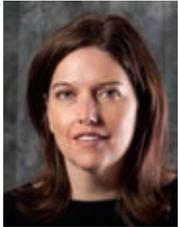


Exceeding Expectations



MESSAGE FROM GENERAL MANAGER KATHI CALVERT

AT HOUSTON COUNTY ELECTRIC COOPERATIVE, we strive to exceed your service expectations. Our aptly named member services department is here to ensure just that.

Let's be honest: Electricity is not a glamorous or even tangible product. You don't get to pick a color, and it's not something you can touch, smell or see. You definitely want it when it is 105 degrees outside, but for most people, electricity is simply another bill that comes in the mail. The only time most people

option." Without competition, what is our incentive to perform? It's a fair question. The answer is you—our members. You are the owners of HCEC, and we want our owners to be proud of their cooperative.

We have tremendous obstacles to overcome in proving our value, which is why our member services department works so hard. From the moment you walk through our door to apply for service to the point of final disconnection, our goal is to treat all members with dignity and respect.

We recognize that your time is valuable. We have local, knowledgeable and dedicated staff to handle your questions or issues as efficiently as possible. We also realize that not all members want to call or visit us. Some members prefer other forms of interaction. That's why we have expanded ways for reaching out to us to include text messaging and the HCEC app. We continue to provide more online service options as well as communication through social media channels.

Another advantage of our locally staffed member services department is that we often have more flexibility than other businesses in addressing problems as they arise. You are not just another call statistic or faceless customer paying a bill. If you have a problem, we listen to you and seek solutions. This does not mean we show favoritism; we have policies and rules in place to ensure equitable treatment of members. However, we typically have more discretion than large, investor-owned utilities in resolving issues.

It is an honor to work with our member services department. I often hear them on the phone or see them assisting a member in person, and they inspire me with their kind and helpful attitude. This group of talented individuals reminds me daily of our sole purpose: We are here to serve you.

The member services group is another important piece of the HCEC puzzle. They strive to make our member-owners feel proud to be a part of the cooperative difference!



consider the convenience of electricity is when there is a power outage. We rarely hear of anyone who is excited about buying more electricity.

On top of electricity's being a uniquely nebulous product, a large portion of our territory is in a singly certificated service area. That means if you want electric service, we are the only provider. No one proclaims, "Oh, I wish we only had one



1. Donald Lamb, left, and Stacy Freeman make up the Houston County Cookers team. 2. Jeremy Bobbitt works from below during one of the journeyman events. 3. Shiloh Crouch competes in an apprentice event. 4. Trevor Brooks competes in an apprentice event. 5. David McKinney is deep in concentration at the top of a pole. 6. Kraig Goolsby completes one of the journeyman events. 7. Enjoying the 22nd annual Texas Lineman's Rodeo is the HCEC team, from left, Joseph Smoldas, Stacy Freeman, David Hildebrand, Donald Lamb, David McKinney, Kraig Goolsby, Shiloh Crouch, Jeremy Bobbitt, Trevor Brooks and Kathi Calvert.

HCEC Workers Compete in Rodeo

HOUSTON COUNTY ELECTRIC COOPERATIVE RECENTLY PARTICIPATED IN THE TEXAS Lineman's Rodeo in Seguin, where we were excited to showcase our first journeyman team, along with our apprentices and cooking team. If you've never heard of the Texas Lineman's Rodeo, picture a conventional rodeo, but instead of chutes and bulls, there are poles and climbing gear. It requires tremendous skill and coordination to work while hanging off a pole in 100-degree heat wearing rubber gloves. We are proud of our linemen.



Houston County Electric Cooperative

P.O. Box 52, Crockett, TX 75835

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

Contact Us

TO REPORT A POWER OUTAGE, CALL OUR 24-HOUR HOTLINE

1-800-970-4232 toll-free

BUSINESS HOURS

Monday-Friday, 8 a.m.-5 p.m.

CUSTOMER SERVICE

For general information during business hours

(936) 544-5641 local

1-800-657-2445 toll-free

To report an outage or other problem with electrical service, press 1.

To make a payment over the phone or speak with a member services representative in the billing department, press 2.

For electrical connects, transfers and disconnects, press 5.

For directions to our office, mailing address or fax number, press 6.

For satellite internet services, press 7.

For staking and construction, press 8.

FIND US ON THE WEB

houstoncountyelec.com

FIND US ON FACEBOOK, TWITTER AND INSTAGRAM



BEYOND THE PHONE

A LOOK INTO THE MEMBER SERVICES DEPARTMENT

At Houston County Electric Cooperative, our members are our No. 1 priority. You have a dedicated member services department focused on quality service and striving to exceed your expectations. Our

member services employees are not just voices on the other end of the phone in a faraway place; they are people who work, live and volunteer in the communities that HCEC serves.



Sarah Goolsby, member services supervisor, has been at HCEC for 12 years. She has implemented many different programs, including prepaid billing, consumer communications, HCEC's mobile app, recurring credit card payments and paperless billing, just to name a few.

Sarah Goolsby, Member Service Supervisor



Cody Hammons joined HCEC this year and specializes in bill assistance services for members. She lends a helping hand to members during times of need. Hammons is one of the voices you hear on the other end of the phone when you call us.

Cody Hammons, Member Service Rep



Chances are, if you've been to our office, you've met our new cashier, Aurora Ibarra. She's responsible for the daily balance of the cash drawer and assisting with members' needs when they visit our office. Ella también habla español.

Aurora Ibarra, Cashier



Kelby Koehler started at HCEC in July 2014. As communications specialist, her focus is educating members on the cooperative difference. She manages our website and social media, and is your *Texas Co-op Power* local pages designer.

Kelby Koehler, Communications Specialist



Ruth Millhouse has been with HCEC since December 2016. She assists members with service requests, connecting and disconnecting meters, and billing inquiries. Ella también es bilingüe en inglés y español. Ruth is also a U.S. Army veteran.

Ruth Millhouse, Member Service Rep



Dean Shupak has been with HCEC for 11 years. He currently specializes in new accounts, handles members' service requests and assists with the connection and disconnection of meters.

Dean Shupak, Member Service Rep



Megan Spellman has been with HCEC for more than three years. She handles our Viasat satellite internet service and prepaid billing accounts, assists in monthly billing processes and accommodates members daily with billing inquiries.

Megan Spellman, Senior Billing Analyst



BY THE NUMBERS:

33,510

calls handled
Mondays and the days
after holidays are the busiest.

Average Call
Length



July 2017-18

Convenient Ways To Pay Your Bill



AUTOMATIC DRAFTS

BY CHECK OR CREDIT/DEBIT CARD



PAY IN PERSON

MONDAY-FRIDAY, 8 A.M.-5 P.M. AT OUR
OFFICE OR 24/7 IN OUR SECURE DROP BOX



PAY BY MAIL

P.O. BOX 52, CROCKETT, TX 75835



ONLINE USING E-BIZ

THROUGH THE WEBSITE OR MOBILE APP



PAY BY PHONE

24/7 AT 1-800-657-2445



FIDELITY EXPRESS

CHECK OUR WEBSITE FOR LOCATIONS



WE LOVE HEARING FROM OUR MEMBERS, BUT TO SAVE YOU TIME ...

Sometimes a call isn't the best way to take care of business. These tasks can be handled quickly by going to our website or using our mobile app:

- View and pay your bill
- Monitor your energy use
- Report an outage
- Request tree trimming
- View your billing and payment history

FAQ: What Is the PCRF on My Bill?

The Power Cost Recovery Factor is in place because Houston County Electric Cooperative purchases power from a wholesaler then distributes it to the members. The PCRF fluctuates with the wholesale cost of generating power. This cost fluctuation is passed to members solely based on our cost. There is no margin in the PCRF.

WHY WE LOVE WORKING FOR YOU:

"I love being able to test and deploy different options for our members. I love projects. There are always ways to improve member service, and we want to make things as easy as possible. We are all here to serve you!"

Sarah Goolsby

"Someone once said, 'In a world where you can be anything, be kind.' When I think of my job at HCEC and the members I serve, I am reminded daily that we are all fighting battles. If I can help someone in any way, I feel like I have succeeded!"

Cody Hammons

"There are so many wonderful things about working for HCEC. I mainly enjoy meeting and helping the members that come in our office, as well as the family that I have created by working here."

Aurora Ibarra

"There are so many things I enjoy, but the most important to me would have to be educating members on why the cooperative difference matters and the benefits of being a member-owner. A tie for second would be the school visits and creating the monthly content for *Texas Co-op Power* magazine!"

Kelby Koehler

"Psalms 107:1 says, 'Start each day with a grateful heart.' I start each day grateful to work at HCEC with the member-owners. I enjoy helping them with their service requests, and I feel accomplished when I solve any problems they may have!"

Ruth Millhouse

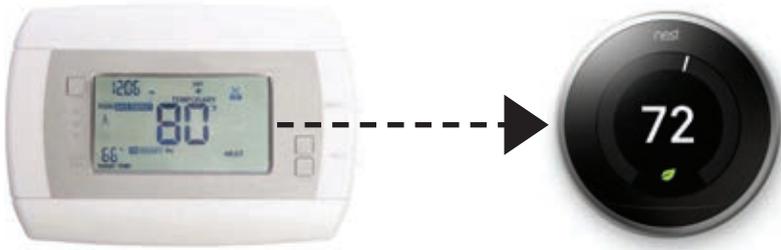
"I enjoy that friendships have been created with members I have assisted at one time or another in my career."

Dean Shupak

"I love working for a company that plays such a huge role in the communities that it serves and takes care of their employees."

Megan Spellman

HCEC SEASONAL SAVINGS NOW AVAILABLE!



Out with the old and in with the new

Get a special HCEC discount on a Nest thermostat and use 5–10 percent less electricity for heating and cooling* when you sign up for the Seasonal Savings program.

How it works:

1. Seasonal Savings will schedule a tune-up in summer by automatically making small changes to some temperatures to make them more efficient. It learns your temperature preferences and will find ways to save energy without compromising comfort.
2. When it is adjusting temperatures, the changes it makes are subtle—just a fraction of a degree each day. Over the course of the entire tune-up period, the changes typically add up to about 1 degree.
3. Seasonal Savings will still let you be in control. If you don't like a temperature that it has set for you, you can simply change it—your thermostat will learn the new temperature as well as your comfort preferences!

	Nest Learning Thermostat	Nest Thermostat ^E
Retail Price	\$199	\$149
HCEC Member Discount	-\$50	-\$20
YOUR COST	\$149	\$129

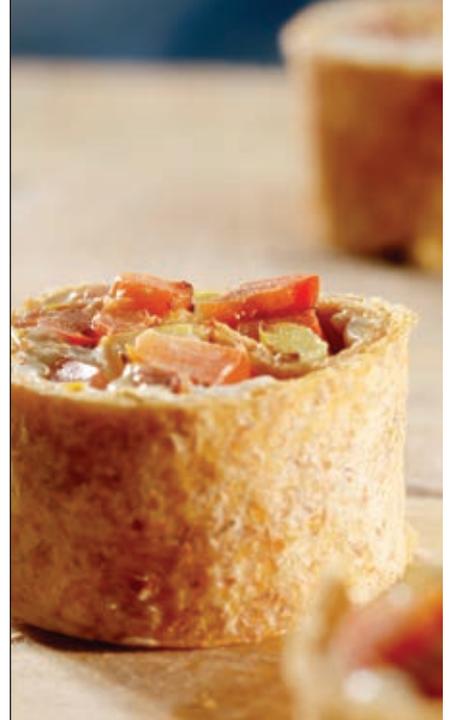
MORE INFORMATION AVAILABLE AT
houstoncountyelec.com/content/nest-thermostat

**Make sure you're following us
on our social media pages for your chance
to win a free NEST thermostat!**



* results per Nest.com

RECIPE OF THE MONTH



LAURIPATTERSON | ISTOCK.COM

Cajun Pinwheels

- 1 package (8 ounces) cream cheese, softened
- Dash salt and pepper
- ½ teaspoon cayenne pepper
- ¼ cup black olives
- ¼ cup green olives
- 2 tablespoons finely chopped onion
- 1 cup Monterey Jack cheese, shredded
- 1 pound cooked salad shrimp, deveined and chopped
- 7 flour tortillas, room temperature

1. Combine cream cheese, spices, olives, onion, cheese and shrimp in a small bowl. Stir well.
2. Spread mixture over each tortilla, then roll tightly.
3. Cover with plastic wrap and chill in refrigerator at least 2 hours.
4. Slice rolls ½ inch thick and layer on platter.

Find this and more delicious recipes online at
TEXASCOOPPOWER.COM



COME CELEBRATE WITH US!

Thursday, November 1 | Crockett Civic Center, 1100 Edmiston Drive

Doors open at 4 p.m. | Business meeting begins at 6 p.m.

IMPORTANT

Next month, you will receive a different version of *Texas Co-op Power*! It will include a dust cover with important information about the HCEC Annual Meeting, including the proxy card that we ask you sign and return if you are unable to attend this year.

We hope to see you November 1!

PROXY

As a member of Houston County Electric Cooperative, Inc. ("the cooperative"), I hereby appoint the board of directors of the cooperative as my agent and proxy to represent me at the cooperative's annual meeting of the members to be held at the Crockett Civic Center on Loop 304 in Crockett, at 6 p.m. Thursday, November 1, 2018. I authorize the cooperative's board of directors, as my agent and proxy, to cast my vote on all matters coming before the cooperative's annual meeting of members.

SAMPLE

SIGNED _____
Signature of HCEC member must be the same name as printed above.

DATE _____ PHONE NUMBER _____