

# HOUSTON COUNTY ELECTRIC

## NEW MEMBERSHIP GUIDE

As an electric cooperative, HCEC is not like other utilities. Investor-owned utilities are operated for profit. We're different. HCEC is member-owned and service-driven. We exist for no other reason except to provide reliable, high quality service at affordable rates for our members. We operate on a not-for-profit, cost-of-service basis. That means all margins we make over the cost of providing service are utilized to help our business run efficiently and returned to you, our member owner.

The employees of our Cooperative are your friends and neighbors. We have a deep respect and appreciation for you and strive to meet your expectations. You have a vested interest in the workings of our organization. You can rely on us as your trusted energy partner. We're proud to provide power for your way of life.

### KEEP IN TOUCH

- www.houstoncountyelec.com
- Texas Co-op Power Magazine
- Facebook, Instagram and Twitter
- HCEC Mobile Phone App
- E-Biz Online Account
- Text Alerts
- HCEC Outage Viewer



## BILLING AND PAYMENT OPTIONS

### Billing Options:

#### • Budget Billing

The budget bill is based on average energy use for the most recent 12 months. The amount does not stay the same, but increase or decreases slightly each month as consumption changes.

#### • E-Billing

Go paperless and receive an electronically formatted version of your bill via email.

#### • Prepaid Billing Program

Control your budget and pay how much you want, when you want with Prepaid Billing. No security deposits or late fees. Instead of a monthly billing statement, your usage and balance are calculated daily and you will receive notifications by phone call, text message or email when your balance is running low.

### Payment Options:

#### • Pay Online

Access your account 24 hours a day from any device. Click "Pay My Bill" and it will direct you to the E-Biz portal.

#### • Pay with your smart phone

Download the HCEC app to your Apple or Android Device. View usage, make payments and manage your account any time of day.

#### • Auto Draft

Sign up to have your bank account or credit card drafted for your monthly bill.

#### • Pay by Phone

1-800-657-2445 (toll-free) or 936-544-5641 (office)

#### • Pay in Person

Pay your bill M-F from 8am-5pm at our location at 1701 SE Loop 304 in Crockett or drop off in our secure night drop box outside of our facility anytime. Payments dropped off after 8am will be processed the following business day.

#### • Pay By Mail

P.O. Box 52, Crockett, TX 75835

#### • Payment Services

Pay using any Fidelity Express Pay Station. Visit our website for a list of locations nearby.

Fees:	Charge:
<b>Connect Fees (Non-Refundable)</b>	
• Residential/Commercial	\$ 30.00
• Seasonal	\$ 100.00
<b>Transfer Fee</b>	\$ 30.00
<b>Trip Fee</b>	\$ 150.00
<b>Late Fee</b>	\$ 5%
<b>Returned Check Fee</b>	\$ 25.00
<b>Account Disconnected for Non-Pay</b>	
• Disconnect Fee	\$ 35.00
• Reconnect Fee	\$ 75.00
<b>Outdoor Lighting Fees</b>	
• Outdoor Light Installation (Existing Pole)	\$ 100.00
• Outdoor Light Installation (New Pole)	\$ 295.00
• Outdoor Light (Connect/Disconnect)	\$ 50.00
<b>Meter Tamper Fee</b>	\$ 350.00

Deposit will be determined based on credit status of applicant(s):	Residential	Seasonal	Small Commercial
Good Credit (Green Status)	\$ -	-	-
Adequate Credit (Yellow Status)	\$ 270.00	100.00	1/6th Annual Bill
Poor Credit (Red Status)	\$ 320.00	125.00	1/5th Annual Bill

Interest will be paid on deposits at the rate set by the PUC annually or the rate approved by the Board of Directors.



# How to Report an Outage:

## Call 1-800-970-4232

- When you call HCEC's outage reporting system, the co-op uses your phone number to locate your outage and to signal the dispatcher. It is important to provide a valid phone number and update us when your number changes.

## Online at [www.houstoncountyelec.com](http://www.houstoncountyelec.com)

- Visit the website under the "Outage Tools" tab. To utilize the feature you will need your account number, the phone number associated with your account or your meter number.

## With the HCEC Mobile App

- You must create an E-Biz account on our website before you can sign-in on the mobile app. Once created, you have the ability to save the location for outage reporting.

*You may also view the outage map online or with your mobile app at any time to determine the approximate number of outages in the service territory.*



A Touchstone Energy® Cooperative 

FIND US ON THE WEB AT:  
[www.houstoncountyelec.com](http://www.houstoncountyelec.com)

VISIT US AT:  
1701 SE Loop 304  
Crockett, TX 75835  
Monday - Friday  
8:00 a.m. - 5:00 p.m.

MAILING ADDRESS:  
P.O. Box 52  
Crockett, TX 75835

TO REPORT A POWER OUTAGE, CALL  
OUR 24-HR HOTLINE:  
1-800-970-4232 (toll-free)

FOR GENERAL INFORMATION DURING  
BUSINESS HOURS:  
936-544-5641 (Local)  
1-800-657-2445 (toll-free)

GENERAL MANAGER  
Kathi Calvert

BOARD OF DIRECTORS  
Dan Courmier, President  
Kennon Kellum, Vice President  
Mitchell Huff, Secretary-Treasurer  
Mary L. Pearl Adams  
William Emmons  
Kay Reed  
Charles "Chuck" Siems  
Grady Wakefield  
David Whittlesey

FOLLOW US ON SOCIAL MEDIA:



## Assistance Programs

HCEC plays an active role in its communities, including acting as a liaison between members in need and local assistance agencies. For more information, please contact us.

COUNTY	AGENCY	PHONE
<b>Anderson</b>	Greater East Texas Community Action	Phone: 800-621-5746 Phone: 936-564-2491 Fax: 936-564-0302
	Community Services, Inc.	Phone: 800-831-9929 Phone: 903-872-2401 Fax: 903-872-0254
<b>Angelina</b>	Greater East Texas Community Action	Phone: 800-621-5746 Fax: 936-639-4798
<b>Cherokee</b>	Greater East Texas Community Action	Phone: 936-564-2491 Fax: 936-564-0302
<b>Houston</b>	Greater East Texas Community Action	Phone: 800-621-5746
	S.H.A.R.E.	Phone: 936-544-5600 Fax: 936-544-5407
<b>Leon</b>	BVCAP	Phone: 855-252-1467 Phone: 979-595-1199 Fax: 979-595-1198
	Leon Co. Social Services	Phone: 903-536-2812 Fax: 903-536-2206
<b>Madison</b>	Sonshine Center	Phone: 936-348-5282 Fax: 936-348-2383
<b>Trinity</b>	Greater East Texas Community Action	Phone: 936-564-2491 Fax: 936-564-0302
<b>Walker</b>	BVCAP	Phone: 855-252-1467 Phone: 979-595-1199 Fax: 979-595-1198