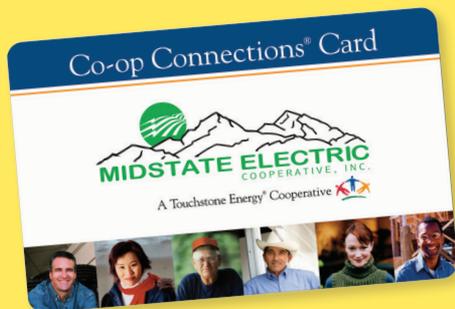




MIDSTATE CONNECTION

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

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



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 \$1,009,148 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
- View billing history
- Monitor energy use
- Receive notifications via email or text message
- Report outages and track outage restoration progress
- Check MECs newsfeed



Friends Stay Connected



Like us on Facebook



Follow us on Twitter



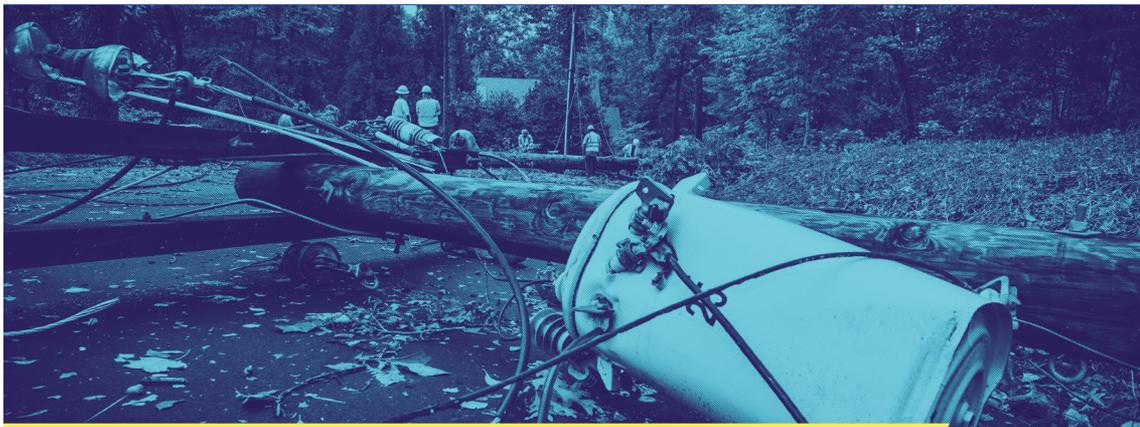
Holiday SAFETY

As you and your family celebrate the Holiday Season, MEC encourages you to think safety when it comes time to decorate. Here are a few tips to add safety to that holiday sparkle:

- Before you start decorating, check cords for wear. When decorating outdoors, be sure decorations and extension cords are designed for outdoor use. All cords should be insulated and sockets attached firmly.
- When decorating outdoors, keep ladders away from overhead power lines.
- Uncoil extension cords fully before use. Also, make sure the extension cord matches your amperage needs.
- Avoid placing cords near water pipes and appliances that put off a lot of heat. And remember, don't overload electrical outlets—too many plugs in one outlet can start a fire.
- Unplug cords when you string lights.
- Unplug lights and decorations when you go to bed or leave home. When unplugging a cord, pull on the plug head, not the cord.
- Place trees away from fireplaces, candles, space heaters, electrical appliances and other heat sources.
- If you have a live tree, make sure it is fresh and gets lots of water.
- If you have an artificial tree, make sure it is fire resistant.
- Keep paper decorations away from tree lights.



We are available 24 hours a day by calling 800-752-5935.



TAKE TIME TO BE READY FOR OUTAGES

MEC tries our best to ensure the electric system is ready to withstand winter storms by trimming and removing trees near power lines and performing routine maintenance. However, heavy snow and ice can lead to downed power lines, causing power outages. During a power outage, our crews will continue to work as quickly and safely as possible to restore power, but it is always a good idea to be equipped for extended outages. Here are some basic items you should keep in your home in case of an emergency:

- Water: Several day supply, one gallon per person per day
- Food: Several day supply, non-perishable, high-energy, easily-prepared foods
- Tools: Flashlight, batteries, candles, matches, manual can opener, plates, utensils, cash, bleach, hand sanitizer
- Clothing, extra blankets, sleeping bags, and sanitation supplies
- First aid supplies, medicine
- Important documents

If your power goes out, you can call us 24/7 at 800-752-5935 or you can report an outage through our SmartHub app via a mobile device.



Congratulations!

In recognition of National Cooperative Month in October, MEC held drawings for nine members to receive a \$100 credit on their electric bills. Five winners were drawn from the Ruralite and Midstate Connection Newsletter and four from members who have Liked Us on Facebook. This year's Co-op Month winners were:

- Candance Carrington**
- Michael Miller**
- Tim Hacker**
- Lyle Nelson**
- Anna Geisinger**
- Sharon Webster**
- Virgil Demeree**
- Charles Towner**
- Adrianna Galbreath**

MEC Pays Members Capital Credits

Your Midstate Electric Cooperative board of directors has reviewed the financial condition of the cooperative and is pleased to announce the retirement of \$1,300,000 in capital credits. In mid-December, members who purchased power during 2004 will receive capital credit refunds in proportion to how much they contributed to that year's margins.

Because electric co-ops operate at cost, any excess revenues (margins) are allocated and retired to members in the form of capital credits. Margins are retained by the cooperative and used

for several years as opposed to borrowing money, thus lowering the cost of providing electricity.

Refunds of capital credits are just one of the advantages of doing business the cooperative way.

MEC paid the last capital credit refund in December of 2019.



NEW WEBSITE coming soon

MECs website will be receiving a facelift! The new site will be launched in January. The menus remain similar, in addition to the content. The new site will be stronger from a security standpoint and will allow for more flexibility in design.

