

THANKFUL
to have been **BUILT** by
and to **BELONG** to
the **COMMUNITIES**
we serve.



Member Services Department

Tips for members

This department focuses on providing members with the information and help they need. Whether it's dispatching linemen to restore a power outage, processing bills and taking payments, keeping records up to date, or facilitating member programs, these employees work directly to serve our members.

One of the easiest things you can do to help the department is keep your contact information up to date, and to reach out when you have a question. Whether it's about your bill, payment options, your membership or something else, this Member Services team is happy to listen, explain things, and if needed, help you figure out the next step.



Member Services Department – Alycia Clifton, Michelle McNeal, Kim Kyes, Audra Sturgeon and Renee Becker at this year's Annual Meeting of Members.

"We know that questions about your account can sometimes feel stressful, and we really appreciate your patience and kindness when you call us. Our Member Services representatives are here to listen, help and work through the issue with you. Understanding and respect on both sides can make the conversation better for everyone."

"If you are having difficulty paying your bill, please contact us as early as possible. Reaching out before the due date gives our team the best opportunity to discuss available options and help you avoid additional complications."
— Kim Kyes, Director of Member Services, 15 years

"If you're calling in to pay your bill please have your account number and payment information ready so that we can quickly verify your account and help you. We must verify information before giving details about an account."
— Audra Sturgeon, Billing Operator, 5 years

"No question is a stupid question — we want to hear from you. Also, members sometimes call in thinking we know the cause of an outage or what they've discussed with a different employee; please have a little grace with our questions so we can get the information we need to help you."
— Renee Becker, Receptionist, 3 years

"When reporting a broken pole or downed line, give us all the information you can, such as street names, street crossings or nearby addresses. The more details we have about the location and what you're seeing, the better. Having as much information as possible to relay to our linemen helps them restore your service as quickly and safely as possible."

"And don't forget to take advantage of our mobile app, MyMEC, to report outages, monitor restoration progress, and stay informed during an outage event."
— Alycia Clifton, Dispatcher, 7 years

"Your bill includes a history of your kWh usage (how much electricity you used) for the month. If the amount recently increased significantly more than you expected, give us a call; we can provide additional data that may help you identify the cause. For example, with some detective work you may discover a faulty well pump or appliance, or find out that new garage heater or dehumidifier is using a lot more power than you thought."
— Michelle McNeal, Communications Coordinator, 17 years.

Our Member Services employees are available during our office hours of 8 a.m.-4:30 p.m. Monday-Friday. Beyond those hours we partner with Cooperative Resource Center to offer 24/7 phone service to our members. You always call the same number for service: 217-632-7746.

SCHOLARSHIPS AVAILABLE

to students whose parents/guardians are members of an electric cooperative

MENARD ELECTRIC COOPERATIVE

4-yr university/college & 2-yr college/vocational

Deadline: March 1, 2027

BONUS: Applicants may apply for Youth to Washington, D.C. trip this summer.

IEC MEMORIAL SCHOLARSHIPS

4-yr university/college & 2-yr college/vocational

Deadline: Dec. 31, 2026

LLCC LINEWORKER PROGRAM

Deadline: April 30, 2027



SCAN FOR MORE INFO

LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) could help pay your electric, gas and propane energy bills. The new program year began in October. Contact your local agency to confirm income eligibility requirements and application timelines.

- MCS Community Services-Cass/Morgan County
217-243-9404
www.morgancounty-il.com
- Sangamon County
217-535-3120
www.co.sangamon.il.us
- Community Action Partnership of Central Illinois-Logan/Mason/Menard County
217-732-2159
www.capcil.info/liheap
- Tazwood Community Services-Tazewell County
309-266-9941
www.tazwoodcs.org

ENERGY EFFICIENCY TIP OF THE MONTH

Adjust your water heater settings to save energy. As cooler weather arrives, your water heater may be working harder to keep up with longer, hotter showers. Check its temperature setting and consider lowering it to 120°F, which the U.S. Department of Energy recommends for most households. Lowering the temperature can reduce energy use while also helping prevent scalding. Always check the owner's manual before making adjustments.

Source: Dept. of Energy



Congrats!

**LINEMAN
COLE CHALMERS**

has completed the

**Lineman
Apprenticeship
Program**

Board highlights

August 25, 2026

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

- Present were all Directors, General Manager & Attorney.
- Key Ratio Trend analysis YE2025 presented.
- Reviewed July monthly & YTD financial trends. Operating margins \$2,942,704 compared to \$2,411,018 last year; equity at 43.09%; 12-mo TIER 3.03 & DSC 2.21.
- Reviewed operations report: 103 incidents; longest duration of an outage 343 min. affected 1 member due to tree; largest # affected by single outage 469 due to blown substation fuse.
- Discussed co-op insurance coverages, RUS letter received approving mortgage refinance & posting of Field Engineer position.
- Cast vote for CFC District 5 Director & Nominating Committee members.
- Building Committee report given about geo unit replacements, roof leaks, storage shed, expansion of parking lot & future projects.
- Next mtg 9/29/26



Budget Billing

*Take the guesswork out of
monthly budgeting with
Budget Billing.*

*E-mail info@menard.com or
call 217-632-7746 for more
information.*

TIPS TO AVOID ENERGY SCAMS



Stay alert for fraudulent utility calls. Scammers can spoof caller ID to make a phone call appear to come from your electric utility—even when it doesn't. They may threaten disconnection, demand immediate payment or ask for personal information. Don't rely on caller ID alone to verify a caller's identity. If you receive a suspicious call, hang up and contact your utility using the phone number printed on your bill or listed on the official website.

Source: FTC

