



A Touchstone Energy® Cooperative 

www.myremc.coop
www.orangecountyfiber.coop

CONTACT US

Office: 812-865-2229
Toll Free: 888-337-5900
Bill Payments: 833-890-7734

EMAIL

orangecoremc@myremc.coop

OFFICE HOURS

7 a.m.–5 p.m., Monday–Friday

STREET ADDRESS

7133 N. State Road 337
Orleans, IN 47452

MAILING ADDRESS

P.O. Box 208, Orleans, IN 47452

**TO REPORT SERVICE
INTERRUPTIONS, PLEASE CALL**

855-865-2229, (OPTION 1) DAY OR NIGHT.

Have the phone number associated with your account ready when reporting outages. Please limit after hours calls to emergencies and outage situations.

BOARD OF DIRECTORS

- Eugene Roberts, District 1
- Randy Roberts, District 2
- Danny Easterday, District 3
- Rodney Hager, District 4
- Ben Lindsey, District 5
- Brian Hawkins, District 6
- George Key, District 7

REMC SENIOR STAFF

- Matthew C. Deaton, *General Manager/CEO*
- Marcy Bennett, *Office Manager*
- Misty Tincher, *Accountant*
- Mark Belcher, *Member Services Manager*
- Billy Chastain, *Electric Operations Manager*
- Charlie Rollins, *Fiber Operations Manager*



LIKE US ON FACEBOOK
www.facebook.com/orangecountyremc

Member survey planned this fall



If you receive electric service from the REMC, you're not just a consumer of our product, you're also a member of this electric co-op.

And the better Orange County REMC understands you, the better we can serve you. That's why we occasionally survey our members to identify emerging trends in power use.

Research about the types of heating and cooling systems, electronic devices and appliances used by our consumers as well as the consumers' demographics help Orange County REMC develop plans to provide reliable and efficient electric service throughout our communities. It also helps us develop programs that are of value to you.

This month and next, an independent research firm will survey a limited number of residential consumer-members through the internet or by telephone to identify emerging trends in power use. If contacted, we would value your participation. Rest assured all of the information is confidential. The research focuses on consumer characteristics including the adoption of newer technologies such as electric cars, LED lighting and mobile technology.



The research professionals performing the survey adhere to strict confidentiality criteria. You will never be asked for your name, address, account number, banking or credit card information or payment of any type.

Service to members is our number one priority. We respect your privacy and we encourage you to report to us any problems or questions you may have about the survey by calling the office at 812-865-2229 or toll free, 888-337-5900.

We thank all of our members who participate in this survey and those who have participated in past surveys. Your participation and feedback are essential to helping us better serve you.

MATTHEW C. DEATON
General Manager/CEO

co-op news

Rate Schedule

How to compute your monthly electric bill:

Use this information to figure your bill for electric use in July, August and September.

Rate Schedule for Standard Service

Standard Service Consumer Charge.....	\$26
Standard Service Energy Charge....	\$0.1124
Wholesale Power Cost Tracker ..	\$0.0032734
Total bill x Indiana sales tax	7%

Example for 1,200 kWh

Standard Service Consumer Charge.....	\$26
1,200 kWh @ \$0.1124	\$134.88
Wholesale Power Cost Tracker	
1,200 kWh @ \$0.0032734.....	\$3.93
Total	\$164.81
Indiana sales tax	\$11.54
Total bill	\$176.34

Rate Schedule for Time-of-Use Service

Time-of-Use Consumer Charge.....	\$30.90
Energy Charge On-Peak	\$0.1671
<small>(On-Peak: 7 a.m. to 11 a.m. and 4 p.m. to 9 p.m., Monday–Friday, EST)</small>	
Energy Charge Off-Peak.....	\$0.0691
Wholesale Power Cost Tracker .	\$0.0032734
Total bill x Indiana sales tax, 7%	

Example for 300 kWh (On-Peak) and 900 kWh (Off-Peak)

Time-of-Use Consumer Charge.....	\$30.90
Energy Charge On-Peak	
300 kWh @ \$0.1671	\$50.13
Energy Charge Off-Peak	
900 kWh @ \$0.0691	\$62.19
Wholesale Power Cost Tracker	
1,200 kWh @ \$0.0032734.....	\$3.93
Total	\$147.15
Indiana sales tax	\$10.30
Total bill	\$157.45

Rate Schedule for Security Lighting

Security Lighting: 100 W HPS	\$9.82
Security Lighting: 40 W LED.....	\$9.82

Visa, MasterCard and Discover cards accepted

Pay by phone at 833-890-7734.

Visit www.myremc.coop for these services:

- Pay online
- Pre-pay your bill
- Sign up for recurring monthly payment



Our lobby is now open to the public.
However, the REMC will be closed Sept. 7 for Labor Day.

REMC mourns loss of long-time director

It is with great sadness that we announce the death of Eugene Roberts. Our beloved friend and director passed away July 17, 2020.

Eugene had been a director at Orange County REMC since 1986 and, for the last 26 years, was a board member of Hoosier Energy, your co-op's power supplier. His dedication and knowledge of the industry is one of the reasons for our success. Eugene will be greatly missed.



Eugene Roberts, 1939-2020
REMC Director

INDUSTRY UPDATES

Meter Change-out

We are halfway through our five-year plan to upgrade member meters to new digital meters. These new meters require less maintenance and report outages more accurately. Crews are currently working in the Saltillo and Campellsburg areas. Please note that when your meter is changed out, it does cause a brief disruption in service.

High Speed Internet

Orange County Fiber continues to make progress in bringing fiber optic internet to our members. More access to this much-needed service is being added daily. Please visit, www.orangecountyfiber.coop to see where crews are currently working and when service will be available in your area.

We have an app for that!

SMARTHUB OFFERS CONVENIENT FEATURES FOR ACCOUNT ACCESS AND BILL PAY

Our free Smarthub app makes it simple and convenient to do the following:

- View your bill
- Make secure payments
- Access your electric account
- Check your electric use
- Compare monthly electric bill
- Communicate directly with the co-op
- Notify us of an outage
- Add notifications that you would like to receive by email or text message.

For those of you who appreciate having lots of data to compare, Smarthub lets you analyze your electric use, and do an easy comparison with the online tools. Curious about your average billing? It will tell you that too. Wonder how weather affects your electric bill? You can see a report that details the average temperature and your electric use for each month in the period you choose.

Download the FREE mobile or tablet app in the Apple App Store or Android Marketplace. If duplicates appear, the correct app is provided by our partner, National Information Solutions



Cooperative (NISC). You can also find the app by going directly to smarthubapp.com.

Don't have a tablet or smart phone? No problem. You can use the SmartHub interface from your computer. Just go to www.myremc.coop and click on 'Pay Online Now.'



Local groups receive grants

The trustees of the Operation Round Up® fund recently awarded more than \$4,700 in grants to local school programs. Details of the grants are listed below.

Springs Valley Elementary 3rd Grade received a \$272.62 grant for classroom supplies for Virtual Learning.

Pride of Paoli Band Boosters received a \$1,000 grant for supplies, food and T-shirts.

Springs Valley Band Boosters received a \$1,000 Grant to cover the cost of food during Band Camp.

Springs Valley Jr/Sr High Girls Golf received a \$500 for supplies, equipment, uniforms and bags.

Springs Valley Jr/Sr High School Band received a \$2,000 grant for Marching Band Drill.

If you are part of a school group, community organization, fire department, first responder group, 4-H club or other local non-profit and would like to apply for an Operation Round Up grant, go to www.myremc.coop and look under the "News and Events" menu to download an application and grant guidelines.

Don't want to pay online? You can still pay by phone 24/7



Just call
833-890-7734

Convenient, secure,
and always available!
Pay with check or credit card.

Orange County REMC uses this automated system to be compliant with stringent credit card security standards. This helps prevent credit card fraud, while allowing Orange County REMC to continue accepting debit and credit card payments for your convenience.



ETS Fall Check-Up *Special Savings*

DON'T WAIT FOR COLD WEATHER TO FIND OUT YOUR ETS UNITS ARE NOT WORKING PROPERLY

REMC will lower the normal \$50 service call to only
**\$25 for the first unit,
and \$5 for each additional unit.**

Call 812-865-2229 locally
or 888-337-5900 (toll free)
to schedule your ETS
check-up.

Schedule your ETS units for
service between Sept. 1 and
Oct. 31 to receive this special
discounted rate!

Helping Hoosiers live better

2-1-1 is a free and confidential service that helps Hoosiers across Indiana find the local resources they need. Whether you need information about housing, shelters, addiction recovery resources, help with food, water, medical expenses, or utility bill assistance, just call 211, or go online to www.in211.communityos.org.

