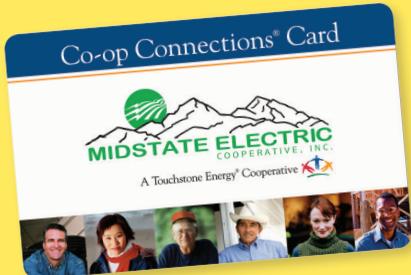




Office Hours: 7:00 am-5:30 pm, Monday-Thursday
Closed Fridays & Holidays



Touchstone Energy® Co-op Connections® Update

The Co-op Connections Card is a money-saving member benefit program that provides valuable local and national discounts. The most widely used benefit of the card, the pharmacy discount, has saved members \$1,009,126 since June 2009.

For more information or if you need a Co-op Connections Card, call 541-536-2126 option 5.

The Center of Member Engagement



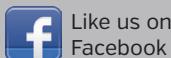
Manage your electric account 24/7 by accessing SmartHub at www.mse.coop.

With SmartHub, you can:

- Pay your bill online
- Monitor energy use
- View billing history
- Receive notifications via email or text message
- Report outages and track outage restoration progress
- Check MECs news feed



Friends Stay Connected



MIDSTATE CONNECTION

Business Hours: 541-536-2126
After Hours Outages: 800-752-5935



MESSAGE FROM THE GENERAL MANAGER

When you think about Midstate Electric Cooperative, you probably associate us with the local community - and you are right in doing so.

Our leadership team, board of directors, and employees live and work right here in the community we serve. What you may not realize is that MEC is part of a much larger cooperative network with a guiding principle of "cooperation among cooperatives."

Co-ops work together to meet bigger challenges such as power restoration after severe events. In the past, MEC has needed to call upon our neighboring co-ops to aid in restoring power after severe winter storms blasted our area. MEC reciprocates by assisting other electric co-ops when they request help. This was demonstrated most recently when we sent crews to assist Consumer's Power Inc. to restore power after wildfires devastated their service area. We've all seen the pictures, the damage was unspeakable, but through this system of mutual aid, we were able to coordinate with CPI to bring additional trucks, equipment, and manpower to the affected areas with the common goal to get the power restored quickly to their members.

WILDFIRES

The risk of wildfire presents challenges to any community. In response, MEC has developed programs to address fire mitigation and safety. These measures include an aggressive vegetation management program, annual detailed inspections of distribution lines

and transmission lines, selectively replacing wood poles with iron or steel poles in areas of high risk, and strategically converting overhead lines to underground when feasible.

MEC's transmission and distribution systems allow MEC staff to operate and monitor the electrical system in real-time and respond quickly to changing conditions. For example, if a limb hits a power line the system has the ability to automatically reenergize after a limb has fallen off the line. During severe wildfire conditions, MEC may opt to turn this feature off which means the system is less likely to cause dry limbs to catch fire. However, the downside is that power restoration will take longer because every section of the line must first be physically patrolled to ensure no fire hazards exist before the section is reenergized.

You can rest assured we are always looking for new methods and the best technology to provide safe, reliable, and cost-effective power for our members and communities. After all, we live and work here too.



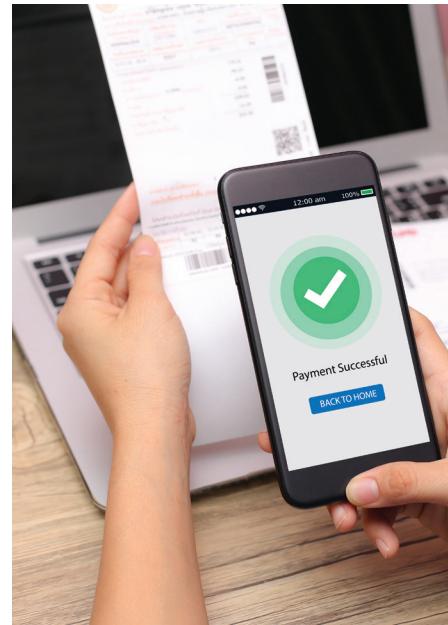
Dave Schneider,
General Manager



|||| SAFETY REMINDER

Fall is upon us and winter is just around the corner. With winter weather coming soon, it is a good time for a safety reminder of the hazards of downed power lines. Following are a few tips to keep you safe around downed lines.

- If you see a downed power line, call 911 immediately and then MEC at 800-752-5935.
- Treat all downed or hanging power lines as if they are ENERGIZED and dangerous. Lines do not have to be arcing or sparking to be live. Even lines that are de-energized may become energized at any time.
- Stay at least 10 feet away from downed wires. Electricity can travel through the ground; therefore, a live wire touching the ground can harm you even if you don't touch the wire.
- Electricity can also travel through tree limbs. Never remove tree limbs or other items that are touching or near a downed wire. Never use any object to move a downed wire. Rubber boots or gloves will not protect you from electric shock.
- Be careful not to put your feet near water where a downed power line is located.
- If you are in your vehicle and it is in contact with a downed line, stay in your vehicle. Warn others not to touch the vehicle and have them call for help.
- If you must leave your car because it's on fire, jump out of the vehicle with both feet together and avoid contact with the live car and the ground at the same time. This way you avoid being the path of electricity from the car to the earth. Shuffle away from the car.
- Do not drive over downed lines.



Budget Billing

In the course of a year, your monthly electric bill goes up and down depending on the season and the amount of energy your home uses.

Budget Billing allows your payment to stay the same all year long by averaging out your bill over twelve months, thus helping to minimize the impact of winter bills.

You may qualify for this program if you have been at the same address for twelve continuous months. Budget accounts recalculate in November, although accounts with larger balances may require more frequent review.

For information call Member Service at 541-536-2126 option 3.

Thank You!

For Allowing Midstate Electric to Serve You!

During this Thanksgiving season, we express our thanks to everyone who helps make our rural electric cooperative a special kind of place -

- The member-owners to whom the cooperative belongs
- The board members who offer leadership and advice
- The employees whose daily presence and skills keep everything running smoothly
- The many friends, neighbors and business associates who offer their input and support

Have a Safe and Happy Thanksgiving!



Our office will be closed for the holiday. In case of an outage, our after-hours outage line, 800-752-5935, is open 24 hours a day to assist you.

Operation Round Up®

MEC members can support worthwhile projects throughout the co-op's service area by rounding up their monthly electric bill to the next whole dollar. Every penny donated is used to support charitable causes and nonprofit community services and programs.



ROUND UP

Are you in Operation Round Up®? If not, call 541-536-2126 option 3 to sign up. Specific dollar amounts added to your monthly electric bill and one-time donations by cash, check or debit card are welcome.