

Norris Electric *News*

Your Touchstone Energy® Cooperative 

Norris Electric Cooperative

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7 a.m. – 5 p.m.

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Local voices shape local solutions

October is National Co-op Month

When you hear the word cooperative, what comes to mind? As your local electric co-op, we hope you think of Norris Electric Cooperative.

Regardless of the services offered, all cooperatives have one thing in common: They're led by the people they serve — and that simple idea makes a meaningful difference.

Cooperatives come in all shapes and sizes, each created to meet a specific need. Credit unions help members save and borrow money. Producer cooperatives, like Ocean Spray and Land O'Lakes, help farmers bring their products to market. Retail cooperatives, like REI and ACE Hardware, are owned by their shoppers or a membership of store owners, while housing cooperatives give residents a voice in managing their communities. And utility cooperatives — like Norris Electric Cooperative — provide reliable electricity to the communities they serve.

Unlike many businesses that answer to outside investors or shareholders, cooperatives are built for their members. Their goal isn't simply to earn a profit — it's to provide value, meet unique local needs and strengthen the communities they call home.

That's exactly what makes Norris Electric Cooperative different.

Our story began in 1938 when neighbors came together to bring electricity to an area when other utilities wouldn't. While a lot has changed since then, our purpose has remained steady. We're still here to provide power and make decisions with our community's best interests in mind.

Being locally owned means we have the flexibility to focus on what matters most to the communities we serve. That's why no two electric cooperatives are exactly alike. Every community has different needs, and every cooperative reflects those priorities.

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Celebrate Co-op Month

October is National Co-op month and Norris Electric is celebrating by giving away four \$50 bill credits.

How do you enter? It's simple! Just be a co-op member with an active account. That's it. We will announce a winner each Thursday, and the credit will be automatically applied to your account. We love being able to give back to our members — thank you for being a part of our cooperative.



Congratulations to Jamie Mendenhall on her retirement

Jamie Mendenhall joined Norris Electric Cooperative in September 1992, beginning her career in the Billing Department and Member Services. She served as a Billing Clerk for 13 years before moving to the Operations Department in August 2005 as Maintenance Records Clerk. In that role, Jamie supported the behind-the-scenes work that helps crews and dispatch operations stay organized and responsive.

In September 2008, Jamie was promoted to Operations Coordinator, a role she has filled with knowledge, care and a steady commitment to the cooperative ever since. As an Operations Coordinator, Jamie has played a vital role in keeping daily operations running smoothly. Her work has included dispatching lineworkers during outages, verifying work orders and helping ensure work is completed properly and accounted for.

When members experience an outage, they often see Norris Electric lineworkers responding in the field. Before a truck leaves the service center, however, the operations and dispatch team is already at work receiving outage reports, communicating with crews and coordinating restoration



efforts. Jamie's experience and attention to detail have been an important part of making sure the right people and equipment are sent where they are needed.

Throughout her career, Jamie has seen Norris Electric through changing systems, busy member-service seasons and countless daily operations needs. Her dependable presence, willingness

to help others and commitment to serving our members have made a lasting difference across the cooperative.

Please join us in congratulating Jamie on her well-earned retirement and thanking her for the many years she has devoted to Norris Electric Cooperative. We wish her happiness, good health and many rewarding adventures in the years ahead.

Congratulations to Lisa Benefiel on her new role

Norris Electric Cooperative is pleased to recognize Lisa Benefiel for her dedication and many contributions as she transitions into her new role as GIS Mapping Technician.

Lisa joined the cooperative in 2015 as a Member Services Representative. Over the years, she has shown herself to be a quick learner and a true Jill of all trades. Her willingness to take on new challenges has allowed her to assist in many areas of the cooperative, including dispatch, engineering, capital credits and accounting.



Lisa also served as Project Coordinator, where her wide range of knowledge and ability to handle whatever came her way continued to benefit Norris Electric Cooperative. Her experience across the cooperative makes her a natural fit as she takes on mapping responsibilities in 2026.

Please join us in congratulating Lisa on her new role as GIS Mapping Technician and wishing her continued success at Norris Electric Cooperative.

Congratulations to Jodi Locey

Norris Electric Cooperative is pleased to announce Jodi Locey's promotion to Operations Coordinator, effective September 2026.

Jodi joined Norris Electric Cooperative in 2024 as a Member Services Representative. In fall 2025, she moved to the operations department as an Operations Specialist, where she assisted with dispatch and gained valuable experience supporting the day-to-day work of the operations team.

As Operations Coordinator, Jodi will play an important role in keeping operations running smoothly. She will dispatch linemen during outages and verify work orders to help ensure each step is completed properly and

accounted for. Her experience in member services and operations will be a valuable asset as she takes on this new role.

Please join us in congratulating Jodi on her promotion and wishing her continued success at Norris Electric Cooperative.



Welcome Amy Holder

Please join us in welcoming Amy Holder to Norris Electric Cooperative's Member Services Department.

She will be assisting members with their account and service needs, and we are glad to have her as part of the Norris Electric Cooperative team.

Welcome, Amy!



ENERGY EFFICIENCY TIP OF THE MONTH

Don't let phantom energy haunt your electric bill this October. Many electronics continue using electricity even when they're turned off. TVs, gaming systems, coffee makers and phone chargers can quietly draw power around the clock. While each device uses only a small amount, the energy waste can add up over time. Before heading out for Halloween fun, unplug devices you don't use regularly or plug them into a smart power strip that automatically cuts power when equipment is off. It's a simple trick that can help keep phantom energy waste in check.

Source: Dept. of Energy



Co-op Month continued from 18A

For some co-ops, that means expanding programs that help members save energy and money. Others may focus on supporting economic development, investing in new technology or creating new opportunities for local students.

You'll also find the co-op difference in the little things. It's the lineworkers restoring power after a storm. The employees answering your questions

when you call. The team members volunteering at community events. The board members — your neighbors — who help guide decisions for the future.

We're your neighbor and local energy partner, and we're committed to serving this community for generations to come.

This National Co-op Month, we invite you to join us in celebrating the

cooperative difference, because this co-op belongs to you.

Whether it's Norris Electric Cooperative, your local credit union or ACE Hardware, cooperatives prove that when people work together, everyone benefits.

Your membership is what makes our mission possible — and it's what keeps us focused on serving the people and communities that matter most.

Ways to Pay

Norris Electric Cooperative is pleased to offer multiple ways to pay your electric bill.



Automatic draft

Each month NEC will automatically draft your checking or savings account the day before it is due. Visit our website to download the form: www.norriselectric.com/payment-options



Bank online

This option is set up by your bank. An electronic payment will be transferred to NEC from your bank.



Over the phone

Make payments at any time through our automated payment center by calling 877-783-8765.



Online payments or mobile app

You can make payments on our website, www.norriselectric.com, or download SmartHub through your app store.



Norris electric office

Members are able to pay at the office 7 a.m.-5 p.m. Monday through Thursday. There is also a secure dropbox in the drive-thru where you can leave payment if the office is closed.



Mail

Of course, there is always the option of mailing your payment.



Vanilla Direct

Use Vanilla Direct to pay your NEC bill with cash at participating retailers. A \$1.50 convenience fee will apply.

Find the barcode located on the back of your NEC bill.

Bring your barcode to a participating location near you. Some of the participants locally are Dollar General, CVS, Dollar Tree

or Walgreens. To find all locations near you, visit pay.vanilladirect.com/pages/retailers

The cashier scans your barcode, takes your cash, and your payment processes instantly.

If you have any questions, please call our office at 618-783-8765. For more information you can also visit norriselectric.com/payment-options.



Did you know?

Norris Electric Cooperative members can use VanillaDirect Pay to pay their electric bill at participating retail locations.

1 STEP 1	2 STEP 2	3 STEP 3
Find your barcode on the back of your NEC bill. 	Visit a location: Bring your barcode to a participating location near you. 	Pay with Cash: The cashier scans your barcode, takes your cash, and your payment processes instantly. 

PARTICIPATING LOCATIONS:

