

A Touchstone Energy® Cooperative 

www.myremc.coop
www.orangecountyfiber.coop

CONTACT US

Office: 812-865-2229
 Toll Free: 888-337-5900
 Bill Payments: 855-865-2229 (Option 2)

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, *Operations Manager*



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www.facebook.com/orangecountyremc

New billing system to launch this month

Members may need to use different payment methods



Over the past several months, we've announced changes that will be taking place at Orange County REMC and Orange County Fiber. Beginning Aug. 12, we are

transitioning to a new business software with National Information Solutions Cooperative (NISC). NISC's software offers more options for our members with SmartHub. You will find more information readily available and easier to read and understand.

During this transition, there will be changes that our membership needs to know. Starting Aug. 12, if you are currently signed up for our recurring credit card payment program, you will need to log onto SmartHub, create an account and set up your credit card information for this process to continue. The SmartHub link will be on our website, www.myremc.coop. If you have questions, just call or stop by the office. Orange County REMC member service representatives are available to help with this process. If you are currently using bank draft payment option, nothing will change.

There will also be a new bill payment phone number effective Aug. 12. Members should continue using 1-855-865-2229 for payment until 8 a.m. Wednesday Aug. 7. From 8 a.m. on Aug. 7 until 8 a.m. Aug. 12, our telephone and online payment systems will be down for conversion and alternate payment methods must be used. After 8 a.m.

Aug. 12, members should call our new payment processing number, 1-833-890-7734, when making a payment by phone, or log into the SmartHub portal to pay online.

Also effective Aug. 12: A new payment minimum of \$5 when using credit/debit cards (unless the final bill is less than \$5.) This minimum fee helps control processing fees for Orange County REMC and allows us to continue offering no-fee payments for our members.

One thing that isn't changing is how to best report an outage. Please call 1-855-865-2229 for automatic outage reporting. Your outage will be reported immediately with no need for busy signals and hold times. Our website, www.myremc.coop, shows active outages by choosing the outage viewer link. If your telephone number has changed, please update this information with us to make reporting an outage easier.

Your billing statement will also see a facelift. Starting in September, members will see a new bill design. Page one will include a bill summary with oversized and highlighted amount due and due dates noted. There is a message center for important information that you need to know as a co-op member. The last page of the statement will list itemized details of your billing charges and use for the month, last month and last year. Members who have more than one account with us will see a separation of the charges by meter. A "how to read your bill" infographic is included on page 7.

We understand that change can be challenging. We appreciate your patience during this transition, and as always, if you have any questions, concerns or comments, we'd love to hear from 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

AUG.
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Save the Date for Patoka Lake Clean Up

The Patoka Lake Watershed Steering Committee encourages individuals, families, friends and service groups to save the date for the 13th Annual Patoka Lake Clean Up on Saturday, Aug. 24, at the Patoka Lake Dam.

Participants of all ages and abilities can sign up on location at 8 a.m. EDT and will be assigned an area to pick up trash and items for recycling along the shore. At 11 a.m., all volunteers return to the dam to be treated to a fish fry, music, door prizes, goody bags and, of course, a free event t-shirt!

Each year, volunteers pick up over 2,000 pounds of trash and recycling

during this event. All supplies are provided; volunteers just need to show up! Service and youth groups are asked to please register in advance, so mark your calendars now!

The event takes place at the Patoka Lake Corps of Engineers office at the Patoka Lake Dam at 4512 N. Cuzco Road, Dubois.

For information or to register a group in advance, call the Patoka Lake Nature Center at 812-685-2447 or check the Patoka Lake Watershed Steering Committee Facebook page for updates.

REMC hires new staking aide

Former intern Mason Mink now has a spot on the REMC team as a staking aide. Mink began as an intern in January of this year and was hired as a full-time employee in June.

He is a 2019 graduate of Paoli Jr./Sr. High School. He enjoys hunting and fishing and is a member of Orleans Christian Church.



YOUR CHANCE TO *win \$50!*

Orange County REMC members who pay their electric bills using any of the automated systems listed at right, will be entered in a drawing to win \$50.

Congratulations to last quarter's winner: Matthew and Cathy Thomas of Paoli

Eligible payment methods include:

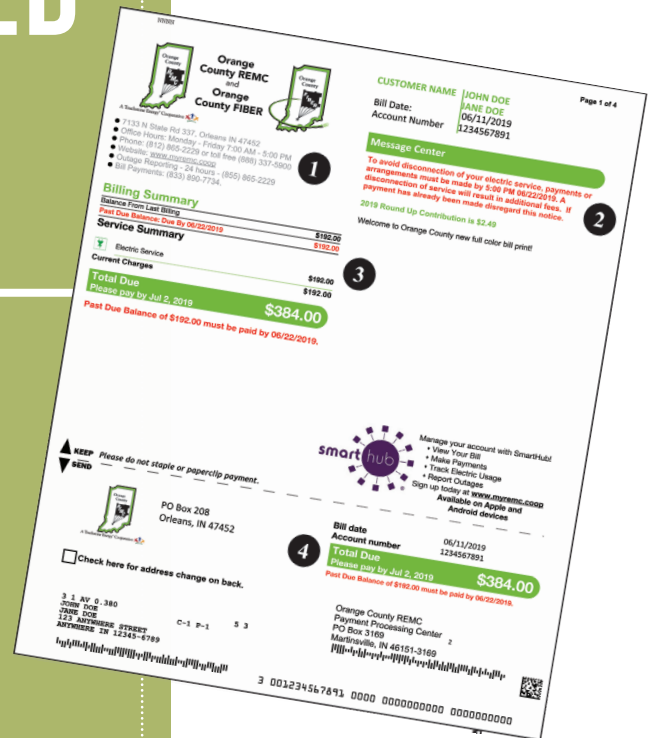
- Online at www.myremc.coop
- Bank draft
- IVR (by calling 833-890-7734)
- Recurring credit or debit card

NEW & IMPROVED BILL DESIGN

NEW FEATURES ON YOUR BILL

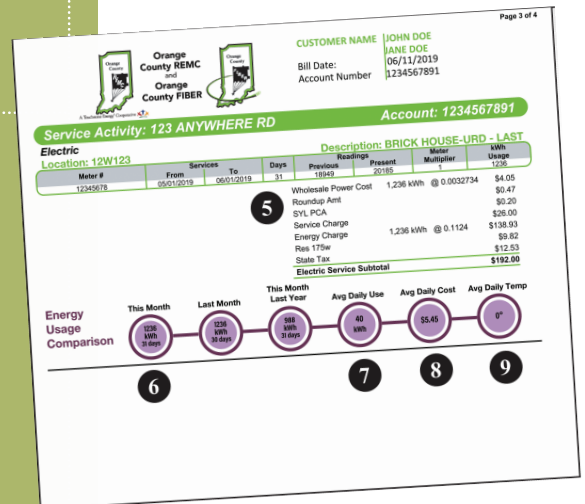
Front of bill

- 1 Detailed contact information
- 2 Important messages from Orange County REMC
- 3 Billing summary of account balance
- 4 Oversized and highlighted amount due and due date



Last page of bill

- 5 Itemized detail of charges by service
- 6 This month, last month and this month last year use
- 7 Average daily use during billing cycle
- 8 Average daily cost during billing cycle
- 9 Average temperature during billing cycle



Scenes from annual meeting



Orange County REMC directors serve up tasty food, catered by the Schnitzelbank restaurant.



Matt Deaton, CEO of Orange County REMC, is pictured Lieselotte Crane, who won \$500 at the annual meeting.



Two young members show off their freshly painted faces at the annual meeting. The kids' program also featured inflatable bounce slides.



Jacob Harris won the children's grand prize, two tickets to Holiday World and Splashin' Safari.



Kirby Stailey (right) provided entertainment.



An array of cupcakes and sweets were the featured dessert, as members filled the Paoli Jr./Sr. High School gym (left) to enjoy a catered meal before the business meeting.

Summer vacation to remember

REMC SPONSORS STUDENTS FOR YOUTH TOUR AND TOUCHSTONE ENERGY CAMP



Orange County REMC was proud to sponsor Noah McSpadden of Paoli Jr./Sr. High School to attend the Youth Tour to Washington, D.C., June 13-20. Above, Noah poses for a photo while standing on the steps of the Lincoln Memorial. The Reflecting Pool and Washington Monument can be seen in the background.



The Indiana Youth Tour delegates stop for a photo in front of the White House. Indiana's Electric Cooperatives sponsored 104 students on the 2019 Youth Tour to Washington, D.C. Other features of the trip included Arlington National Cemetery, Gettysburg, the Flight 93 Memorial, a day on Capitol Hill and an All-States Youth Rally. Students also visited several museums and enjoyed a cruise on the Potomac River.



Ellie Strother (center, with headband) of West Washington Elementary School was sponsored by Orange County REMC to attend three exciting days at Touchstone Energy Camp, June 5-8. In this photo, Ellie and other students pedal a bike to produce electricity. Students also enjoyed bucket truck rides (right), safety demos, swimming, zip lines, archery, horse back riding and much more.

