

HEART of TEXAS



ELECTRIC CO-OP

Contact Us

P.O. BOX 357
MCGREGOR, TEXAS 76657

PHONE: (254)840-8271
EMAIL: INFO@HOTEC.COOP

ONLINE
WWW.HOTEC.COOP



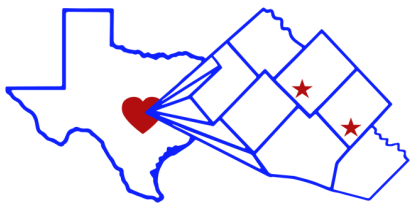
Scan for SmartHub!

Welcome to the Heart of Texas Electric Cooperative!
Enclosed inside this packet are the Bylaws and general information from HOTEC for your review and to keep for your records.

Also inside, you will find information on SmartHub, an interactive and informational tool that allows you total control over your account with us, including ways to track your usage and compare it over time.

We look forward to being your electric provider. Should you have any questions, please do not hesitate to contact us over the phone and online.

HEART of TEXAS



ELECTRIC CO-OP



Since 1937



About HOTEK

Heart of Texas Electric Cooperative Inc. was incorporated in 1937 to provide electricity to rural areas of Central Texas. The co-op has over 17,000 members and over 23,000 meters served by over 3,800 miles of line.

The co-op's service area includes parts of Bell, Bosque, Coryell, Falls, Hamilton, McLennan and Milam counties.

To receive electricity, a person must join the cooperative, which makes them a member/owner. The members/owners elect a board from the general membership which sets policy and hires a General Manager to operate the business. Three directors are elected each year on a rotating basis.

The co-op employs over 50 people in three departments: Operations, Administrative Services and Member Services.

On July 1, 2007, members of McLennan County Electric Cooperative and Belfalls Electric Cooperative voted to consolidate operations, resulting in a new cooperative named Heart of Texas Electric Cooperative, Inc.



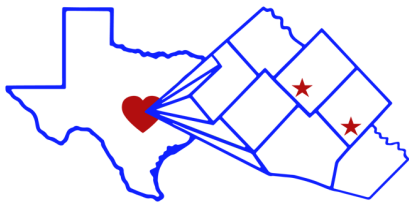
Members of Heart of Texas Electric Co-op agree to purchase electric service from HOTEK and to comply with, and be bound by, the Articles of Incorporation, the Bylaws, the member handbook and any and all policies and procedures of HOTEK.

HOTEK's Bylaws may be [accessed](#) on our website 24 hours a day.

REPORT OUTAGES: 800-840-2957

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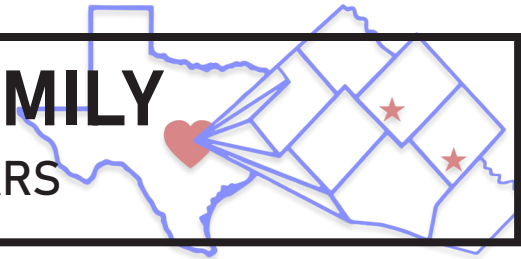
ELECTRIC CO-OP



Since 1937

WELCOME TO YOUR CO-OP FAMILY

PROUDLY SERVING OUR MEMBERS FOR 85 YEARS



Member Agreement

All members who need power at a new location where there are no Heart of Texas Electric poles, lines or equipment must sign HOTEK's Member Agreement. Any new or current members wanting to add a meter to their account or take over an existing meter must also sign a member agreement. Service cannot be completed until the agreement is executed. The agreement must be signed electronically, either by email or by visiting one of the co-op's member service centers located in McGregor and Rosebud.

To find the member agreement and to read it in full, visit us online at hotec.coop.

If you have questions, call us at 1-800-840-2957 or send an e-mail to info@hotec.coop.

Getting Started Together



If you're in HOTEK's service territory, you can apply for co-op membership and electric service by calling HOTEK member services or by visiting us at one of our office locations in McGregor and Rosebud.

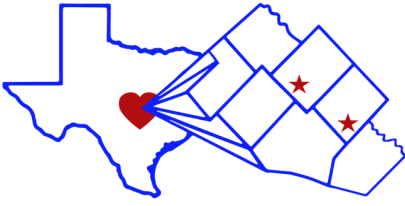
To connect service at a location where our power is already available, please allow one business day's notice. To start new service in a location where no electric service is available, please complete a new construction application online. From this information, our technicians will discuss the route you prefer and then survey a route, stake the pole and guy locations, and determine the necessary engineering details to provide service.

For more information, visit us online at hotec.coop and click on 'New Service'.

1-800-840-2957

info@hotec.coop

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Cancelling Service?



Members should provide the following information in person at a HOTEK member service center or by calling 800-840-2957:

- Your service address;
- Your HOTEK account number or meter number;
- Two forms of personal identification;
- The date electric service should be discontinued; and
- A forwarding address and telephone number.

If you wish to submit a cancellation request online, you can do so by visiting our website, www.hotec.coop.

Please note, your request will be complete after a HOTEK member service representative contacts you. To cancel electric service, please allow one business day's notice.



Scan Me
to download
SmartHub!



Let's Get Social

Get updates on Facebook and Twitter about major power outages, emergency alerts, HOTEK news, photos and videos!

Facebook: [@HOTEC.coop](https://www.facebook.com/HOTEC.coop)

Twitter: [@HOTEC_coop](https://twitter.com/HOTEC_coop)

YouTube: [Heart of Texas Electric](https://www.youtube.com/HeartofTexasElectric)

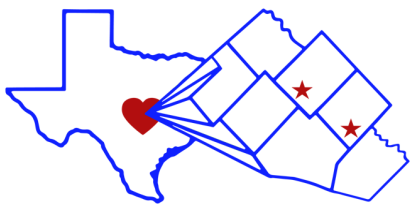
Vimeo: [Heart of Texas Electric](https://vimeo.com/HeartofTexasElectric)



REPORT OUTAGES: 800-840-2957

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Deposit Requirements

A deposit may be required to start residential and commercial service.

For more information, call 800-840-2957.

Deposits accrue interest annually at a rate established by the Board of Directors.

All deposits are refunded to your account after 12 consecutive billings as long as the member has not had more than one late payment or had service discontinued due to nonpayment. If electric service was discontinued, any outstanding balance is deducted from the deposit.

We understand at times you may have difficulty making your payment on-time so we are here to help.

For those members that have trouble paying their electric bill, several agencies are available. We have a comprehensive list on our website of places willing to help how they can.

For more information, visit www.hotec.coop/payment-assistance, call us at 1-800-840-2957 or send us an e-mail to info@hotec.coop.

Payment Assistance Programs

REPORT OUTAGES: 800-840-2957

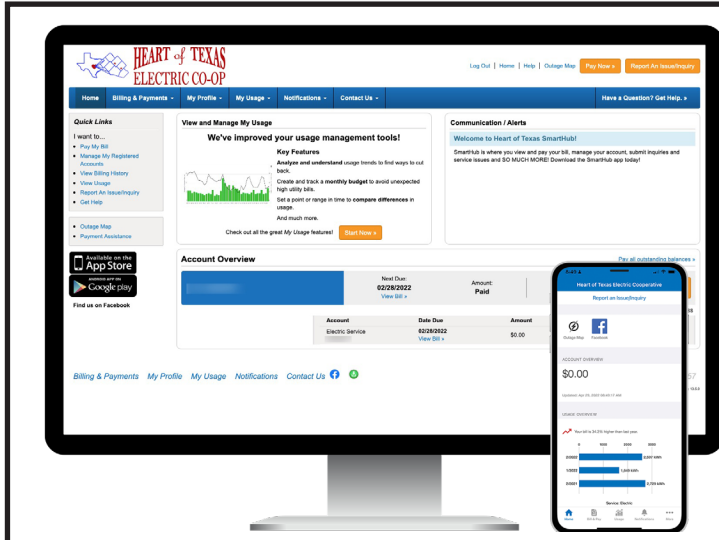
HOTEC.COOP

Welcome to SmartHub!



Scan the QR code to download!

smart hub



Now you can manage your account like never before! SmartHub has several features that make managing your account easy. Whether through the web, your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your usage and report an outage from your phone!

Download SmartHub today!

Understanding your HOTEK Bill

Your electric bill should be simple to read and easy to understand. We recently redesigned our bill with changes that we know you will love.

Our new bill design includes a prominent section for your total amount due and due date, a new and improved energy usage comparison area and advertisements for events, programs and exciting promotional offerings.

Let's Connect to Stay In Touch!



Office Hours: 8:00 a.m. - 5:00 p.m. Mon - Fri
Rosebud: 254-231-0444 or 800-840-2957
McGregor: 254-840-2871 or 800-840-2957
www.hotec.coop

JOHN A DOE
JANE A DOE
Account #: 12345678
Service Address: 1234 N MAIN ST
Bill Date: 08/11/2022

INTRODUCING SMARTHUB

Download our app and manage your account like never before!

TOTAL AMOUNT DUE
\$158.00
Due Date
08/29/2022

Meter #	Billing Period From	To	Days	Readings Previous	Present	Meter Multiplier	kWh Usage	Rate
135800000	07/05/22	08/05/22	31	10188	11395	1	1,197	Residential 1 PH

Energy Usage Comparison

1,197 kWh	1,197 kWh	922 kWh
\$5.27 per Day	\$5.10 per Day	\$3.53 per Day
Total Energy Use This Month	Total Energy Use Last Bill	Total Energy Use This Month Last Year

Previous Balance \$158.00
Payments Received - Thank You -\$158.00
Balance Forward \$0.00
Current Charges \$42.20
Residential Service (Includes \$21.00 Availability Charge) \$105.57
Wholesale Power Cost \$9.95
Security Light Charges \$0.28
Total Current Charges \$158.00
Total Amount Due \$158.00

Messages
We'll put important messages in this area.

Please return bottom portion with your payment.

HEART OF TEXAS ELECTRIC CO-OP	1111 S Johnson Dr - PO Box 357 McGregor TX 76657 159 Loop 265 - PO Box 598 Rosebud TX 76570	Account Number 12345678 Current Amount Due 08/29/2022 \$158.00 Late Amount Due After 08/29/2022 \$168.00 Amount Paid
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HEART OF TEXAS ELECTRIC CO-OP
PO BOX 357
MCGREGOR TX 76657-0357

5869 1 AV 0.426
JOHN A DOE
JANE A DOE
1234 N MAIN ST
MCGREGOR TX 76712-2768



12345678912345678912345678912345678912345

REPORT OUTAGES: 800-840-2957

HOTEC.COOP



Ways to pay your bill

We offer multiple ways to make your payment with us here at the Heart of Texas Electric Cooperative. Each option is mentioned below, including our new SmartHub app, an exciting new feature in the palm of your hand which allows you to see your usage each month, compare your usage from month-to-month, make payments on-the go and so much more!

IS EASY AND CONVENIENT!

First National Bank of Bosque Co.*

418 Avenue C
Valley Mills, TX
(254) 932-5345

Hwy. 6 & Riverside
Clifton, Texas
(254) 675-6570

First National Bank of Moody*

7th & Avenue D
Moody, Texas
(254) 853-2115

*No service charge
to pay at any of
these locations

OFFICE LOCATIONS

1111 S. Johnson Drive
McGregor, TX 76657

159 Loop 265
Rosebud, TX 76570



MAKING YOUR PAYMENT



PAY WITH SMARTHUB!

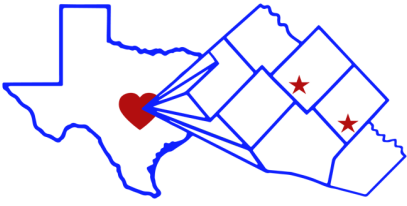
PAY US ONLINE!

CALL US ANYTIME!

1-800-840-2957

info@hotec.coop

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Since 1937



Past-due bill policy

A member has 16 days from the date the monthly bill is issued to pay. That payment due date is noted on the bill. Payments received after 16 days are considered delinquent and will result in a late payment fee. If the payment is delinquent, HOTEK will send a notice by mail about possible discontinuation of service. Once that notice is issued, the member has 10 days to pay his or her electric bill or service may be discontinued.

If electric service is discontinued because a bill was not paid, service will not be reconnected until the member pays the full amount owed, in addition to a service interruption fee and a deposit, if applicable. Reconnect payments may be made 24/7 by logging in at hotec.coop and on our SmartHub app. Payments may also be made at a member service center during normal business hours.



UNDERSTANDING YOUR New Heart of Texas Electric Bill

All-new Look!

Your electric bill should be simple to read and easy to understand. We recently redesigned our bill with changes that we know you will love.

Our new bill design includes a prominent section for your total amount due and due date, a new and improved energy usage comparison area and advertisements for events, programs and promotional offerings.

1 TOTAL AMOUNT DUE
\$158.00
Due Date: 08/27/2022

2 JOHN A DOE
Account #: 12345678
Service Address: 1234 N MAIN ST
Bill Date: 06/09/2022

3 Office Hours: 8:00 a.m. - 5:00 p.m. Mon - Fri
Rosebud: 254-251-9444 or 800-840-2957
McGregor: 254-646-2871 or 800-840-2957
www.hotec.coop

4 INTRODUCING SMARTHUB
Download our app and manage your account like never before!

5 Energy Usage Comparison

Meter #	Rating Period	From	To	Days	Reading Previous	Reading Present	Meter Multiplier	kWh Usage	Rate Residential 1 Line
1197	6/1/22	5/31/22	6/1/22	30	9210	9237	1	27 kWh	\$0.90
1197	5/1/22	4/30/22	5/1/22	30	9183	9210	1	27 kWh	\$0.90
1197	4/1/22	3/31/22	4/1/22	30	9156	9183	1	27 kWh	\$0.90

6 Messages
Download the SmartHub app and log in for paperless billing to receive a \$5 credit on your August bill.

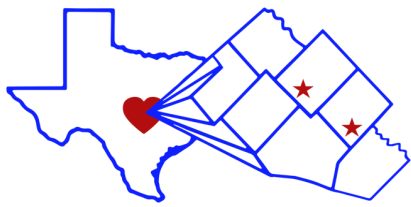
7 Account Number: 12345678
Current Amount Due: 06/27/2022: \$158.00
Late Amount Due After: 08/27/2022: \$168.00
Amount Paid: _____

HEART OF TEXAS ELECTRIC CO-OP
PO BOX 357
MCGREGOR TX 76857-0357
1111 S. JOHNSON DR. - PO BOX 357
MCGREGOR TX 76857
159 LONG 205 - PO BOX 598
ROSEBUD TX 76770

- 1 Amount due**
We've made it easy to spot your total amount due and the due date — it's now circled and in large text so it's easy to find and read.
- 2 Account number**
You'll need this to make a payment by phone, enroll in SmartHub or report an outage.
- 3 Meter row**
This area contains your meter number, billing period, meter readings, and rate type.
- 4 Energy usage comparison**
Follow trends in your monthly energy use and costs by comparing them to the previous month and the same month last year. You'll also see your total kWh usage and average energy cost per day for the current bill.
- 5 Previous and current account activity**
This section shows your last account balance, recent payments, forwarding balance and your current electric charges.
- 6 Message**
We'll fill this section with helpful information and announcements, ranging from upcoming events and programs, to energy saving tips, rebate offerings and more.
- 7 Payment stub**
Your total charges due will be listed here and the late payment penalty amount. When mailing in your payment, please include your stub in the remittance envelope provided.

Let's Connect to Stay In Touch!

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Power outages

HOTEC is committed to working to keep your power on at all times but outages do happen. As your cooperative, we promise to restore power as quickly and safely as possible, not only for you but also for our linemen in the air and on the ground.

Working together if the power is out

Heart of Texas Electric Cooperative is dedicated to providing the most reliable power supply possible. However, if your electric power goes off, please follow these instructions:

- Check your fuses or circuit breakers to determine if the problem is within your home.
- Check to see if your neighbors have power. This will help HOTEC determine whether the trouble is caused by a transformer serving your home, or is more general in nature.
- If a serviceman makes a call to your premises and finds the problem is not HOTEC's responsibility, you will be billed for a service charge to cover the expenses.
- If the outage is HOTEC's responsibility, there is no charge.



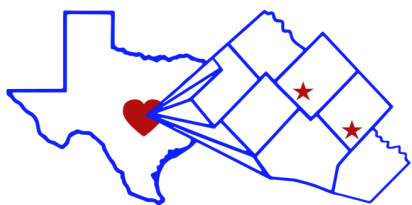
Critical care

The Cooperative maintains a list of critical care customers. Upon request, HOTEC will strive to meet the special needs of such individuals. [Download Critical Care Form here](#). This form does require a physicians signature.

1-800-840-2957

info@hotec.coop

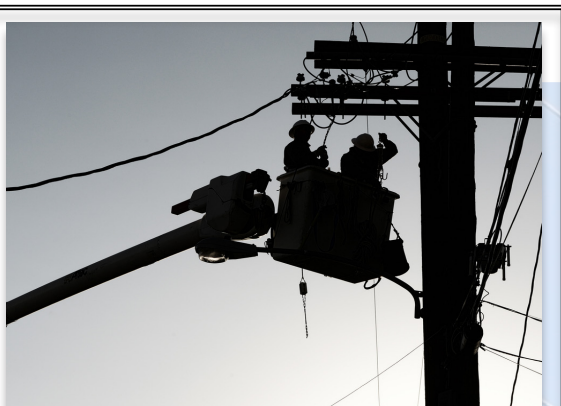
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Outage texting enrollment

Knowing when an outage occurs is crucial and we've made it simple for you to report an outage in your area right from the palm of your hand.

With the addition of SmartHub, outage texting is now quicker and easier! At HOTEK, we want to help you inform us quickly and efficiently. Just follow the instructions below for reporting an outage!

Reporting an outage happened

You can report an outage has occurred a couple of different ways, online and with your cell phone.

SmartHub Reporting

You can now report an outage from the palm of your hand using the SmartHub app.

Sending a Text

To report an outage 24 hours a day, just text the word 'OUT' to (855) 644-1795. Your contact information **must be registered** in SmartHub to use this service.

Give us a call anytime

Call 1-800-840-2957 and select option 1. If we are unable to find your account by phone number, you may need your account number or meter number located on your bill.

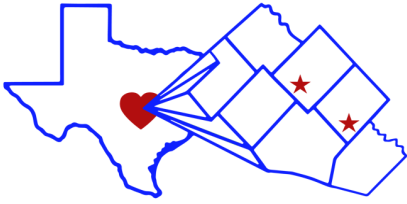
Scan me to add an outage texting contact!



REPORT OUTAGES: 800-840-2957

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Meter tampering

Tampering with any of HOTEK's metering or electrical equipment is illegal, extremely dangerous and costly to all HOTEK members. If you suspect someone is tampering with a HOTEK meter or other electrical equipment, call 1-800-840-2957, visit a HOTEK member service center or email info@hotec.coop.



Meter loop Specifications

For more information and to read through our Meter Loop Spec Sheets for both **overhead** and **underground** work, please visit us online.

Meter loops

Heart of Texas Electric Co-op provides specifics about amp size and meter loop requirements for requested electric service. A meter loop may be purchased from HOTEK or members may provide their own. Should a member provide his or her own meter loop, it is their responsibility to ensure the meter loop is at the job site and completely assembled according to HOTEK's specifications. This must be done before construction of electric service or upgrades to service begin.

Let's Connect to Stay In Touch!



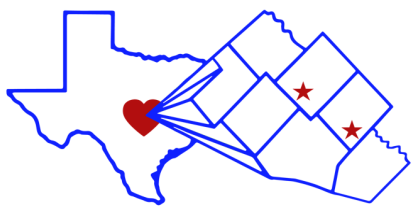
YouTube



1-800-840-2957

info@hotec.coop

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Tree trimming

To maintain safe and reliable electric service, HOTEK crews trim trees and removes vegetation too close to power lines within our easements or rights-of-way. Overhanging trees and vegetation that get in the way of our power lines can contribute to outages and can be dangerous. To request tree trimming or to report a hazard, call 800-840-2957, visit a member service center or send us an e-mail at info@hotec.coop.

Connecting with HOTEK

HEART of TEXAS



ELECTRIC CO-OP

hotec.coop

Are you looking to [create an online account](#) and make your payments quick and easy, we are here to help. Our easy to use site has all you need to pay your bill, set up automatic payments, report outages and so much more!

Connect and save opportunities

Experience savings on restaurants, golf, shopping, travel, family fun, automotive, movies, insurance - everything you can imagine is here. Co-op Connections has the best deals all in one place.



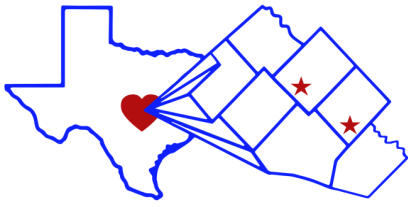
Texas Co-op Power Magazine

This is an exciting way to know what's happening throughout the electric cooperative. The magazine is filled with news and information beneficial to you. In the middle, you'll find all things HOTEK with exclusive features and a monthly letter from our GM, Brandon Young. [Read them online, here!](#)

REPORT OUTAGES: 800-840-2957

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Save money? Go paperless!

Paying your monthly utility bill is easy and convenient with the several payment options you are offered by Heart of Texas Electric Cooperative.

The new and exciting option is through our new SmartHub app! You can pay your bill from the palm of your hand, set up auto payments and save money on your next bill by going paperless!



Questions? Answers!

The Heart of Texas Electric Co-op has two member service centers to help you begin service, pay your bill and answer all of your questions related to the cooperative.

Did You Know?

HOTEC has been producing renewable energy since it went online with our one megawatt solar farm in late December 2020. Interested in adding it to your home or business? Call us at 1-800-840-2957!

MCGREGOR

1111 Johnson Drive
McGregor, Texas 76657
(254) 840-2871

ROSEBUD

159 Loop 265
Rosebud, Texas 76570
(254) 231-0444

LOBBY AND DRIVE-THROUGH HOURS

Monday-Friday
8 a.m.-5 p.m.
Closed major holidays



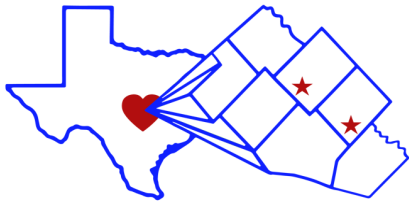
E-mail us!
info@hotec.coop

Call us!
1-800-840-2957

1-800-840-2957

info@hotec.coop

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Non-discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usdacustomer> and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail:
U.S. Dept. of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue SW
Washington D.C. 20250-9410

Fax: (202) 690-7442; or
E-mail: program.intake@usda.gov

This institution is an equal opportunity provider and employer.

REPORT OUTAGES: 800-840-2957

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