

# HOT LINES



Midwest Electric, Inc.

A Touchstone Energy® Cooperative 

March 2019

News about your community and cooperative

419.394.4110 | 1.800.962.3830  
www.midwestrec.com

## IMPORTANT MEMBER INFO



### 5 SECONDS OR LESS

Our employees answer you in record time!

Answering your call with member service representatives — instead of an automated computer — is another way we demonstrate the value of the Cooperative Difference.

On average, our employees answer most incoming calls in less than five seconds during normal business hours. (After hours, or during extremely high call volume, an automated system assists members.) Knowledgeable, courteous, experienced

representatives helping you solve real-time problems — THAT'S the way we do business. We exist to serve you.

If you prefer to conduct business online, we cater to you, too. Register for SmartHub through our website, or download the free mobile app to pay bills, monitor energy use, report outages, enroll in text alerts for outage updates, and more!



### HEADS-UP

kWh tax will be broken out on your April bill

The Ohio kilowatt-hour tax is not a new tax, and it's not a new charge from Midwest Electric. It used to be bundled in with other costs but soon will be listed as a separate line item for additional transparency on your bill.



**NO RATE INCREASE**  
— since —  
**2010**  
**VALUE & STABILITY**  
*for your Family!*

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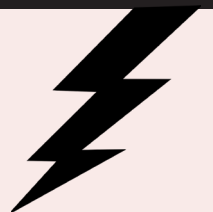
### DISCONNECTS:

Electric bills are due by the 10th of each month. If your bill is unpaid by the time of the next monthly billing, then that month's printed bill will include wording which says **\*\*Disconnect Notice.\*\***

Payments to avoid a disconnection of service must be received in our office or through our website by the date listed on that **\*\*Disconnect Notice.\*\*** In addition to the printed notice on your bill, we will make many attempts to contact members who are behind on payments, sending automated phone calls as well as emails and personal calls.

We are flexible about making payment arrangements with members who respond to our contact attempts. However, once an employee visits your home to collect, no payment arrangement can be made. **The full amount due, plus fees, must be paid at this point.**

A collection fee will be added if an employee is sent to your home to collect a delinquent bill or disconnect service for non-pay. Accounts disconnected for non-pay will be sent to a collections agency, with appropriate information sent to reporting agencies. Collections, legal, and other fees may be added.





*We want to hear from you!*

### Member satisfaction surveys in April

If you are contacted by phone or email, we would greatly appreciate a few minutes of your time to share your opinions of the cooperative so we can keep improving.

Someone you know could have unclaimed cash waiting for them!

Check at [midwestrec.com](http://midwestrec.com). Click the "My Coop" tab, then "Patronage Cash Back."

## TREE SEEDLING REIMBURSEMENT

Midwest Electric has a special offer to help you plant trees in the right place this spring. We will reimburse you for buying a tree seedling packet from your local Soil & Water Conservation District (SWCD).

- Purchase must be from the SWCD. Offer limited to the first 300 members.
- The reimbursement will be in the form of an electric bill credit (limit \$15). You must send your receipt or proof of purchase to receive the reimbursement.

### Instructions:

Contact your local SWCD. Typically, they require an order form that can be mailed or downloaded from their websites, and they require payment

when your order is placed. Deadlines are usually in early March. Delivery is normally mid-April.

- Allen County SWCD, 419-223-0040
- Auglaize County SWCD, 419-738-4016
- Mercer County SWCD, 419-586-3289
- Van Wert County SWCD, 419-238-9591
- Darke County SWCD, 937-548-1752
- Shelby County SWCD, 937-492-6520
- Putnam County SWCD, 419-523-5159



## Starting a digging project? Call 811 first!

It's the law to call at least 48 hours beforehand to identify underground lines.



## Run for our board of directors

Three of the nine seats on the co-op board of directors are up for election. Any member residing in a district up for election may become a candidate by obtaining a petition form from the co-op's office and getting at least 15 valid signatures of members residing in that district.

For 2019's elections, petitions may be filed by members who reside in the following districts:

**District 1 (3-year term): Auglaize and Shelby counties**

**District 3 (3-year term): Van Wert County**

**District 4 (3-year term): Mercer and Darke counties**

To obtain a petition form or learn more, call our office at 800-962-3830. Petitions are due by May 2 at 8 a.m. in our office.

## Community Calendar

- ◆ March 2 **Travis Tritt, The Acoustic Tour**, Niswonger Performing Arts, [www.npacvw.org](http://www.npacvw.org)
- ◆ March 7 **Disney Junior Dance Party on Tour**, Lima Civic Center, [www.limaciviccenter.com](http://www.limaciviccenter.com)
- ◆ March 10 **The Very Hungry Caterpillar**, Niswonger Performing Arts, [www.npacvw.org](http://www.npacvw.org)
- ◆ March 16-17 **The American Kings**, Romer's Catering, St. Henry, [coldwaterchamberofcommerce.com](http://coldwaterchamberofcommerce.com)
- ◆ March 22-24, & 29-31 **"Annie!"** New Bremen, James F Dicke Auditorium, Tickets \$12 at door, [crescentplayers.1@gmail.com](mailto:crescentplayers.1@gmail.com). Visit Crescent Players Facebook page for link.  
March 22, 23, 29, 30th: 7 pm showing  
March 23, 24, 30, 31st: 2 pm showing
- ◆ March 27 **"The King and I,"** Lima Civic Center (222-5701)