

The Benefits of Co-op Member Engagement



MESSAGE FROM CEO AND GENERAL MANAGER RICK HAILE

MOST CONSUMERS WOULD NOT EQUATE active involvement in their electric company with helping their community. But Heart of Texas Electric Cooperative is not an ordinary utility.

We're a co-op, and our business model is meant to serve the members and the community—not to make a hefty profit for investors five states away. Our customers are more than consumers; they are members of the co-op. Therein lies the difference.

Our core purpose and mission is to provide safe, reliable and affordable power to our members. As a cooperative, we are motivated by service to the community rather than profits.

We depend on the guidance and perspective of our members and board to help set priorities for the co-op and guide governance decisions. At our annual membership meeting, we raise issues for voting consideration by the general membership. Our board of directors is composed of members who live and work in our service area because they are in a position to know where community investments are needed most.

Your electric co-op is controlled by members who actively participate in setting policies and making decisions. This is why we value your participation in our annual meeting and at other co-op events.

Heart of Texas EC has numerous ongoing pro-

As an electric cooperative, we serve the members and the community. Make your voice heard at our annual meeting.

grams that benefit the community. Every summer, for example, we participate in the Government-in-Action Youth Tour, which sends local high school students to the nation's capital to meet with lawmakers, enabling young people to learn firsthand how our democracy works. In addition, we maintain a scholarship program and support local community service initiatives.

We recognize the vital role that our cooperative plays in energizing our local economy. But to continue to innovate and effectively serve the community, we rely on you, our members, to provide guidance. We cannot operate effectively and help our community thrive without you, and we value your perspective.

Have a question concerning the co-op? Give us a call at 1-800-840-2957 or visit our website at hotec.coop. You can also keep up with us on Facebook.



Slow down and move over when you see a line crew working on the side of the road.

Make Room for Roadside Crews

WHEN THE POWER GOES OUT, so do Heart of Texas Electric Cooperative's restoration crews.

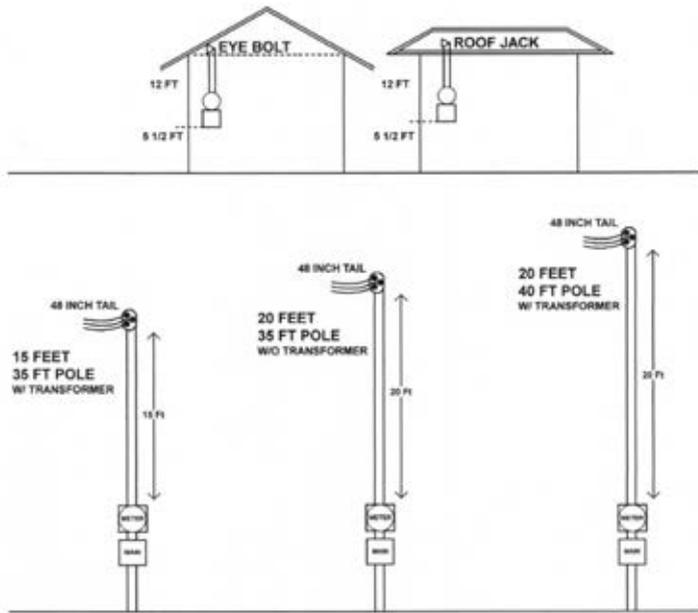
Lineworkers are the first to respond after an outage occurs, and they work tirelessly to restore power to the communities we serve. If you see one of our line crews on the side of the road, we kindly ask that you move over if it is safe to give them a little extra space to work.

If you approach a crew on a road with multiple lanes, and if safety and traffic conditions allow, move over into the far lane. If moving over is not an option, we ask that you slow down when approaching roadside crews. We care deeply about everyone's safety, and this extra precaution helps ensure just that.

Also, emergency responders, such as police officers, firefighters and EMTs, often find themselves working near busy roadways. Texas law requires drivers to either vacate the lane closest to a stopped emergency vehicle or slow down to 20 mph below the speed limit. If the speed limit is below 25 mph, the driver must slow down to 5 mph.

There's plenty of room on the road for everyone. Let's work together to keep our local roadways safe.

Have You Inspected Your Meter Loop Lately?



THE PURPOSE OF A METER LOOP is to get electricity safely into your home.

The meter loop attaches overhead wires from the utility pole to your weatherhead. The weatherhead sits at the top of the meter loop. It prevents rain and other elements from going down inside the meter loop. There is also a drip loop made with the ends of the wires to allow rain or condensation to drip off rather than go down the meter loop. Heart of Texas Electric Cooperative connects our overhead service wires to the wires coming from your meter loop, which is attached to your home or mounted on a pole.

HOTEC has specific requirements that your meter loop must meet before we will connect to it. We will not connect service until these standards are met. Also, if we see a safety hazard, we will disconnect the loop immediately and will not reconnect it until conditions are safe. We do not connect to member-owned poles. If you need a pole for a meter loop, HOTEC will set a pole.

Please inspect your loop and make sure it is safe. Check that overhead wires from the pole are no lower than 12 feet above the ground and not in contact with any tree branches or other obstacles. Make sure they are not reachable from nearby windows or other accessible areas. Make sure that the wires are securely attached to the house with insulated anchors and have drip loops where they enter the weatherhead. Wires should not be located over swimming pools, garages, sheds or other buildings. Make sure the conductor doesn't have any cracks or bare spots. Remember: The cooperative is responsible for all connections up to the weatherhead, and you are responsible for all connections past the weatherhead.

If you have any questions about your meter loop, please contact the HOTEC office at 1-800-840-2957.

If you are adding a new service location, you may either purchase a meter loop from HOTEC or provide your own. If you provide your own meter loop, it is up to you to make sure the meter loop is located correctly at your site and completely assembled according to our specifications before service will be connected.



Heart of Texas Electric Cooperative

Operating in Bell, Bosque, Coryell, Falls, Hamilton, McLennan and Milam counties

CEO AND GENERAL MANAGER

Rick Haile

DIRECTORS

Garland Cook, District 1
DeWayne Draeger, District 6
Kermit Dreyer, District 7
Paul Edge, District 2
Dan Foster, District 9
Kenneth Hollas, District 3
Bobby Nawara, District 4
Allen Shows, District 5
Larry Stock, District 8



Contact Us

McGREGOR OFFICE

(254) 840-2871 local

1-800-840-2957 toll-free

1111 S. Johnson Drive • P.O. Box 357
McGregor, TX 76657

OFFICE HOURS

Monday-Friday, 8 a.m.-5 p.m.
Drive-thru 7:30 a.m.-5:30 p.m.

ROSEBUD OFFICE

(254) 231-0444 local

1-800-840-2957 toll-free

159 Loop 265 • P.O. Box 598
Rosebud, TX 76570

OFFICE HOURS

Monday-Friday, 8 a.m.-5 p.m.

CREDIT/DEBIT CARD PAYMENTS

Online at hotec.coop

By phone at 1-855-399-2688

FIND US ON THE WEB

hotec.coop



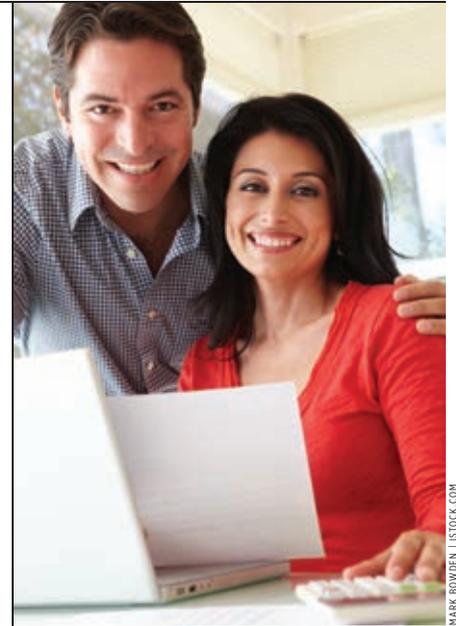
Why Is My Electric Bill So High?

IF YOUR ELECTRIC BILL SEEMS HIGHER than it used to be, it's time to investigate.

1. Check your history. First, verify that the bill truly is higher. Call your electric cooperative to ask for a review of your bills over the past year. You might be surprised to see how much your usage fluctuates depending on the season.

2. Check the weather. Fluctuations in outdoor temperatures can lead your family to crank up the air conditioning on especially hot days. Most people with air conditioning use more electricity during the hottest summer months than at any other time of the year.

3. Check what's plugged in. If you thought your bill would be lower during a month when your family was on vacation, you might be surprised to realize that your appliances still use substantial electricity when the house is empty. Your refrigerator, landscape irrigator and well pump, for instance, keep running while you're gone unless you have unplugged them. In fact, any appliance plugged into the wall uses electricity, whether or not anybody is home to use them.



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3 Summer Projects

Make your home more efficient

TAKE SOME TIME this summer to invest in your home's energy efficiency. Here are three projects that will pay off in lower energy bills.

1. Install a programmable thermostat. It's one of the best ways to save energy, and not just in the summer.

The catch: It doesn't save energy if you don't program it. Tell it to raise the temperature of your home by at least 7 degrees when everyone leaves the house for the day, and 4 degrees at bedtime. This could save you up to \$180 a year.

2. Change your AC filters. You should do this every three months—unless you live in a particularly dusty climate. In that case, change the filter every month. Dirty filters prevent air from flowing through them, forcing your AC to work extra hard. That's a big waste of energy.

3. Switch to LED bulbs. Make the switch this summer from outdated incandescent and compact fluorescent bulbs. LED bulbs save more energy and last longer than either.

Look for the Energy Star label on lightbulbs; those use up to 90 percent less energy and give off less heat, and can save you more than \$30 on electricity over the life of the bulb or fixture.



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Compare your energy bill this summer to what you paid this time last year.

4. Check your equipment. As appliances such as refrigerators and water heaters age, they become less efficient. If your air-conditioning and heating system or another large appliance is more than 15 years old, consider replacing it with a more energy-efficient model.

5. Check your lifestyle. If your college-age child is home for the summer, your electric bill will be a bit higher than it was while he or she was away. If your grandkids are enjoying their vacation at your house, your bill could go up. If you've had houseguests, you've used more electricity. If you've added a major appliance, such as a pool with a pump, a hot tub or even an oversized TV, that has affected your electric bill, too.

6. Don't rely on your neighbors. No two families use electricity the same way, so if you believe your bill is too high because your neighbor's is lower, you're not making an even comparison. The better comparison is between your use of electricity now compared with the same time last year.

If you still think your bill is higher than it should be, contact your electric cooperative for help figuring it out.

Fidelity Express Pay Locations



You have several payment options with Heart of Texas Electric Cooperative. Payment of bills may be made through the mail, in person at either our Rosebud or McGregor office, online or

at any location listed below (there is a \$1.50 charge for Fidelity payments). Please report any payments made at these locations to your local office.

AF Food Mart #3 LLC

401 E. Adams Ave.
Temple, TX 76701
(254) 899-1156

Amigo Food Mart

2023 Speight Ave.
Waco, TX 76706
(254) 755-6324

Bellmead Food Mart

3612 Bellmead Drive
Waco, TX 76705
(254) 799-8274

Big Willy's

707 E. Jefferson Ave.
Whitney, TX 76692
(254) 694-1223

Bosque Mini Mart

365 Highway 22
Clifton, TX 76634
(254) 622-3474

Brookshire Brothers

305 NE Fourth St.
Hubbard, TX 76648
(254) 576-2005

Brookshire Brothers

1810 Ave. D
Moody, TX 76557
(254) 853-9072

Brookshire Brothers

9263 U.S. Hwy. 6
Meridian, TX 76665
(254) 435-2507

Brookshire Brothers Express

303 N. Fourth St.
Valley Mills, TX 76689
(254) 932-5349

Buzzy Bee #7

1116 W. Waco Drive
Waco, TX 76701
(254) 235-3598

Cameron Cleaners

101 N. Houston Ave.
Cameron, TX 76520
(254) 697-8393

New Canyon Food

1710 Canyon Creek Drive
Temple, TX 76502
(512) 289-2044

Chapman C.C.

1121 W. Waco Drive
Waco, TX 76701
(254) 754-2003

Chathams

10820 State Hwy. 317
Temple, TX 76513
(254) 780-9406

Chesalon

3401 N. 19th St.
Waco, TX 76708
(254) 714-1451

Clifton Fast Stop

102 S. Ave. G
Clifton, TX 76634
(254) 675-6111

Cowboy Mart

102 E. Veterans Memorial
Harker Heights, TX 76548
(254) 690-7373

Crawford Coffee Stop

6659 N. Lone Star Parkway
Crawford, TX 76638
(254) 486-2561

David's #104

803 S. Bosque Blvd.
Whitney, TX 76692
(254) 694-2277

David's #105

614 S. Ave. G
Clifton, TX 76634
(254) 675-6345

David's Express #102

5307 FM 933
Whitney, TX 76692
(254) 694-1261

EZ Mart

2128 Bosque Blvd.
Waco, TX 76707
(254) 757-0855

Food Mart

1624 W. Waco Drive
Waco, TX 76701
(254) 754-8800

Fresh & Fast Stop

2020 N. 25th St.
Waco, TX 76708
(254) 296-3600

Gem Pawn Shop

1305 W. Adams Ave.
Temple, TX 76504
(254) 773-4708

Hap's Ice House

1905 N. 39th St.
Waco, TX 76707
(254) 754-5810

Hewitt Food Mart

318 N. Hewitt Drive
Hewitt, TX 76643
(254) 420-1971

Huggie Bear Food Mart

2924 Gholson Road
Waco, TX 76704
(254) 412-0144

J Food Mart

801 S. 30th St.
Temple, TX 76501
(254) 899-2300

Josie's Drive In

305 S. Ellis St.
Groesbeck, TX 76642
(254) 729-3257

Lacy Lakeview Food Mart

1019 E. Craven Ave.
Lacy Lakeview, TX 76705
(254) 867-1519

Legend of Troy

1 E. Main St.
Troy, TX 76579
(254) 938-3210

Love Grocery

1217 S. 19th St.
Temple, TX 76501
(254) 598-2159

Marlin Exxon

101 Craik St.
Marlin, TX 76661
(254) 883-2688

McGregor Fast Stop

307 W. McGregor Dr.
McGregor, TX 76657
(254) 840-4046

Mickey's Pit Stop #2

311 S. Robinson Drive
Robinson, TX 76706
(254) 662-2775

Midway Food Mart

621 Hewitt Drive
Hewitt, TX 76643
(254) 666-3967

Midway Grocery

446 Murray Ave.
Rockdale, TX 76567
(512) 446-5462

Mungi's Grocery Store

701 S. MLK Drive
Temple, TX 76504
(254) 778-9000

Mungi's Grocery #2

315 E. Central Ave.
Temple, TX 76501
(254) 239-5566

Newman's Quick Stop

1500 State Hwy. 317
Moody, TX 76557
(254) 853-2022

Nomads

2502 Lake Road
Belton, TX 76513
(254) 933-2401

Pit Stop Express #2

209 N. Bosque St.
Whitney, TX 76692
(254) 694-6011

Pit Stop Express

1072 FM 1713
Whitney, TX 76692
(254) 694-9557

Pool's Quick Stop

1720 S. First St.
Temple, TX 76504
(254) 773-8812

Quick N

526 Live Oak St.
Marlin, TX 76661
(254) 883-5326

Quick Stuff

5301 W. Stan Schlueter
Killeen, TX 76549
(254) 432-6019

Raina Food Mart

1600 N. Roy Reynolds
Killeen, TX 76543
(254) 699-2967

RIDA Corner Store

1825 Alexander Ave.
Waco, TX 76708
(254) 296-0101

RIDA Corner Store #2

2232 Air Base Road
Lacy Lakeview, TX 76705
(254) 799-5177

Rockdale Food Mart

1300 W. Cameron Ave.
Rockdale, TX 76567
(512) 446-2652

Rogers Food Mart

120 W. Mesquite Ave.
Rogers, TX 76569
(254) 642-9300

S & A Express

1579 State Hwy. 22
Whitney, TX 76692
(254) 694-022

Select Food Mart

93 E. Elms Road
Killeen, TX 76542
(254) 432-7153

Shop & Save

3202 Westcliff Road
Killeen, TX 76503
(254) 554-3717

Sidra Food Mart

2603 E. Main St.
Gatesville, TX 76528
(254) 865-5963

Speedy Pac #2

2705 Zephyr Road
Killeen, TX 76543
(254) 699-0567

Sun Mart #11

908 Terrace Drive
Killeen, TX 76541
(254) 213-9142

Super Quick Food Mart #3

3101 W. Stan Schlueter
Killeen, TX 76549
(254) 634-5003

Temple Star Food Mart

3804 S. Fifth St.
Temple, TX 76702
(254) 774-7262

Texan Mart

3000 Lake Road
Killeen, TX 76543
(254) 768-0114

Tigermart

211 N. Bosque St.
Whitney, TX 76692
(254) 694-6639

Tigermart #85

1020 S. Fifth St.
Waco, TX 76706
(254) 752-4221

Tobacco Barn #163

406 N. Frontage Road
Lorena, TX 76655
(254) 857-4958

Valero Food Mart

1201 E. Henderson St.
Cleburne, TX 76031
(817) 641-2222

Waco Food Stop

1900 E. Crest Drive
Lacy Lakeview, TX 76705
(254) 799-1851

Fidelity Bank of Texas

1901 Lake Shore Drive
Waco, TX 76708
(254) 755-6555

Fidelity Bank of Texas

410 S. Robinson Drive
Waco, TX 76706
(254) 662-3931

First National Bank of Bosque County

418 Ave. C
Valley Mills, TX 76689
(254) 932-5345

First National Bank Hwy. 6 & Riverside

Clifton, TX 76634
(254) 675-6570

First National Bank of Moody

7th & Ave. D
Moody, TX 76557
(254) 853-2115

No service charge to pay at First National Bank locations.

HOTEC Rebates Put Money Back in Your Pocket

HEART OF TEXAS ELECTRIC COOPERATIVE is proud to offer the Energy-Efficiency Rebate program to our members. This program is designed to encourage cooperative members to select cost-effective, energy-efficient measures to reduce power usage in their homes or businesses.

If you took advantage of the rebates in 2016, don't miss out in 2017. Members wanting to redeem rebates will need to provide proof of service or repairs made after January 30, 2017.

Rebates are subject to change. Visit hotec.coop for up-to-date rebate information or contact Ron Poston at ron@hotec.coop or (254) 840-2871.

The following rebates will be available to our Heart of Texas EC members:

LED Lightbulbs

Each HOTEC membership is entitled to two free LED bulbs. These must be picked up at either the Rosebud or McGregor offices.

Home Energy Audit—HVAC Tuneup

Up to \$75 rebate on a HVAC audit and tuneup. Proof of both the audit and completed work is required.

Ceiling Insulation Upgrade

\$275 rebate with upgrade from R0–R8 to R38+ (AC and resistance heating). This rebate applies to existing homes only.

Heat Pump Rebate

\$100 rebate for 15-SEER heat pump and \$200 rebate for 16-SEER heat pump. This applies to all-electric new or existing homes

High-Efficiency Water Heater

\$75 rebate on the purchase of water heater with 4 or greater for installation in a residence or business on HOTEC services.

Solar Installation

\$0.10 rebate per watt on solar installation. Maximum reimbursement per member is \$1,000.



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Happy Independence Day

Heart of Texas EC will be closed Tuesday, July 4.

Statement of Nondiscrimination

HEART OF TEXAS Electric Cooperative is an equal-opportunity provider and employer. If you wish to file a civil rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 1-866-632-9992 to request the form. You also may write a letter containing all of the information requested in the form.

Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave. SW, Washington, DC 20250-9410, by fax to (202) 690-7442 or by email at program.intake@usda.gov.

Confidentiality will be maintained to the extent possible.



Give friends and family the Best of Texas.

The Best of Typically Texas Cookbook features more than 700 best-loved recipes from two of our most popular cookbooks.

Now available at Heart of Texas EC.
Come by and purchase your copy today!

Avoid Circuit Overload

WITH SO MANY ELECTRICAL DEVICES in every room of the home, there's a possibility you're overloading your circuits.

That means that either you're plugging too many devices into a single outlet via a power strip or you're plugging in devices that require more power than your home's wiring can handle.

If your circuits are overloaded, it's time to call a licensed electrician to upgrade your electrical system so it can keep up with the demands that new technology places on it.

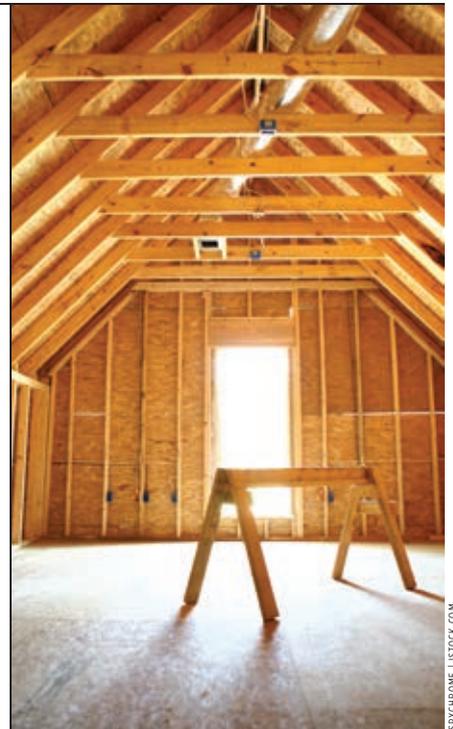
Here's how to tell if your home's circuits are overloaded, according to the Electrical Safety Foundation International:

- ▶ Lights are flickering, blinking or dimming.
- ▶ Electrical receptacles on the walls are warm to the touch or have become discolored.
- ▶ You smell a burning odor coming from receptacles or wall switches.
- ▶ Circuits trip on a regular basis, especially when you turn on "this" appliance at the same time as "that" one.

Here's how to prevent overload from happening:

- ▶ Do not plug large appliances into extension cords or power strips. They each need an outlet all to themselves.
- ▶ Get rid of extension cords. They're meant for temporary use—not permanent. Don't rig up year-round devices, like lamps or TVs, to extension cords.
- ▶ Notice how many extension cords you use. If it's a lot, that could signal that you don't have enough outlets. An electrician can add more.
- ▶ Don't mistake a power strip for extra juice. It doesn't make more electricity available; all a power strip does is allow you to plug more devices into a single outlet—and doing so can overload that outlet.

When using electronics, keep from overloading outlets and power strips.



Don't Overlook Attic, Crawl Space

COOL AIR COULD ESCAPE from your home this summer through two spaces you probably don't pay much attention to: the attic above and the crawl space below the home.

If your attic doesn't have enough insulation, it could let cool air out and hot air in. Even though your home was probably built with plenty of insulation, it can thin out and fall away as time passes.

Poke your head into the attic and look. Do you see bare spots on the attic ceiling or floor? Can you see floor joists above the insulation level? If so, consider having some more insulation installed.

The same goes for spaces below ground, such as a crawl space or a basement, if you have either. When there are air leaks between your living space and the space below, or when that space is poorly insulated, it can make the floors on your main living level feel drafty and cause uneven temperatures in your rooms.

Have a contractor take a look into both spaces in your home. You might need more insulation.