

Darke Rural Electric Member Guidelines

OFFICE HOURS

Our office is open Monday – Friday 7:30 – 4:30 unless there’s a holiday that we observe. If you have an outage or other emergency outside of those hours you can still call us at 800-776-5612 and our afterhours answering service will help you.

BILL DUE DATE

Bills are always due by the 10th of every month. If the 10th falls on a holiday or weekend, your bill will be due on the next business day by 8:00 a.m.

MISSING A DUE DATE

Missing the due date happens to all of us, so we allow you one time per year (12 consecutive months) to pay your bill late without incurring additional cost. On the second such occurrence you will forfeit the 7% discount for paying timely. If you don’t make any payments for two consecutive months your service will be disconnected for nonpayment. Prior to that happening, you will receive a notice on your bill, a second notice in the mail, and a courtesy call before we disconnect.

DEPOSITS

A soft credit check is run to determine if a deposit is required. Once you go 12 consecutive months paying your bill on-time that deposit gets refunded back to you as a credit on your 13th months bill. Also, while we’re holding onto that money you’re earning interest at a minimum rate of 3%!

WAYS TO PAY YOUR BILL

We offer many different options!

- 1) Want a worry free option? Sign up for Recurring Auto Pay – You can have your bill amount charged directly to your credit or debit card, or drafted out of your checking or savings account each month. We will begin charging your card/drafting your account on the 6th day of the month, or first business day after that if the 6th falls on a weekend or holiday.*
- 2) You can come into the office M-F 7:30-4:30 to pay in person, or pay in the Payment drop in front of the building 24/7/365.*
- 3) 24/7/365 options are available online through our SmartHub app on your mobile device or through our website. These after hour/away from office options will post to your account immediately.*
- 4) We also offer an automated pay-by-phone feature that is available 24/7/365. The pay-by-phone number is **844-425-4299**.*
- 5) Lastly you can mail your check or money order into the office.*

BUDGET BILLING

*Once you have established service for one year we can calculate what your monthly budget amount will be. You will see a form in your June issue of Ohio Cooperative Living magazine that is due back to us by July 31st. The August bill (due September 10) will be the first month with your budget amount. Our “settle up” month is the July bill due August 10th. If you have a credit balance the next budgeted amount will automatically be lowered to reflect the credit. If you owe us an amount, it must be paid off in order to remain in the program. Even if you have a credit balance part way through the year you **MUST** still pay the monthly budget amount or*

our system will kick you off the program. If you have any specific questions, please call into our office and talk to one of our Member Service Representatives.

ELECTRIC SERVICE CHARGE

This is a flat amount that is charged to all of our members every month. There are many costs we incur just having lines running to your house whether you use electric or not. This is how we cover most of these costs.

PCA ADJUSTMENT

PCA = Wholesale Power Cost Adjustment. Coal is a commodity item so the price can fluctuate depending on market conditions. We factor in 7¢/kwh in your rates to cover the cost of coal, the generation of that electricity, and the transmission of that electricity to our substations. When we are billed each month for our member's power usage, if the cost to us is less than 7¢/kwh, you will see a negative PCA adjustment on your bill. If the cost is higher than 7¢, you will see a positive PCA adjustment on your bill.

CODE OF REGULATIONS

The Code of Regulations are provided to you in case you have questions regarding your rights and liabilities, what it means to be a member/owner of the cooperative, how capital credits work, the responsibilities and expectations of the Board of Trustees and much more.

OUR WEBSITE

Our website address is www.darkerec.com. Please visit it to see more information about your co-op. There is a lot of valuable information there, including rebate opportunities, a link to our online bill payment and usage tracker (SmartHub), community involvement opportunities like scholarships, and an up-to-date map of any outages.

COOPERATIVE LIVING MAGAZINE

Within a couple months of starting your membership with us you will receive a copy of Ohio Cooperative Living each month. The middle four pages are devoted entirely to your local cooperative. We suggest you at least pay attention to the information on those pages.

OPERATION ROUND UP PROGRAM

After three months of your membership you will receive a letter regarding our Operation Roundup program. Please keep an eye out for this letter and read through it and consider joining this worthwhile program.

BOARD OF TRUSTEES

You are not just a customer you are a Member/Owner of your cooperative. With that membership you have the privilege of voting each year for your Board of Trustees. Votes will be conducted via mail-in or online ballots. Please look for an envelope to arrive late February with instructions on how to vote.