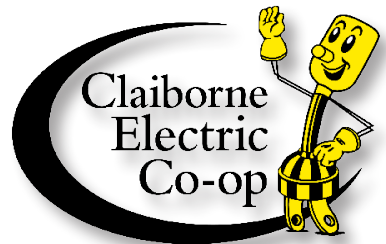


Welcome



*A welcome guide for
new members*



Welcome Guide

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A Word from the Manager

Welcome to Claiborne Electric Cooperative! We are so glad to have the opportunity to serve you. If you have never been part of an electric cooperative, please let me share a few important details with you. Most importantly, when you began your service with us, you became part-owner of Claiborne Electric. We are a not-for-profit organization, owned by the members we serve. Our members elect representatives to serve on the co-op's Board of Directors. Members also vote on important issues, such as ByLaw changes, and have the chance to participate in events such as our Co-op's Annual Meeting.



We provide electricity to nearly 24,000 electric meters along approximately 4,000 miles of line in six north Louisiana parishes - Webster, Claiborne, Bienville, Lincoln, Union and Ouachita. Our offices are local, and our employees are your neighbors and friends. Our members appreciate our local, friendly, and personal service. We plan to keep it that way. We work hard to keep our service reliable and our rates reasonable.

Our commitment to the communities we serve runs much deeper than electric lines, poles, and meters. We live and work in these communities, and we believe that serving our members includes being involved in their community's schools, festivals, governing boards, and other events that help us all grow and prosper.

Again, we're so glad to have you on our lines. If we can do anything to assist you, please don't hesitate to let us know.

Sincerely,

Michael Marcotte
General Manager & CEO
Michael@our.coop

A Quick Overview of the Co-op

Claiborne Electric Cooperative was founded in 1938. The Co-op's headquarter office is located at 12525 Highway 9, Homer. The branch office is located at 301 East Franklin Street, Farmerville. We are owned and democratically controlled by the members we serve.

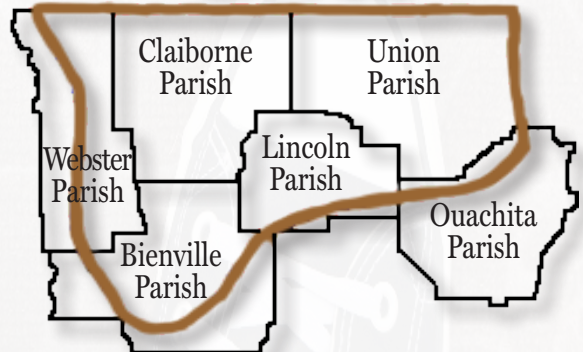
We serve nearly 24,000 electric meters along approximately 4,000 miles of line in six north Louisiana parishes. The parishes we serve include Bienville, Claiborne, Lincoln, Ouachita, Union and Webster. The Co-op employs more than 70 local employees. We are your friends and neighbors!

The Co-op is governed by a board of nine Claiborne Electric members, each representing the members in one of the Co-op's nine districts. The Board of Directors is elected by the membership to serve rotating three-year terms. Every decision made concerning the Co-op is made locally in the best interest of our members.

Mission:

Claiborne Electric Cooperative is a member-owned, not-for-profit service organization that exists for one reason and one reason only... to meet the needs of our members.

Service Area



Contact Us

At Claiborne Electric, we look forward to hearing from our members. That's why, during normal business hours, members may speak directly to a friendly, knowledgeable Member Service Representative.

Homer office:

Physical Address: Claiborne Electric Cooperative, 12525 Hwy. 9, Homer, LA 71040

Mailing Address: Claiborne Electric Cooperative, P.O. Box 719, Homer, LA 71040

Telephone: (318) 927-3504

Toll-free: 1-800-929-3504

Farmerville Office:

Physical Address: Claiborne Electric Cooperative, 301 East Franklin, Farmerville, LA 71241

Mailing Address: Claiborne Electric Cooperative, 301 East Franklin, Farmerville, LA 71241

Telephone: (318) 368-3011

Toll-free: 1-800-361-3011

Internet: www.our.coop

Facebook: www.facebook.com/ClaiborneElectricCooperative

To report an electric outage, please use our free SmartHub mobile app or dial 855-937-1782. Your outage will be reported on the computer screen of the 24-hour dispatcher.

Bill Payment

Claiborne Electric members may choose from several ways to pay their monthly electric bills, including:

In Person: Payments may be made inside or in drive-through lanes at each of our offices from 8 a.m. - 4:30 p.m.

Offices are closed for lunch from noon until 1 p.m.

Homer Office: 12525 Hwy. 9, Homer, LA 71040

Farmerville Office: 301 E. Franklin, Farmerville, LA 71241

Kiosk: Each office has a Kiosk payment center in the drive-through lane, which can be used 24 hours a day. Kiosks accept cash, checks, and credit or debit card payments, which post immediately to the member's account. Members will need their account number. Kiosks do not dispense change; the amount inserted will post to the account.

By Mail: The Co-op cannot accept responsibility for cash payments lost in the mail. Checks or money orders are recommended. Mail payments to: Claiborne Electric Cooperative, P.O. Box 719, Homer, LA 71040

By Telephone: During office hours, members may pay by telephone using a check, debit card or credit card.

Automated number: 855-937-1782 (available 24/7)

Online: Payments are accepted any time through our web site at www.our.coop.

SmartHub: The Co-op's free SmartHub app can be downloaded on any smart phone or tablet. The app allows members to manage various aspects of their accounts, including payments.

MoneyGram: Available at Walmart or CVS locations. To make a payment, members will need their account number, along with Claiborne Electric's Receiver Code, which is 15231. MoneyGram payments post immediately to a member's account. MoneyGram collects a small fee for using this service.

InComm: Members may make cash payments through InComm at Dollar General, Family Dollar, Walmart, or CVS locations. A barcode in SmartHub is needed to use this service. InComm collects a small fee for using this service.

Bank Draft: With the member's authorization, the Cooperative can automatically draw on personal or business checking accounts for the payment of monthly bills. A bank draft authorization form may be obtained by contacting your local Claiborne Electric office or visiting www.our.coop. This is a free service.

Levelized Billing: Members may choose a levelized billing plan, whereby their monthly bills are close to the same amount from month-to-month based on previous usage history. This option works well with our Bank Draft program. Call your Co-op office for information about levelized billing.

If The Lights Go Out

If your lights go out:

1. Check for blown fuses or tripped circuit breakers.
2. Check with your neighbors to see if they have electricity.
3. Report your outage. Be sure to report the name, telephone number, or account number exactly as listed on the account.
4. If you know of a problem which may have caused the outage, such as a tree on the line, report this information.

The best way to report an outage is through our free SmartHub app.

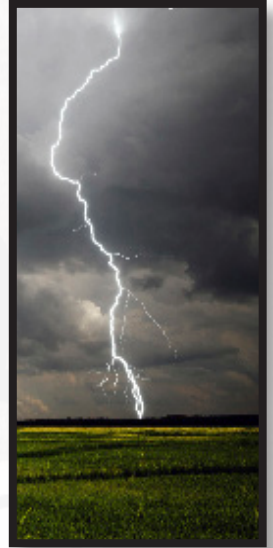
Our Automated Outage Reporting System can be reached at 855-937-1782. This system will place your outage onto the dispatcher's computer screen.

To report your outage to a Member Service Representative:

Homer: (318) 927-3504 Farmerville: (318) 368-3011

Office lines become overwhelmed during outages. If at all possible, SmartHub or the Automated Outage Reporting System should be used.

If anyone in your home could be faced with a potentially life-threatening situation during an extended outage, we strongly recommend having a back-up source of power. We cannot guarantee service restoration within a specific time frame, especially during a widespread outage event. We will restore power as quickly and safely as possible, but please remember that it is your personal responsibility to keep yourself safe and healthy. Claiborne Electric does not designate individual meters or accounts as medically necessary for the purpose of prioritizing restoration during outages.



Board of Directors

Claiborne Electric is governed by a board of directors elected from the Co-op's nine districts. Directors are elected by the Co-op's membership and serve three-year terms.



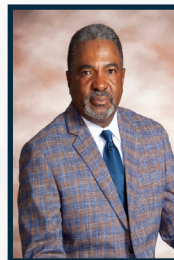
District Seven
Phillip Fincher
President
Homer, LA



District One
Scott Jones,
Vice President
Farmerville, LA



District Nine
Jody Woodard
Secretary/Treasurer
Heflin, LA



District Two
Willie Sensley Jr
Farmerville, LA



District Three
Kenneth Franklin
Marion, LA



District Four
Leroy Perritt
Arcadia, LA



District Five
Ben Abshire
Homer, LA



District Six
Rand Killgore
Haynesville, LA



District Eight
Lane Davidson
Minden, LA

Co-op Staff

Claiborne Electric's Staff works on a daily basis to manage the Co-op and meet the needs of the Co-op's members. If you need assistance with a particular issue, please contact the appropriate Staff member. They are available to help and will be glad to assist you in any way possible.



Michael Marcotte
General Manager & CEO
Serving since 2024
927-3504 or 368-3011



Daniel Kimbell
Chief Operations Officer
Serving since 2000
368-3011



Candy Hardy
Office Manager, Homer
Serving since 1993
927-3504



EmmaLee Tingle
Director of Communications
Serving since 2006
927-3504



Trey Rodgers
Office Manager, Farmerville
Serving since 2005
368-3011



Kayla Banaka
Manager of Accounting
Serving since 2020
927-3504

SmartHub

SmartHub is the Co-op's free digital app. The app delivers accurate, timely account information and allows members to handle a variety of account management tasks right from the palm of their hands, including the ability to report an outage with the touch of a button. Members can also use SmartHub to make a payment in a secure environment, check usage, contact our office, and more. SmartHub puts the power of data in our members' hands. The app can be downloaded for free in the device's app store.



Apple



Android

EZ Pay

EZPay is the Co-op's pay-as-you-go billing option. It allows members to pay for electricity in advance instead of receiving a monthly electric bill. EZPay is similar to purchasing gasoline for a vehicle. Members can purchase electricity for their account in advance, like pumping gasoline into a vehicle's tank. As the home uses electricity, the account balance diminishes based on the number of kilowatt-hours used. When the balance is low, the member receives alerts that a payment is needed. Members who use EZPay have no deposit, no set due date, no late fees, no disconnection fees, and no reconnection fees!

Signing up for EZPay is easy. A member simply purchases \$50.00 worth of electricity and signs an EZPay agreement. After that, the member can pay any amount at any time. EZPay allows members to manage their electric service in the way that best fits their budget and lifestyle.



Energy Efficiency

Claiborne Electric encourages its members to use energy wisely, and conserve energy where possible. The Co-op can be a valuable source of information on a variety of subjects related to energy efficiency and safety. Contact the Cooperative for information on building an energy-efficient home, comparing heating costs of different energy sources, using heat pumps, maintaining air-conditioners, understanding the cost of operating home appliances, making an older home more energy efficient, and many other topics.

Meter Seals

Cutting or removing the seal from an electric meter is both dangerous and illegal. The seal is used by Co-op employees to prevent tampering and accidental shock. If a member needs to remove a meter, Claiborne Electric should be contacted first. When Co-op employees find a cut or missing seal, an investigation begins for possible meter tampering. Severe penalties can be imposed when evidence of meter tampering is found. If a member notices that a meter is unsealed, they should contact our office so that it can be resealed.

Capital Credits

Unlike investor-owned utilities, Claiborne Electric is a not-for-profit cooperative, owned by the members it serves. According to the bylaws of the cooperative, all amounts paid by members for electric service in excess of the costs incurred by the cooperative will be used as capital for the cooperative. When the Cooperative generates positive margins, the excess capital is periodically repaid to the members, depending on the financial condition of the Co-op. Capital credit allocation is fully detailed in Article VIII of the bylaws.

Member Appreciation Programs

At Claiborne Electric, we believe it's only fair to reward members for conserving energy and helping the Co-op control costs. We appreciate our members and their willingness to support the Co-op, so we provide programs that help reduce the cost of installing an energy-efficient heat pump or water heater.

Heat Pumps

For members building a new home or converting from gas to electric home heating, Claiborne Electric will provide a rebate in the amount of \$100 per ton for members who install an energy-efficient electric heat pump. The maximum rebate for this program is \$500 per unit. For members replacing existing electric heating with a new electric heat pump, Claiborne Electric will provide a rebate in the amount of \$50 per ton, with a maximum rebate of \$250 per unit.



Water Heaters

For members building a new home, Claiborne Electric will provide a rebate in the amount of \$400 for members who install an electric tank water heater. Claiborne Electric also keeps a supply of 3,000-watt electric water heater elements, available to Co-op members at no charge.



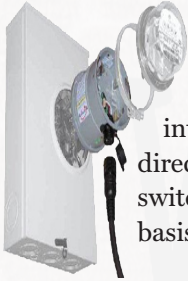
All incentive programs are subject to change at any time. Contact a local Co-op office to confirm current details before purchasing a product.

Homer Office: (318) 927-3504

Farmerville Office: (318) 368-3011

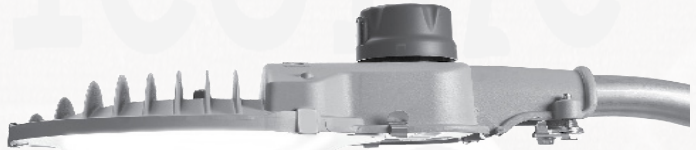
Equipment Leasing

Claiborne Electric members may lease certain products from the Co-op.



GenerLink Devices

GenerLink is the perfect accompaniment to a portable generator. It is an interconnection device that enables members to connect a portable generator directly to a home's wiring system. GenerLink is an alternative to transfer switches and hazardous extension cords. These devices are leased on a monthly basis, with the fee placed on the monthly electric bill. Installation is free.



Area Lighting

Members may have an outdoor light, which works automatically from dusk to dawn, installed on their property at no charge, if installed on an existing service pole or transformer pole. The Co-op offers a wide range of outdoor lighting options. The Claiborne Electric uses AreaMax Lighting, a powerful LED light that shines bright white. These lights are popular among members. Area lighting services are charged directly on the member's monthly electric bill. One of our Member Services Representatives can help members choose the option that best meets their needs.

Operation Round Up

Operation Round Up is a community service program which provides grants to non-profit organizations and families in the Co-op's service area. Members who participate allow their monthly bill to be rounded up to the next whole dollar. The difference is deposited into the ORU Trust Fund. More than 95 percent of Claiborne Electric's members participate, donating an average of \$6 per year.

The program is governed by the Co-op's ORU Trust Board. The Board includes nine Claiborne Electric members, one representing each of the Co-op's districts. Trust Board members serve rotating three-year terms. The Board meets every two months to review applications and disperse funds. Applicants seeking a grant submit a detailed application for review. Among other worthy causes, funds have been used to purchase equipment for area fire and rescue units, law enforcement departments, schools, youth organizations, veterans efforts and museums, along with assistance for families or individuals after a catastrophic event.

Claiborne Electric members typically donate close to \$130,000.00 to local charitable causes each year, and 100 percent of donated money stays in the Co-op's six-parish service area. With an average of 50 cents per month, our generous members have made a big difference in the local quality of life. When a member connects to Claiborne Electric's lines, the account is automatically set up to donate to ORU. We sincerely hope that you will choose to continue donating. However, the program is strictly voluntary and any member may opt out at any time by calling the Homer office at (318) 927-3504 or the Farmerville office at (318) 368-3011.



America's Electric Cooperatives PAC

America's Electric Cooperatives PAC is a Political Action Committee set up to support the campaigns of political candidates on the state and federal levels who support electric cooperatives. We feel it is important to support political candidates who understand that our energy must remain safe, reliable and affordable.

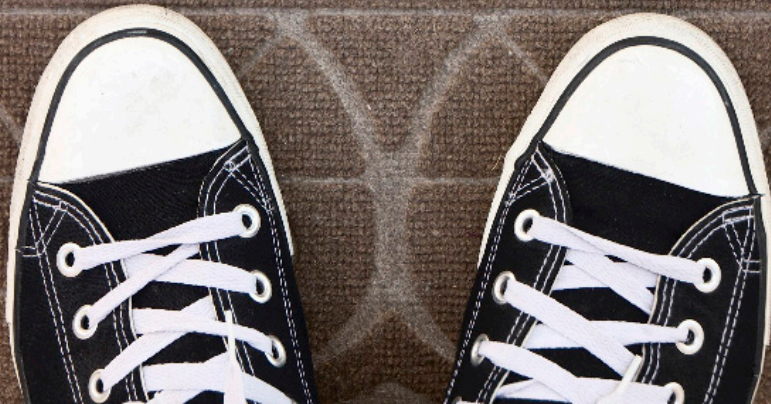
As a member of Claiborne Electric, you have the opportunity to join America's Electric Cooperatives PAC by having \$1.00 placed on your monthly electric bill. This opportunity is only available to residential Co-op members. The money is pooled, and about half is used to support election campaigns on the federal level, and the other half is used to support candidates on the state level. America's Electric Cooperatives PAC is bipartisan – a candidate's political affiliation is not taken into consideration in the procedures for making election contributions. Election donations are made solely based on the candidate's support of electric cooperatives.

All America's Electric Cooperatives PAC contributions go to election campaigns, with the exception of federal taxes that must be paid on the contributions (less than 1%). America's Electric Cooperatives PAC's staff is funded through the National Rural Electric Cooperative Association. Contact us at 927-3504 about joining!



**America's Electric
Cooperatives | PAC**

We're so glad
you've joined us



www.our.coop

Homer: (318) 927-3504

Farmerville: (318) 368-3011

Automated outage reporting: 855-937-1782