

NE CONNECTION

A PUBLICATION OF NORTHEAST OKLAHOMA ELECTRIC COOPERATIVE

REC DAY

JAY | MIAMI | PRYOR | VINITA

WIN BIG AT REC DAY
THURSDAY, SEPTEMBER 14



SEPTEMBER 2023



Touchstone Energy® Cooperatives

NE CONNECTION

A PUBLICATION OF NORTHEAST OKLAHOMA ELECTRIC COOPERATIVE

Northeast Connection is published monthly to communicate with the members of Northeast Oklahoma Electric Cooperative.

OFFICERS & TRUSTEES

Dandy A. Risman - District 5, President
John L. Myers - District 4, Vice-President
Jimmy Caudill - District 9, Secretary-Treasurer
Brian Kelly - District 3, Assistant Secretary-Treasurer
Charles A. Wyrick - District 1
Mike Detherage - District 2
Sharron Gay - District 6
James A. Wade - District 7
Nancy Kimbrell - District 8

MANAGEMENT TEAM

Daniel Webster - General Manager/Chief Executive Officer (CEO)
Sean Friend - Chief Financial Officer (CFO)
Sami Jo Frisby - Administrative Services
Shane Burgess - Engineering
Ricky Hignite - Information Technology
Darryll Lindsey - Member Services
Nick Sutton - Operations

VINITA HEADQUARTERS

27039 South 4440 Road, Vinita, OK 74301

GROVE OFFICE

600 South Main, Grove, OK 74344

BUSINESS HOURS

Monday-Friday, 8 a.m. to 4:30 p.m.

Offices are closed Saturday, Sunday and holidays.

DISPATCHING AVAILABLE 24 HOURS AT

1.800.256.6405

If you experience an outage:

1. Check your switch or circuit breaker in the house and on the meter pole to be sure the trouble is not on your side of the service.
2. When contacting the cooperative to report an outage, use the name as it appears on your bill, and have both your pole number and account number ready.

Please direct all editorial inquiries to Public Relations at 800.256.6405 or email publicrelations@noec.coop

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EXERCISING YOUR RIGHTS

Sami Jo Frisby
Manager of Administrative Services

In just a few short weeks, we will see many of you at our cooperative's 85th annual meeting. This year's event is

taking place at four locations across northeast Oklahoma on Thursday, September 14. Locations include the fairgrounds in Miami, MidAmerica Outdoors in Jay, Mayes County Fairgrounds in Pryor, and Craig County Fairgrounds in Vinita.

When you decide which of those four sites you'll be attending, you'll most likely be thinking about which site is closest to home and most convenient. You'll be contemplating the possibility of winning a nice prize, getting a new NOEC-branded souvenir cap, and how you'll spend the rest of your day once you exit the drive-thru.

We get it. It's why we moved REC Day from Saturday to Thursday. We understand how important weekends are for our hard-working members. You lead busy lives and weekends are reserved for family. For that same reason, we want the REC Day registration process to be as efficient as possible. Your feedback and record-setting participation over the last two years has told us you want the same thing.

With all of the emphasis on efficiency and convenience, it's important we don't forget our roots. That's why we changed up the format of our district meetings this summer. We saw many of you there at the meetings in Welch, Miami, and Ketchum.

Regardless of the format, did you know that every time we meet we are making practical application of six of the seven cooperative principles? It's true. Here are the six principles employed when we meet: *Voluntary and Open Membership; Democratic Member Control; Members' Economic Participation; Autonomy and Independence; Education, Training and Information; and Concern for Community.*

(continued on page 2)



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DISTRICT MEETING REVIEW



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ANNUAL MEETING NOTICE



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REC DAY ROUTE MAPS

SAVE THE DATE

REC DAY

SEPTEMBER 14

Jay | Miami | Pryor | Vinita

\$100 IS HIDING!

Search the pages of *Northeast Connection* for a 6-digit account number with an asterisk on each side. For example: *XXXXXX*. Compare it to your account number, which appears on your monthly electric bill. If they match, contact the cooperative at 918.256.6405, by October 1, 2023, to claim a \$100 credit on your electric account.

FUN FACT!

Northeast Oklahoma Electric Cooperative is celebrating its 85th year serving you!



SEPTEMBER EVENTS

.....

REC Day 2023
Sep 14 | 4 Locations

- Craig County Fairgrounds: Vinita
- Mayes County Fairgrounds: Pryor
- Miami Fairgrounds: Miami
- MidAmerica Outdoors: Jay

Jana Jae Fiddle Camp
Sep 1-3 | Grove
 Snider's Camp

Rocklahoma
Aug 31 - Sep 3 | Pryor
 Rocklahoma

Mayes County Fair
Sep 6-11 | Pryor
 Mayes County Fairgrounds

Wyandotte Nation Powwow
Sep 8-10 | Wyandotte
 64700 E 60 Hwy

Born and Raised Music Festival
Sep 12-16 | Pryor
 Rocklahoma

Taste of Grand
Sep 23 | Grove
 Integris Hospital Parking Lot

Pioneer Days
Sep 22-25 | Grove
 Har-Ber Village

Events are published as space allows and must be submitted at least 60 days in advance. Send information to Northeast Connection Events Calendar, PO Box 948, Vinita, OK 74301 or email: publicrelations@noec.coop

EXERCISING YOUR RIGHTS

CONTINUED FROM INSIDE COVER



NOEC employee entices member's dog with a treat



The cooperative model is unique in that our customers aren't really customers at all; they are member-owners and each one has a voice in the future of our organization. We love that model. It keeps us accountable. The decisions made by our nine-member board of trustees, all of whom are themselves co-op members, represent what's best for you, not what's best for a shareholder in some far-off place. Decisions aren't made with our best interests in mind; we're thinking of what's best for you. It's actually why the co-op was founded in the first place 85 years ago. It's why we brought broadband to the area ten years ago. And it's still what motivates us to this day.

So, as you are taking part in this year's REC Day, remember the voice you have as a member. Let us know how we're doing. You can do that by filling out the survey in this publication. Bring the completed form with you when you register and we will place you in a special prize drawing for \$500 cash.

We appreciate you and your loyalty to our great organization and pledge to continue working hard to keep your electric service reliable and affordable.

991528

NOEC employee scans a member's registration barcode sheet



2022 ANNUAL MEETING MINUTES

SEPTEMBER 15, 2022

In accordance with the Annual Meeting Official Notice provided to the Membership, the 84th NOEC Annual Membership Meeting was held on September 15, 2022. Member registration (for purposes of determining quorum and casting votes for Trustee elections) began at 3:00 p.m. and closed at 7:00 p.m. at four (4) locations around the area.

The Annual Meeting live broadcast from NOEC's Headquarters in Vinita, Oklahoma, began at 7:30 p.m. President Dandy Risman announced that the 2022 Credentials & Election Committee (CEC) declared a quorum after 2,590 Members registered representing more than 5% of the total Membership. President Risman continued by confirming that the Annual Meeting Official Notice was provided to the Members in accordance with the Bylaws. President Risman addressed the 2021 Annual Membership Meeting minutes, previously distributed to the Membership (the reading of which was omitted), and confirmed that the 2021 Annual Membership Meeting minutes stood approved as written.

Before announcing the 2022 Trustee election results, President Risman acknowledged and thanked the CEC for the significant time and effort expended in overseeing the District and Annual Membership Meetings. President Risman announced that the CEC certified the 2022 Trustee election results for Districts 2, 7, and 9. President Risman reported that each Trustee Candidate (i.e., Mike W. Detherage (District 2), James A. Wade (District 7), and Jimmy L. Caudill (District 9)) ran unopposed and received the requisite votes to be elected to serve their respective District for the next three (3) years.

The \$5,000 Grand Prize Winner of the Annual Membership Meeting Prize Drawing was announced.

President Risman entertained a motion to adjourn the 2022 Annual Membership Meeting. Member Brian Kelly made a motion to adjourn the meeting and Member Jim Wade seconded the motion. The motion carried and the meeting was adjourned at 7:39 p.m.

Hereby certified as true and accurate minutes of the September 15, 2022, Annual Membership Meeting.

NOTICE

REQUIREMENT TO REGISTER AT ANNUAL MEETING:



In accordance with Article II and III of Northeast Oklahoma Electric Cooperative, Inc.'s Bylaws, only eligible members may register and cast a ballot at the Annual Member Meeting. In order to register and vote you MUST be one of the following:

- Primary on an individual account
- Primary or secondary on a joint account (only one joint member may vote)
- Named representative of a business or organization (present the completed voting delegate form, available on our website at: noec.coop/member-services/form-downloads/).

If you are not listed on the account, regardless of marital status, or are a suspended member, you will NOT be able to register and vote. We strongly encourage you to check your account. It is simple to add a person to make a joint account. Call member services at 918.256.6405.

CAPITAL CREDITS RETIREMENT AUTHORIZED

Northeast Oklahoma Electric Cooperative's Board of Trustees recently authorized the distribution of approximately \$1,350,000 in capital credits. These credits represent member equity in the cooperative.

Current and former members who received electric service from the cooperative in 1990 and 2022 are eligible for a refund. Checks will be mailed to eligible members in September 2023 for their portion of the credit retired. Please see the explanation below on how capital credits work.

TYPES OF UTILITIES

INVESTOR-OWNED
Privately owned by
shareholders/investors
For profit

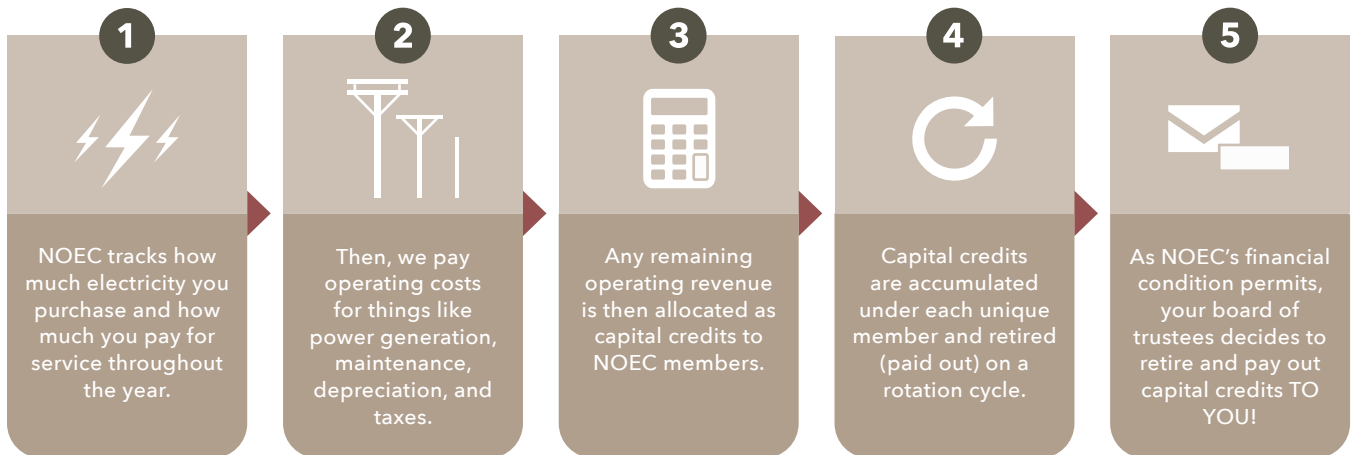
MUNICIPAL
Owned by cities, states,
and counties
Not-for-profit

COOPERATIVE
Owned by the members
they serve
Not-for-profit



When you signed up to receive electrical service from Northeast Oklahoma Electric Cooperative, you became a MEMBER.

HOW CAPITAL CREDITS WORK



HOW DO I RECEIVE MY CAPITAL CREDITS REFUND?



CHECK PAYMENT

Members will receive their capital credits as a CHECK. A \$10 minimum must be met before checks are written.

THE COOPERATIVE DIFFERENCE

This is just one of the many ways it PAYS to be a member of the cooperative!



MOVING?

Update your address so you will continue to receive your benefit.

DISTRICT MEETINGS COMPLETE

THREE FILE FOR NOEC BOARD CANDIDACY

Three individuals filed for candidacy for the Northeast Oklahoma Electric Cooperative board of trustees during the designated filing period of June 26-30, 2023.

Section 3.06 of the organizational bylaws requires any member to file with the cooperative their notice of candidacy. Only pre-qualified candidates can be nominated at district meetings.

Incumbent trustees filing in 2023 for another three-year term on the cooperative board included: Charles Wyrick of Fairland (District 1), Brian Kelly of Bluejacket (District 3), and Dandy Risman of Ketchum (District 5).

THREE TRUSTEE CANDIDATES

Northeast Oklahoma Electric Cooperative's district meetings this summer produced three candidates for the position of board trustee. Along with an opportunity to win a combined \$1,200 in electric credit prize drawings, NOEC members in attendance received a \$10 electric credit and enjoyed a complimentary meal for themselves and one guest.

District 1

Incumbent Charles Wyrick hosted the District 1 meeting at the Peoria Tribe Community Center on July 10 with 17 cooperative members in attendance. Wyrick received the lone nomination for the District 1 seat and will be unopposed in his bid for a three-year term on the cooperative board. Electric credit prize winners were: Jerry and Vera Myers of Miami (\$250), Darren Bryant of Miami (\$100), and Tammy Briscoe of Quapaw (\$50).

District 3

A total of 24 members gathered with incumbent Brian Kelly at the Welch Civic Center on July 11 for the District 3 meeting. Kelly received the lone nomination and will be unopposed in his bid for another three-year term on the cooperative board. Glenda Sumner of Bluejacket won the \$250 grand prize electric credit at the District #3 meeting, while Vinita resident Bret Boyd took home the \$100 credit. A \$50 credit went to Eubanks Equipment of Welch.

District 5

The District 5 meeting was held July 13 in the Ketchum Schools commons area and was attended by 36 members. Incumbent trustee Dandy Risman received the lone nomination and will be unopposed in his bid for another three-year term on the cooperative board. At the conclusion of the meeting, electric credits were presented to the following drawing winners: Reval and James Colvin of Afton (\$250), Sharon Huxtable of Ketchum (\$100), and Karen Graves of Vinita (\$50).



ANNUAL REPORT

2022 | 2021

The NOEC Financial Services team is pleased to report another successful year in 2022. Patronage capital, or margins, totaled \$4,903,318 for the year and the cooperative finished the year in compliance with all lender guidelines. NOEC's net utility plant increased 5.8 percent during 2022 and kWh sales revenue rose 8.4 percent compared to 2021. The certified public accounting firm of Eide Bailly, LLP prepared the 2022 audit. Statements are available for review at NOEC headquarters in Vinita.

	2022	2021
OPERATING REVENUE	\$89,155,064	\$80,123,698
EXPENSES		
Purchased Power	47,430,900	44,685,314
Transmission Expense	-	-
Distribution Expense - Operation	2,929,270	4,699,980
Distrib. Expense - Maintenance	9,551,137	7,298,088
Consumer Accounts Expense	3,123,003	2,956,182
Customer Service Expense	927,884	753,043
Sales Expense	124,377	122,575
Admin. and General Expense	5,348,875	5,377,287
Depreciation Expense	8,243,466	8,192,464
Tax Expense - Property	1,679,542	1,567,002
Tax Expense - Other	97,883	95,455
Interest on Long-Term Debt	3,897,130	4,021,199
Interest Expense - Other	21,162	9,119
Other Deductions	27,942	39,844
COST OF ELECTRIC SERVICE	83,402,571	79,817,552
Operating Patronage Capital	5,752,493	306,146
Non Operating Margins - Interest	622,050	449,242
Income (Loss) from Equity Investment	(830,027)	(274,692)
Non Operating Margins - Other	(1,263,849)	5,458,560
Gener. & Transm. Capital Credits	139,699	180,777
Other Capital Credits	482,952	516,573
TOTAL PATRONAGE CAPITAL	4,903,318	6,636,606

	2022	2021
ASSETS & OTHER DEBTS		
Total Utility Plant in Service	\$255,217,209	\$243,318,991
Construction Work in Progress	3,921,610	1,266,357
Total Utility Plant	259,138,819	244,585,348
Acc. Prov. for Depreciation	(87,805,118)	(82,646,980)
NET UTILITY PLANT	171,333,701	161,938,368
Investment in Subsidiary Companies	38,840,543	30,985,030
Invest. Assc. Patronage Capital	7,169,013	6,853,355
Invest. Assc. Other - General Funds	2,500	2,500
Invest. Assc. Other - NonGen Funds	1,507,002	1,511,600
Other Investments/Special Funds	17,685,452	18,740,444
TOTAL OTHER PROPERTY & INVESTMENTS	65,204,510	58,092,929
Cash-General Funds	1,554,109	5,931,064
Special Deposits	9,230	9,230
Temporary Investments	1,498,626	2,098,807
Cash - Construction Funds	1	1
Accounts Receivable	9,333,290	7,065,028
Accounts Receivable - Other	1,459,699	11,179,369
Materials & Supplies	2,543,746	1,288,811
Prepayments	158,922	113,739
Other Current & Accrued Assets	15,998	16,008
TOTAL CURRENT & ACCRUED ASSETS	16,573,621	27,702,057
Deferred Debts	301,128	1,023,835
TOTAL ASSETS & OTHER DEBITS	253,412,960	248,757,189
LIABILITIES & OTHER CREDITS		
Patronage Capital	92,986,573	93,634,343
Operating Margins - Prior Years	-	-
Operating Margins - Current Year	6,375,144	768,647
Non-Operating Margins	(1,471,826)	5,867,958
Other Margins & Equities	5,197,874	(3,386,596)
TOTAL MARGINS & EQUITIES	103,087,765	96,884,352
Long-Term Debt CFC	4,050,058	109,875,914
Long-Term Debt - Other	100,643,573	-
TOTAL LONG-TERM DEBT	104,693,631	109,875,914
Other Noncurrent Liabilities	12,386,225	15,335,175
Notes Payable	8,500,000	-
Accounts Payable	5,433,005	8,885,237
Consumers Deposits	1,759,588	1,618,543
Curr. Maturities Long-Term Debt	4,632,000	4,404,735
Other Curr. & Accrued Liabilities	3,504,630	3,519,997
TOTAL CURRENT & ACCRUED LIABILITIES	36,215,448	33,763,687
Deferred Credits	9,416,116	8,233,236
TOTAL LIABILITIES & OTHER CREDITS	253,412,960	248,757,189

2023 ANNUAL MEETING OFFICIAL NOTICE

NOTICE IS HEREBY GIVEN

That the 2023 Northeast Oklahoma Electric Cooperative, Inc. (NOEC) Annual Member Meeting will be held on Thursday, September 14, 2023, at four (4) locations from 2:00 p.m. to 6:00 p.m., and without geographic location via live broadcast beginning at 7:00 p.m. The four (4) meeting locations in Oklahoma (Locations) shall be: (i) Miami Fairgrounds in Miami; (ii) MidAmerica Outdoors in Jay; (iii) Mayes County Fairgrounds in Pryor; and (iv) Craig County Fairgrounds in Vinita (Location address information can be found on pages 8 and 9 of this September issue of the Northeast Connection).

The purpose of the 2023 Annual Member Meeting is to elect District 1, 3, and 5 Trustees to serve three-year terms (or until their successors shall be qualified and elected). The following Members were nominated as official Trustee Candidates for this year's election at their respective District Meetings, to wit:

District 1: Charles A. Wyrick	:	Members must register at one of the Locations to be eligible for prizes. Bring the barcode sheet from your August electric bill when you register to be eligible for an additional prize drawing taking place during the Annual Member Meeting live broadcast.
District 3: Brian P. Kelly	:	
District 5: Dandy A. Risman	:	
	:	

2023 Annual Member Meeting - Order of Business

- In-Person Registration/Member Voting for Trustee Elections at Locations - 2:00 p.m. to 6:00 p.m.¹
- Annual Member Meeting Live Broadcast - 7:00 p.m.
 - o Opening Remarks & General Information
 - o Quorum Declaration
 - o 2023 Annual Member Meeting Notice
 - o 2022 Annual Member Meeting Minutes (see page 3 of this September issue of the *Northeast Connection*)²
 - o Election Results (if certified by Credentials & Election Committee)
 - o Grand Prize Drawing
 - o Adjournment

The Annual Member Meeting live broadcast will be available on NOEC's website: www.noec.coop or on Facebook: facebook.com/neokrec

Authorized by:

Jimmy Caudill, Secretary-Treasurer
September 1, 2023

¹In-Person Registrations shall be counted toward the required five percent (5%) of Members necessary to constitute a quorum (Okla. Stat. tit. 18, § 437.7). ²The reading of the 2022 Annual Member Meeting Minutes will be omitted and the Minutes will stand approved as written unless a Member requests a reading and/or submits appropriate corrections in writing and delivers the same to NOEC staff during in-person registration.

85TH ANNUAL MEETING MAPS

SEPTEMBER 14, 2023 | 4 LOCATIONS

FOUR LOCATIONS:

Choose any of the following REC Day locations to attend. You may only register once.

- Craig County Fairgrounds, Vinita
- Mayes County Fairgrounds, Pryor
- Miami Fairgrounds, Miami
- MidAmerica Outdoors, Jay

MAP KEY



Entry



Exit

..... Entry Path

..... Exit Path

———— Drive-Thru



Craig County Fairgrounds

915 E Apperson Rd, Vinita, OK 74301

Directions: Enter site from south 4410 Road by turning east onto the driveway just south of the fairgrounds.



Mayes County Fairgrounds

2200 NE 1st St, Pryor, OK 74361

Directions: Enter site from NE 1st Street by turning south onto the driveway just west of the fairgrounds.

PRIZES

Member Gift

\$20 electric credit

Prizes per District

(1) \$250 electric credit, (1) \$500 electric credit, (1) \$500 electric credit: must present barcode to be eligible, and (1) \$1,000 electric credit

Grand Prize

\$5,000 cash

Member Survey Prize

\$500 cash: must present completed survey, found at the end of this month's edition.

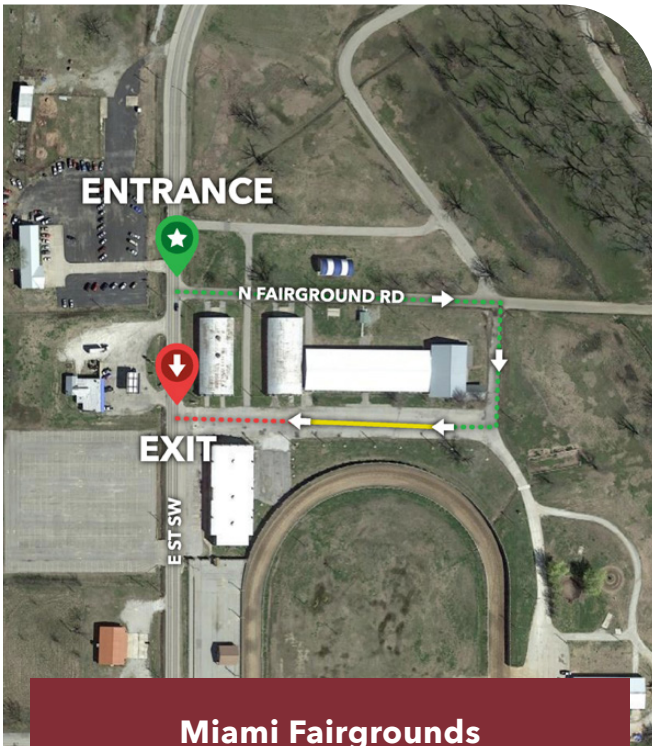
SCHEDULE OF EVENTS

2PM - 6PM

- Drive-Thru Registration

7PM

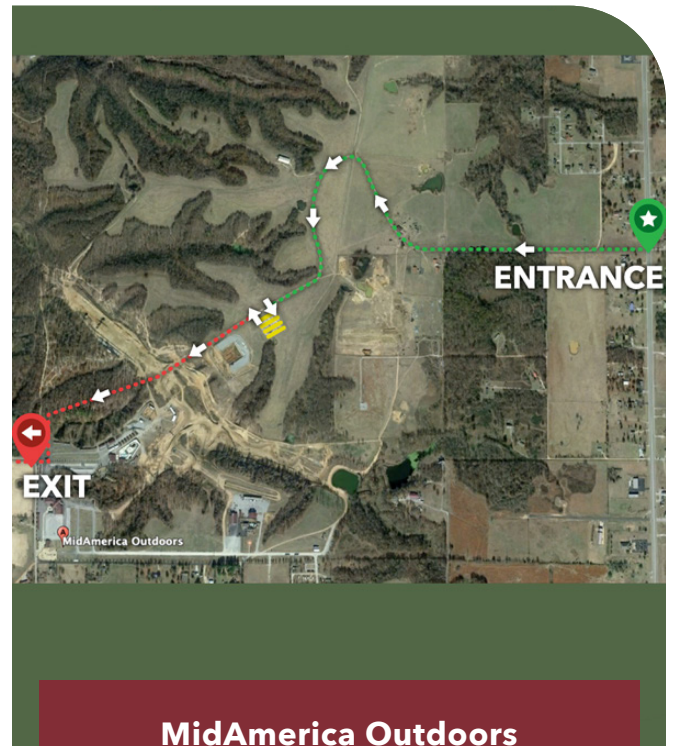
- Annual Member Meeting Live Broadcast: facebook.com/neokrec or www.noec.coop



Miami Fairgrounds

1129 E St SW, Miami, OK 74354

Directions: Enter site from E Street SW by turning east onto North Fairground Road.



MidAmerica Outdoors

42162 OK-127, Jay, OK 74346

Directions: Enter site by following Valley View Drive into the park after turning west off of Highway 59.

MEET THE CANDIDATES

FOR TRUSTEE



CHARLES A. WYRICK **DISTRICT 1**

Place of residence: Fairland, Oklahoma

Place of birth: Miami, Oklahoma

Years at present address: 38

Years of cooperative membership: 43

Education: Co-valedictorian Fairland High School, Fairland, OK. Northeastern Oklahoma A&M College, Miami, OK.

Work experience: Dairy farm operation, 1980-2005. Heavy equipment contractor, 1990-2012. Beef cattle and dairy cattle leasing, 2005-present. Floating boat dock construction and repair, 2007-present.

Community involvement: Ottawa County Conservation District, 1999-2004. Served on board of directors for several regional, state, and national dairy organizations, 1985-2006.

Accomplishments: Served in the Oklahoma State Senate, 2004-2016.

Family: Married 45 years to Pamela Jo. They have two sons and four grandchildren.



BRIAN P. KELLY **DISTRICT 3**

Place of residence: Bluejacket, Oklahoma

Place of birth: Emporia, Kansas

Years at present address: 22

Years of cooperative membership: 22

Education: Associate Degree, Seminole Junior College, May 1988. Bachelor of Science in Business Administration, Oklahoma State University, December 1991.

Work experience: Insurance agent with Kansas Farm Bureau, Pittsburg, KS (March 1993-December 2000), insurance agent with Oklahoma Farm Bureau, Vinita, OK (January 2001-present)

Community involvement: Member of Oklahoma Cattlemen's Association, Craig/Ottawa County Cattlemen's Association. Active supporter of Vinita, Bluejacket, and Welch FFA and sports programs.

Accomplishments: Has earned several production sales awards with Kansas and Oklahoma Farm Bureau. Played collegiate baseball four years; played one season of minor league baseball. Completed Credentialed Cooperative Director and Board Leadership Certificate programs in my first four years as a trustee/director.

Family: Married to Jacie Kelly. They have four children: Landen, Erika, Rachel, and Wil.



DANDY A. RISMAN
DISTRICT 5

Place of residence: Ketchum, Oklahoma

Place of birth: Jay, Oklahoma

Years at present address: 23

Years of cooperative membership: 23

Education: Ketchum High School graduate, 1987. Attended Tulsa Community College and Northeastern State University. Has a degree in respiratory therapy. Licensed by the Oklahoma Board of Medical Licensure as a respiratory care practitioner.

Work experience: President/owner of Grand Lake Fast Lube, Serenity Hospice, and Lifespan Home Health; Vice-President of Operations for Pharmcare of Oklahoma since 1999.

Community involvement: Former member of Grand Lake Chamber of Commerce, Ketchum School Board, and Grand Lake Lions Club.

Accomplishments: Completed Credentialed Cooperative Director (CCD) program.

Family: Married 34 years to Joyce. They have two children, Parker and Madison, and three grandchildren.

**Bylaws Regarding
Election of Trustees and Voting:**

SECTION 3.03.

Election

At each Annual Member Meeting, Members shall elect Trustees by secret written or secret electronic ballot; PROVIDED, when the number of nominees does not exceed the number of Trustees to be elected from a particular Trustee District, and if there is no objection, secret written or electronic balloting may be dispensed with for that particular election and voting may be conducted in any other manner. The candidates receiving the highest number of valid votes cast shall be elected. If Trustee Candidates from any District receive the same number of votes (tie votes), the winner shall be determined by drawing of lots.

SECTION 3.07.

Voting for Trustees; Validity of Board Action

In the election of Trustees, each Member shall be entitled to vote for one (1) candidate from or with respect to each of the Trustee Districts from which Trustees are to be elected. Ballots marked in violation of the foregoing restriction shall be invalid and shall not be counted with respect to the affected Trustee District. Notwithstanding the provisions contained in this Section and in Section 3.06, failure to comply with any such provisions shall not affect in any manner whatsoever the validity of any action taken by the Board after the election of Trustees.

2023 PRESIDENT'S REPORT



DANDY A. RISMAN **PRESIDENT OF THE BOARD**

We often resist change because we don't know where it is going to take us.

Change is unavoidable in the business world. Fortunately, the employees of your cooperative are experienced at managing change. Change often leads to new innovations and more efficient operations--all of which benefit us as members.

SOFTWARE UPDATE

Some changes pose a challenge. One of the greatest was an update of our member information software.

When BOLT became available to subscribers, the existing software system was not able to manage information, service requests, and billing for BOLT services. That meant an entirely separate system was required until recently. Two systems often meant double the work for service representatives, payment processing, billing, and troubleshooting.

An update from our original software provider allowed us to integrate BOLT subscriber information into the existing software platform. Some of you may have noticed the transition wasn't completely seamless, but the end result will be worth the change and improve our service to you.

We have spent a great deal of effort modernizing our service applications. We eliminated restrictions and made completing the application easier. The convenience of online application is even on the way. Soon you will be able to apply for service digitally instead of calling our member service department. In addition to applying for service, existing subscribers will also be able to manage program packaging, internet speeds, and VoIP services through SmartHub.

With expanded features, we are now able to set disconnected accounts to reconnect automatically once payment has been received. This reduces the amount of time that service is disconnected and is more efficient for cooperative employees.

BILL UPDATE

Another visible change is the appearance of your monthly bill. The billing department took advantage of software updates to provide a new look to your monthly statement. The goal was to offer billing information in an easier-to-read format.



NEW GROVE OFFICE

Our team working out of the Grove office encountered a very significant change: a new office space. The original Grove office opened in 1998. It was a great location for our membership and was always busy. Busy enough, in fact, that cars frequently blocked the roadway waiting to pull into the drive-through. Fast forward to today and our members and employees now enjoy a new office with ample parking and plenty of drive-through space.



GROVE WAREHOUSE EXPANSION

As BOLT continues to grow alongside the cooperative, our space requirements have changed. Not only do we not have enough room for needed material inventory, but space for trucks and personnel is also limited. To accommodate this growth, we will be expanding our Grove warehouse facilities. This exciting expansion will provide ample space for trucks, equipment, materials, and employees.

The cooperative has its own fleet maintenance and repair facility. With more trucks and equipment on the road to meet our service and construction needs, the existing shop was significantly undersized. A new lift and more service bays are among the recent additions, reducing downtime for repairs.

Embracing change isn't always easy, but it does help to know that change comes with growth. And growth is something we always want to be able to embrace.

IT'S BACK! SUBMIT YOUR RECIPE

Submit this recipe card at REC Day for your chance to be featured in the *Northeast Connection*. You may also email your submission(s) to publicrelations@noec.coop.

MEMBER INFORMATION:

Name(s):

Address:

City, State, Zip:

County:

Phone:

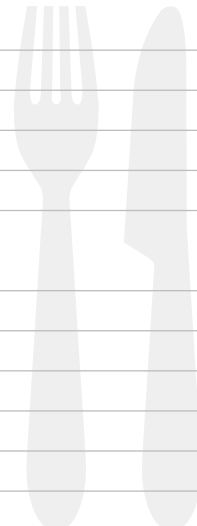
Email:

Account Number:

RECIPE NAME: _____

Ingredients:

Directions:



BE ENTERED TO WIN \$500!

RETURN THIS COMPLETED SURVEY AT REC DAY TO WIN \$500 CASH

All questions must be completed to be eligible.

STEP 1

Contact Information

Name	Account Number	Your Age	
Address	City	State	Zip
Email Address	Phone	Alternate Phone	

STEP 2

Survey Questions

1. How happy are you as an NOEC member?

- Happy
- Neutral
- Unhappy

2. Do you own/lease an electric vehicle (EV)?

- Yes
- No
- No, but I am considering it

3. Do you own a solar system?

- Yes
- No
- No, but I am considering it

4. What is the primary reason you purchased or are considering purchasing an EV or solar system?

- Tax credits
- Fuel/energy price
- Environmentally friendly
- Cost savings
- Something else: _____
- I am not considering an EV or solar system

5. Did you consult any industry professionals before making or during your EV or solar system purchase?

- Yes, an electrician
- Yes, a local electric utility
- Yes, a dealership
- I did not consult any of these
- No, I do not have EV or solar system

6. What concerns you most about EVs?

- Range
- Charging availability
- Price
- Battery life
- Something else: _____
- I have no concerns related to EVs

THANK YOU!