

Boone Electric Cooperative



P.O. Box 797
1413 Rangeline St.
Columbia, Missouri 65205-0797

www.BooneElectric.coop
Email: comments@BooneElectric.com

Call 573-449-4181 or 800-225-8143 for:

Outages and Emergencies, 24 hours a day
General Information
Capital Credits
Energy Audits & Questions about Electricity
Questions About Your Bill & Past Due Accounts

If you have questions about:

Electric Service Locates, MO One Call..1-800-DIG-RITE or 811
Satellite Television or High-Speed Internet....573-876-1266

Boone Electric Cooperative Office Hours:

Lobby, M-F.....8 a.m. to 5 p.m.
Drive-Up Window, M-F.....7:30 a.m. to 5:30 p.m.
Service Department, M-F.....8 a.m. to 4:30 p.m.

August 2016

Home Grown & People Owned

Owned by those we serve, Boone Electric Cooperative has been committed to the communities it serves since 1936 when a few local farmers banded together to form the first electric cooperative in Missouri. Back then, Boone Electric offered its member-owners more than electricity, just as it does today. In 1938, members could purchase an electric wringer-washer, refrigerator or kitchen range from their cooperative. They also could get free advice on the proper wiring for their homes. Boone Electric's services have changed over the years; but two things have remained the same: quality service from people you know and advice that's still free!

We hope you, the member-owner, find this booklet of information helpful. The policies included in this document may from time to time be changed by the Board of Directors. The members of the Board of Directors represent you in establishing the general objectives and policies of Boone Electric Cooperative.

If you encounter any situation not covered in this Membership Booklet, just visit or call Boone Electric Cooperative at 573-449-4181.

Boone Electric Cooperative Contacts

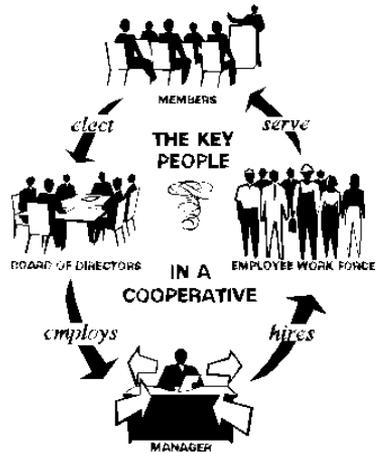
Todd Culley.....	General Manager & CEO
Vicki Kemna.....	Assistant Manager
Jimmy Goodnight.....	Manager of Operations
Kathy Klemme.....	Membership Records Rep.
Ryan Euliss.....	Manager of Engineering & IT Services
Chris Rohlfig.....	Manager of Member Services
Scott Thieret.....	Manager of Env. Health & Safety
Kendall Moseley.....	Office Manager
Richard Blumer.....	Right-of-Way Supervisor

Board of Directors

Boone Electric is governed by a board of nine directors who are members of the cooperative. They are elected by the membership at the Annual Meeting of Members.

Each of them serves a three-year term. They meet once a month to discuss financial issues, policies and other issues facing the cooperative.

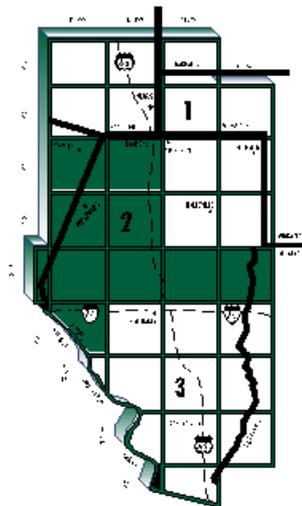
The board of directors is responsible for selecting the general manager and CEO of the cooperative.



Boone Electric's Service Area

The territory Boone Electric serves covers Boone County and portions of five other mid-Missouri counties. The entire service area is divided into three districts. Refer to the map at the right to find out in which district you live.

There are three directors elected from each district, for a total of nine directors. For a list of the directors currently serving your district, visit www.booneelectric.coop or call us at 573-449-4181. Remember - the directors are your voice in the cooperative and they are here to serve you!



Becoming a Member

New service can be obtained by completing a membership application. A credit reference from a commercial credit source will be obtained at the time of electric service request on all new applicants or existing members who have not maintained a good payment record with the cooperative to determine the amount of security deposit. The security deposit amount will be based solely on the potential delinquency risk of the applicant(s) or member(s). A non-refundable charge of \$10 is added to your first bill to defray the cost of a service connection.

Requests for service need to be made at least one business day in advance of the date you want service connected. Should you request

same-day service, there is a same-day service charge. For an after-hours connect, there is an additional charge. Transfer of service to a new location is handled in a manner similar to requests for new service.

Requests for service requiring construction of new electrical lines need to be made to our Engineering Department well in advance of the date needed to allow for unforeseen setbacks.

Orders to discontinue service require a final meter reading (taken by Boone Electric) on the date specified. Any deposits you have made will be applied to your final bill or refund. Disconnect orders need to be made at least one business day in advance of the date for service to be discontinued.



Boone Electric Cooperative

A Touchstone Energy® Cooperative



Bringing It Home Better Than Ever

Boone Electric prides itself on providing prompt, dependable service. However, there are times when electric service is interrupted due to severe weather, construction or equipment failure. These interruptions are unavoidable. Boone Electric realizes the inconvenience of being without electricity and always restores the electric service as quickly as possible and to the largest number of people first. In fact, our cooperative consistently beats the national annual average for the number of hours members go without electric service.

Boone Electric will provide emergency service at any time, day or night, in case of electric power line failures or other emergencies relating to your electric service.

If anyone in your household has a medical condition that requires electric service, please inform our Billing Department. In the event of an extended outage, priority service members need to call 911 or go to the nearest hospital or other location with electricity that can assist them.

What To Do During A Power Outage:

1. Check your fuses or circuit breakers.
2. Check to see if your neighbor's lights are out.
3. Check outdoors for any indicators of the problem, like sparks or downed lines. Stay away from these hazards.
4. If fuses and breakers are okay, call our office number, 573-449-4181 or 1-800-225-8143 if you live outside the local calling area. Call the same number if you experience an outage after hours. Be prepared to give your name, account number, phone number and address. Any information you can give at this time to pinpoint the problem will speed up repairs.
5. Know where your meter is located. Boone Electric is responsible for repairing anything up to the meter base. The member is responsible for repairs from the meter to the home.

While we appreciate hearing from you when your power is out, we also appreciate your patience and understanding as we try to restore your power.

Touchstone Energy

The power of human connections

The future of the energy industry depends upon those with the vision, the message and the means to reach every individual we serve. In doing so, we enhance lives and open possibilities for the future.

Touchstone Energy Cooperatives are among the forward-thinkers. As independent, individual cooperatives, we have developed the trust and loyalty of millions of customers. It's a bond we honor. We earned it by performing well as individual co-ops; we will sustain it by performing well as a national cooperative and alliance with a strong brand identity.

The changes and challenges facing the energy industry are more easily met when we speak in one voice, clearly articulating who we are and what we stand for. Taking this step gives us the opportunity to deliver on our promise and strengthen our performance with greater consis-

tency and relevance. It allows us to expand our reach, increase our recognition, and continue to build trust and generate confidence.

Boone Electric Cooperative's goals for the future are ambitious. As your local Touchstone Energy Partner, we are committed to providing everyone in our communities with the leading energy technology and personalized service they can depend on plus a special blend of integrity, accountability and commitment to community that only your cooperative can offer.

After all, we're part of an alliance of consumer-owned electric utilities across the country—serving more than 42 million members in 47 states. Proving that we put “the power of human connections” to work for you every day, in every neighborhood, including yours.



Touchstone Energy®

The power of human connections

Operation Round Up & Community Trust

Thanks to the donations of our members, Operation Round Up funds are helping people in the mid-Missouri area!

The Boone Electric Community Trust was founded in 1997 to help individuals, families and not-for-profit, nonreligious groups in Boone Electric's service area. While any application will be considered, the priorities of the Trust currently include: community development, education, economic development, environment, health, research, rural development and youth development. Since 1997, more than \$2.3 million have been granted back to the community.

The Trust is run by a board of trustees appointed by the Cooperative's board of directors. This volunteer board consists of co-op members and non-members from the service area. The board meets every other month to review applications and allocate funds.

The Trust is funded by several sources. The first is a program called Operation Round Up. Boone Electric members may choose to round up their electric bill payment to the next whole dollar. The difference between the bill amount and the round-up amount goes directly to the Trust. Boone Electric donates all administrative services and incurred costs,

so every penny donated is used for community assistance.

If you decide to participate, know that your donation will never be more than 99¢ a month. That may not sound like much, but when it's combined with donations from all or our other members, thousands of dollars can be raised each year!

The Trust is also funded by unclaimed capital credits, which brings thousands of dollars to the Trust each year. Capital credits are the share of the margin (profit) Boone Electric makes. Each December we mail capital credit checks to our members. Every year, some are returned as "undeliverable" because members have moved and left no forwarding address. After we have tried to contact those people for two years the capital credits are deemed "unclaimed" and donated to the Community Trust.

If you are interested in receiving a list of guidelines or an application, please visit the Community Trust link at www.booneelectric.coop or contact Boone Electric at 573-449-4181. Applications must be received by the first day of the month prior to the next month's board meeting.

Electricity is a Bargain

You probably never thought about it, especially not when the electric bill comes in the mail each month, but electricity is a bargain.

Electricity is one of the few things that we use first and pay for later. We can't see electricity, therefore it is difficult to understand its value.

With electricity and just a few pennies, you can:

- use a 75-watt lamp for 14 hours for about 9 cents.
- refrigerate food for a day for about 20 cents.
- operate a window fan for about 1 cent per hour.
- cook a meal on an electric range - using all burners and the oven - for about 84 cents per hour.
- wash a load of dishes in a dish washer for about 9 cents.

What else can you buy that costs so little and does so much work? Electricity is a great value!

What is a kilowatt-hour?

You are billed each month for the number of kilowatt-hours (kwh) of electricity you use. One kilowatt hour is the equivalent of using 1,000 watts for one hour or using a 100-watt light bulb for 10 hours. The more kilowatt-hours of electricity you use, the higher your bill.

To calculate the exact cost of your appliances, first look for the serial plate on the bottom or back of your appliances. It lists the power used in

terms of watts (120 watts may be written as 120w) or amps and volts.

Then plug those numbers into the following formula:

amps x volts = watts

watts x hours of operation = watt-hours

watt-hours / 1000 = kilowatt hours (kwh)

kwh x \$.09 (9 cents is average electric rate) = estimated cost of using appliance.

For example, to figure the cost of running an electric hand mixer for 15 minutes the formula would be:

15 minutes = 1/4 hour, so

120 watts x 1/4 hour = 30 watt-hours

30 watt-hours / 1000 = .03 kwh

.03 kwh x 9 cents = .27 cent

Use Electricity More Efficiently

There are several things you can do to use electricity more efficiently.

You will find that your electric furnace, air conditioner and water heater will make up the greatest percentage of your electric bill. Concentrate your energy management efforts on turning the thermostat up or down depending on the season and taking shorter, cooler showers or using low-volume shower heads.

There are other things you can do as well, such as change your furnace filter every month, clean the coils on your refrigerator and use compact fluorescent bulbs in your light fixtures.

Billing Information

Members are billed monthly on four different cycles. You will receive your bill on the 1st, 8th, 15th or 22nd day of the month, depending on where you live in our service area. (Refer to the map at the right).

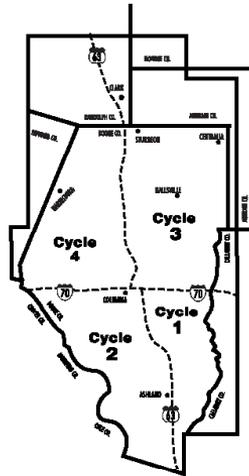
Bill payments are due 10 calendar days from the date of the bill. At least six days prior to any proposed disconnect, a reminder notice will be sent, stating that your service will be disconnected. If payment is not received within this period, the Cooperative's employees will attempt to contact the member by telephone one day before the service is disconnected. If you cannot be contacted to arrange for payment, our personnel will discontinue your service. They will leave at your residence a notice of what has been done, where to call and what to do to have your service reconnected.

If service is disconnected because of non-payment, service will be reconnected only after you have paid the past-due amount in full. You also will have to pay a reconnect fee. There is an additional reconnect fee to reconnect service after 3 p.m. on regular business days and after hours. We cannot reconnect service after 9 p.m. or on weekends or holidays. If your service is disconnected for non-payment twice in one year, an additional deposit may be required.

If you have a complaint concerning your service, or a question about your bill, advise us 24 hours before the due date. We will attempt to take care of the matter to everyone's satisfaction. To request an extension for the payment of your bill, you must visit our

office prior to the disconnect date in person to complete the appropriate paperwork. Certain restrictions apply for extensions.

Should you request same-day service, there is a same-day service charge.



Cycle 1 - Your bill is sent on the 8th of the following month and your bill is due on the 17th.

Cycle 2 - Your bill is sent on the 15th and your payment is due on the 24th.

Cycle 3 - Your bill is sent on the 22nd and due the 31st or 1st (depending on the length of the month).

Cycle 4 - Your bill is sent on the 1st and your payment is due on the 10th.

Estimated Bills

We will make every reasonable effort to read your meter on approximately the same day each month; however, we may not be able to do so at all times due to extreme weather conditions, emergencies, or the inability to gain access to your premises. If we cannot secure your meter reading, we will estimate your meter reading based on the average of your past 12 month's usage.

Bill Payment Options

You may pay your bill by mail using the self addressed return envelope, by phone using Visa, Mastercard or Discover, in person in our lobby, drive-thru or night deposit. *You may also access your account information and authorize payments online at www.BooneElectric.coop.*

There is a charge on all returned payments. This charge may be changed from time to time as the board of directors deems necessary. If two checks and/or electronic payments are returned within two (2) years, cash or a guaranteed payment such as a money order will be required for a period of two (2) years before check-writing privileges will be renewed.

Automatic Payment Plan

This program is for members who want the convenience of having their monthly bill paid by credit card or through an automatic electronic transfer from their checking or savings account. This means one less check for you to write out and mail in! The transfer occurs on the date the bill is due. If that date falls on a weekend or holiday, the electronic transfer will take place the next business day. You will receive a statement from Boone Electric every month showing the amount due, so you know exactly how much will be charged to your credit card or deducted from your checking or savings account. There is a charge on all returned payments.

Billing information continued

Budget Billing Program

This program is available to members who wish to budget their payments and not be surprised by higher summer or winter bills. We will estimate your monthly consumption based on the past year's usage. As a budget-billing participant, your budget-billing amount will be adjusted based on your actual kWh usage over the previous twelve (12) months. Any outstanding balance (either a credit back to you or a balance owed to the Cooperative) will be factored in to your new monthly budget bill amount as well.

If your actual kWh usage is greater than predicted, any balance due to the Cooperative will be factored into the adjustment and spread out over the next monthly bills, rather than billed in one lump sum in April. Any credit balances on your account will be spread out in the same manner.

Budget Billing Automatic Payments

Through this plan, the same amount will be electronically transferred from your bank account or charged to your credit card each month. Paying your electric bill has never been easier! Just call our office at (573) 449-4181 and we will be glad to explain Automatic Payment and Budget Billing in more detail.

Going Away for Awhile?

Planning an extended absence from your home in advance will help you avoid the embarrassing discontinuance of service when you are out of town and do not receive your bills. Please take one of the following actions if you plan to be gone from your residence for a long period of time:

1. Request service to be turned off during the period of your absence.
2. Make an advance payment of the estimated amount of bills.
3. Furnish a temporary address to which bills are to be forwarded.

Meter reading dates precede the billing dates by varying periods of time, depending on meter reading schedules. Consequently, if there are questions about the amount of your bill during a period of absence, please refer to the "service to date" on your bill. Perhaps the period of your absence may fall within the succeeding billing period.

Helping You Save on Energy Bills is Important to Us!

As the cost of energy goes up, more and more people are concerned about their utility bills and are looking for ways to manage their energy use and control costs. Because Boone Electric is owned by you, the member, we have a vested interest in helping you get the most out of every dollar you spend on energy. The greenest energy is the energy that is never consumed.

If your bill seems high, it may be helpful to conduct an energy audit of your home. A web-based do-it-yourself energy audit can be found at www.touchstoneenergysavers.com. Or, our energy experts will review your electricity usage history with you and may be able to conduct a free home energy audit. Home Performance by Energy Star® audits can also be conducted to give you more detailed information about your energy usage. (Member is responsible for the initial cost of this audit and there are rebates for energy-saving projects.)

To understand other differences in your bill from month to month, please notice the period covered on your bill. There is always a five- to 30-day lag between the meter reading date and the billing date. For more assistance on the amount due on your bill, contact our office.

Boone Electric looks for abnormally large increases in monthly billings. When such an increase is observed, we will initiate a check of the meter readings and compare them with the same period of usage from the previous year. Increases in usage are rarely due to a faulty meter. Bills vary greatly according to the different seasons and by energy usage in the home.

Electricity is one of the most accurately measured commodities. Meters are tested within a plus or minus two percent tolerance. If you want your meter tested for accuracy, a small charge is made in advance. If the meter test shows the meter to be accurate, the charge is forfeited. If it is inaccurate, the charge is refunded and adjustments are made accordingly.

Check the following sources for more information on energy savings:

TogetherWeSave.com

TouchstoneEnergy.coop

TakeControlandSave.com

www.energy.gov/yourhome.htm

www.energystar.gov

www.ase.org

Refund of Capital Credits

As a member of a cooperative, you own part of your electric company. The cooperative operates as a nonprofit entity, yet we must still maintain a revenue margin to assure financial stability. The National Rural Utilities Cooperative Finance Corporation (CFC), which loans us money for construction and system improvements, requires us to maintain margin to cover our interest on long-term debts.

A portion of this margin represents the members' or former members' equity in Boone Electric. IRS regulations and our bylaws require us to notify each member of their portion of this profit or margin, called capital credits, each year. These capital credits are paid back to members when the cooperative is in the financial position to do so. The amount of capital credits each member receives varies with the amount of electricity purchased. The more electricity purchased, the more capital credits we refund to the member. Boone Electric mails capital credit notices every March. This is to help those members with businesses who must consider their capital credits when filing tax returns.

A portion of the capital credits is retired or paid on a first-in, first-out basis. Meaning the capital credit

retirement is split up between early margins and margins from the previous fiscal year.

In 2011, \$2.3 million was divided between members of the Cooperative in 1993, and \$1.6 million by members from 2010.

Please keep in mind that you should notify us if you move out of our service area so we may get a forwarding address. That way, we can send you your capital credits checks when their refund cycle comes up. We cannot refund your capital credits at the time of your move because it would be in violation of our bylaws and unfair to current members. Please call Membership Records at 573-449-4181 if you have questions about capital credits or to notify us of a new address.

Did You Know?

Boone Electric has retired more than \$57 million since the cooperative began returning capital credits in the 1950s?

Of the 846 distribution cooperatives nationwide, your cooperative ranks 16th for the amount of capital credits returned to its members through the years.

Right-of-Way & Tree Replacement Program

Keeping our 1,988 miles of overhead power lines clear of brush and tree limbs is a full-time job for Boone Electric's Right-of-Way crews.

The adage “An ounce of prevention is worth a pound of cure,” serves as a motto for Boone Electric’s Right-of-Way program.

Trees can certainly add beauty and shade to a home and they have many other practical purposes. However, when they grow too near power lines, they cause several problems.

Trees are the most frequent cause of long-term power outages because of the time it takes to clear them from lines after a storm. They are also the most common cause of blinking lights. Limbs that grow into power lines also threaten the safety of children who climb trees.

Maintaining the Right of Way

Our crews use several basic methods to clear lines of unwanted trees and brush from under rights of way. The most economical method is applying herbicide, which is done only in the summer. The products we use pose no threat to humans, animals or grass.

Other methods include using a mechanical mower to clear the right of way or simply bulldozing to permanently remove unwanted trees, brush and overgrown fence rows beneath

power lines. Right-of-way crews also manually trim trees around power lines with chainsaws.

Aerial trimming is the least economical method we employ. When aerial trimming, we use directional tree-trimming methods to train limbs to grow away from lines. However, we always have better results when we remove a tree, since pruning will not prevent a tree’s vertical growth.

If we remove a tree in your yard area that is interfering with a power line, we will replace that tree at your request with a shorter-growing tree. Your problematic tree will be cut down and a new tree will be planted at your property at no cost to you. Members can choose from several species of trees or bushes. A local nursery contractor will then plant the new species a safe distance from power lines.

If you are interested in this service, call our ROW Supervisor at 573-449-4181.

If we remove a tree in your yard that is interfering with a power line, we’ll replace it for free with a shorter-growing species!

Renewable Choice

As an electric cooperative, Boone Electric, your local Touchstone Energy provider, is aware of the finite supply of electricity produced from coal. With our continued efforts to offer the most innovative products and programs to our members and to prolong the supply of fossil fuels, Boone Electric offers Renewable Choice.

With advanced technology, renewable energy is quickly becoming a viable option in supplementing coal in electricity production. This type of energy is electricity that is created using wind, biomass, geothermal or solar power.

Why does BEC offer this program?

Through the years, many of our members have inquired about receiving or creating their own renewable energy source. By choosing Renewable Choice, you have the opportunity through your electric cooperative to help conserve our natural resources without having to absorb the extreme costs of producing your own renewable energy.

All About It

Renewable Choice is a program that offers our members the chance to purchase all or part of their electricity from a renewable energy source. In Missouri, this energy is primarily produced through wind farms.

How it Works

As a participant in this program, you can purchase electricity in 100 kwh-blocks. While we cannot guarantee that those renewable electrons will be the ones flowing into your meter, we can guarantee that the amount you purchase will be delivered on our power grid. By choosing this renewable energy, you are supporting the development of renewable energy sources.

What it Costs

Because renewable energy is more expensive than generating electricity from coal, there will be a premium added to your bill for every 100 kwh-block of energy you purchase. There is no maximum to purchase, but you must make a 12-month commitment to participate in the program.

How to Get It

This is a voluntary program. Only those choosing to participate will pay the higher premium. If you would like to sign up for Renewable Choice, contact our office to request an application form or sign up online at www.BooneElectric.coop.



On Guard Surge Protection

Protecting your sensitive electronic equipment from a power surge or interruption is in your best interest - and ours!

Your home functions well when its electrical power is properly controlled. But uncontrolled electricity in the form of lightning or other power surges, can damage the appliances and electronic equipment you depend on.

With On Guard™, you can protect electric equipment from an unfortunate lightning strike or power surge. The program has two stages: the installation of a meter adapter and use of plug-in protection devices.

The meter adapter protects hard wired appliances, like ranges, refrigerators and freezers. Plug-in strips protect more sensitive equipment like computers, modems and home entertainment centers. Together, these two stages of surge protection help prevent disturbances from both outside and inside the home.

If the meter is on your house, the meter base adapter, which must be installed by a Boone Electric representative, will prevent many surges from ever entering your home. At 700,000 amps, the surge protector protects against most surges that occur inside the home. You will be billed for this service on a monthly basis.

If your meter is on a pole away from your house, we can advise you on equipment that will provide you with protection. Contact Boone Electric's Member Services Department for current monthly charges and a price list.



ON
GUARD™

The Best Defense for Your Electrical Equipment

Ground Source Heat Pump

Look down. You are standing on the most efficient heating system available anywhere. That's right. It's the earth!



The ground source heat pump is the ultimate heating, cooling and water heating system - ultimate efficiency, affordability and safety.

Here's why:

It is much easier to move heat than it is to create it. The ground source heat pump capitalizes on the earth's relatively constant temperature to provide winter heating, summer cooling and year-round water heating.

The system has three basic components: the heat pump unit, buried plastic pipe loops and a pump to circulate fluid through the loop. In

the winter, an antifreeze solution circulates through the approved polyethylene loop and picks up heat from the earth. Vapor compression/refrigeration enhances the heat, then blows warm air via duct work into the home. No back-up heating system is needed if the system is installed and sized properly.

In the summer, the process is reversed. The heat pump removes heat from the house and transfers it into the earth. Excess heat is used to heat your water. You can use the system to heat 60%-70% of your domestic hot water FREE in the summer.

Most importantly, the GSHP is efficient - often 300% or more. The most expensive gas furnaces reach only 90-95% efficiency levels.

GSHP systems are recognized for producing alternative energy equivalent to wind turbines and photovoltaics.

Should you decide to install a Ground Source Heat Pump (GSHP) to efficiently heat and cool your home, you may be entitled to a substantial rebate if meeting the requirements of our program.

Dual Fuel Program

Around 2,000 cooperative members are getting their electricity cheaper than you are. Why? Because they installed a Dual Fuel System.

If a Dual Fuel System is in your home's best interest, you will receive a discounted electric rate per kwh of electricity used beginning with the first billing cycle in November through the June billing each year.

Dual Fuel means using two fuels to heat your home instead of one. In most cases, this means combining a high-efficiency heat pump with a fossil fuel furnace (natural gas or propane).

A heat pump is a home comfort unit that will heat your home in the winter and cool it efficiently in the summer. With Dual Fuel, the heat pump will meet the heating and cooling needs of the typical home economically down to 15°F. At that point, when the efficiency of the heat pump is dropping off and when Boone Electric is reaching a peak demand for electricity, an outdoor thermostat shuts the heat pump off and turns on the fossil fuel or gas furnace. When the temperature rises to 18°F, the gas furnace shuts off and the heat pump will again supply the energy.

The heat pump will operate at a 200-300% plus efficiency level during the winter and summer temperatures. During the coldest times, the fossil fuel furnace will burn at its greatest efficiency.

In order to help control our summer peak, we'll install a load control switch on the heat pump to cycle the compressor on and off. It is important to us that our members heat and cool their homes at the highest possible efficiency. This will decrease demand on our electrical system and help us control our summer peaks with no inconvenience to you.

Boone Electric's history indicates that when temperatures fall below 15°F or rise above 95°F, the cooperative approaches a peak demand.

Each time Boone Electric reaches a peak, a demand charge is established on our wholesale power bill. The higher the demand, the higher the charge. If we can reduce the demand or hold it steady with programs like Dual Fuel, the result will be more stable electric rates.

