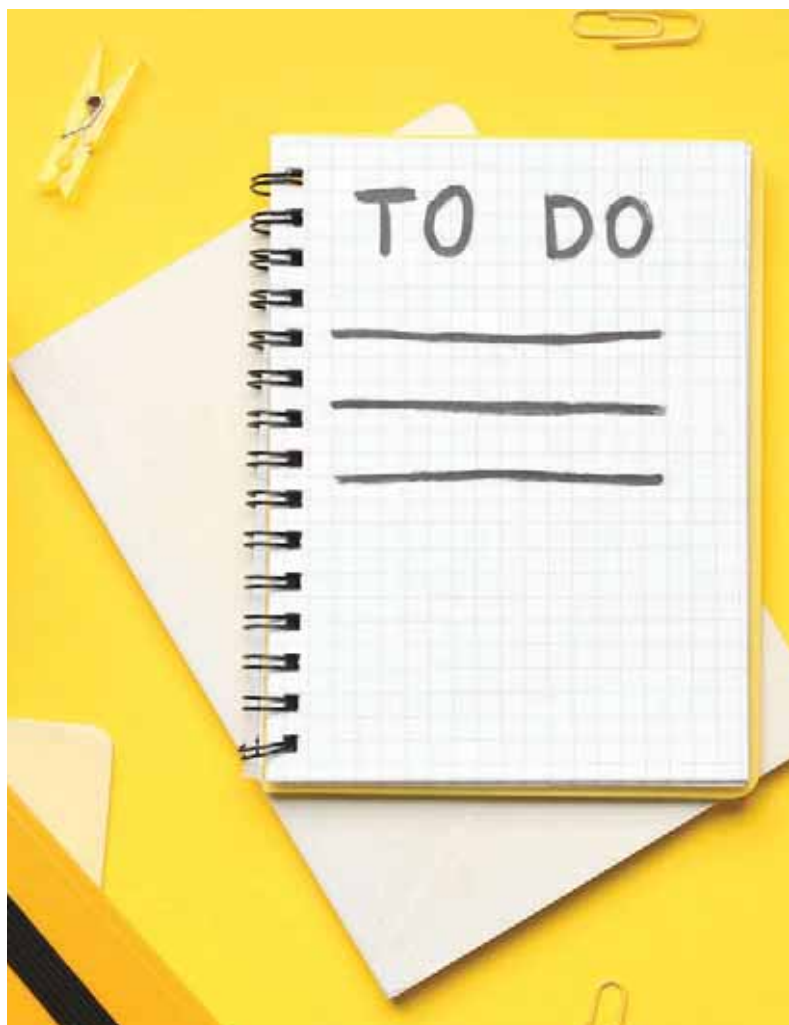
Usage Comparison	Days of Service	Total kWh	AVG kWh/Day
Current Billing Period	30	911	30.4
Previous Billing Period	31	833	26.9
Same Period Last Year	30	794	26.5

Board highlights

For full minutes visit menard.com or contact the office.

June 23, 2026

- All Directors present in person except Steve Worner, present by phone; also General Manager, Attorney & member Leo Arnold.
- Advised formal resignation of Director Jodine Tate received. Provided overview of filling vacancy since no election held at Annual Mtg 6/17/26 due to lack of quorum. Nominated Leo Arnold; a unanimous ballot cast to elect Leo until an Annual Mtg w/ Director Election is held.
- Approved schedule of Board Meetings July 2026 – June 2027 for 4th Tuesday of each month except for Sept. to be held 5th Tuesday.
- President Goetsch appointed Martin chair of Bylaw/Policy Committee replacing Jodine Tate.
- Revised Policy IV.50 (Net Billing of Excess Member-Generated Electric Energy) to remove capacity cap for Small DG systems w/nameplate capacity of 25kW & below. Revised Rate Rider NB similarly.
- Update provided on 2026-29 work plan.
- Reviewed Operations report w/89 incidents; longest duration of single outage 348 min from downed tree in windstorm; largest # affected by single outage 581 from loss of transmission.
- Reviewed irrigation, load control & safety reports; discussed topics from recent safety meeting & Federated safety & loss prevention assessment.
- Next mtg 7/28/26 @ 8:00 a.m.
- Discussed adjourned Ann Mtg scheduled for 6/24/26 & what would happen if quorum again not achieved.



Time to tackle the to-do list

Tuesday, Sept. 22 is the official start of the autumn season. Harvest, bonfires, pumpkins and all things fall are on the horizon! And so are cooler temperatures. It might be a good time to get all those projects checked off your to-do list that you put off in the summer heat.

Here are a few safety tips:

- Carry ladders horizontally. Always look up for overhead power lines and keep yourself and equipment 10 feet away.
- Never use a water or blower extension for cleaning gutters near electric lines.
- Call us if you have trees near lines that need trimmed.
- Choose a heavy-duty outdoor extension cord to run power tools outdoors.
- If your outdoor outlets aren't protected by a GFCI, use a portable GFCI cord to protect against shock, especially in damp conditions. Use common sense — don't try to complete tasks if the ground is wet.