

Seven Cooperative Principles

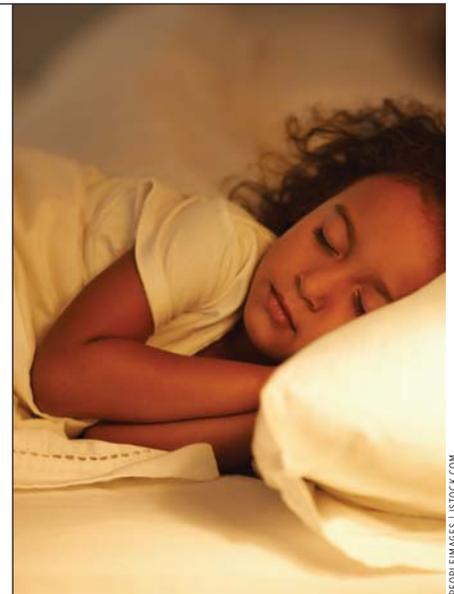
A refresher course in the tenets that guide your co-op



MESSAGE FROM CEO AND GENERAL MANAGER RICK HAILE

HEART OF TEXAS ELECTRIC COOPERATIVE WAS FOUNDED MORE than 75 years ago on these principles that still guide us today:

- 1. Voluntary and Open Membership:** Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.
- 2. Democratic Member Control:** Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.
- 3. Members' Economic Participation:** Members contribute equitably to, and democratically control, the capital of their cooperative.
- 4. Autonomy and Independence:** Cooperatives are autonomous self-help organizations controlled by their members. If they enter into agreements with other organizations, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.
- 5. Education, Training and Information:** Cooperatives provide education and training for members, representatives, managers and employees so they can contribute effectively to the development of their cooperative. They inform the public, young people and opinion leaders about the benefits of cooperation.
- 6. Cooperation Among Cooperatives:** Cooperatives serve members and strengthen the cooperative movement by working together through local, national, regional and international structures.
- 7. Concern for Community:** Cooperatives work for the sustainable development of their communities through policies and activities accepted by their members.



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Hear the Beep Where You Sleep

DOES YOUR BEDROOM HAVE A SMOKE alarm? It should.

Every level of a house—and every bedroom in a house—needs to have a working smoke detector. You also should check the batteries in every smoke detector and test their functioning regularly; they can't help you if they aren't working.

In addition, there are many safe practices that can help prevent fires and promote electrical safety in your home.

Follow these tips to keep your bedroom safe from electrical and fire danger:

- ▶ Tamper-resistant receptacles should be installed in all bedrooms. This device allows only plugs to be inserted while preventing access by foreign objects.
- ▶ Never leave heat-producing appliances unattended. Turn these off when you're leaving a room or going to sleep.
- ▶ If using a heating pad or electric blanket, do not place anything on top and don't leave it on unattended or while sleeping.
- ▶ Do not sleep with devices that are charging, such as phones, under your pillow.
- ▶ Never wrap or bundle cords together. This prevents the heat in them from dissipating, leading to a fire hazard.



Cooperatives work to make a difference in the community.

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SAVE THE DATE!

2017 HEART OF TEXAS EC

ANNUAL MEETING

Tuesday, October 17, 2017 | 7:30 p.m.

Frank W. Mayborn Civic & Convention Center
3303 N. Third St., Temple

MAKE PLANS TO ATTEND

Door prizes • Board elections • Refreshments

Member Participation Matters

IT'S THAT TIME OF YEAR AGAIN: HEART OF TEXAS ELECTRIC

Cooperative is planning the 2017 annual membership meeting. This is the opportunity for you, our members, to tell us how we are doing and help celebrate our 80th anniversary!

Guest Speaker

Our guest speaker this year is state Sen. Dawn Buckingham. She represents District 24 in Austin. Bell, Coryell, Hamilton and Lampasas counties are included in her district. Members will have an opportunity to hear from her on current legislative issues.

We encourage our members to attend. As a member and part-owner of this utility, you have a voice. The annual meeting gives members' voices the opportunity to be heard by staff and directors. You can share experiences, address concerns and hear from your co-op's leaders.

Director Elections

Each member of a cooperative is an equal partner in the utility, and each gets a vote in electing who will oversee co-op policies and operations. You may vote for the candidates who run for a seat on the board of directors or you may run for a seat on the board yourself.

The nominating committee met in June and selected the following nominees for directors: Bobby Nawara, District 4; Allen Shows, District 5; and Larry Stock, District 8.

Please save the date, Tuesday, October 17, and come join us at the Frank W. Mayborn Civic & Convention Center in Temple for Heart of Texas EC's annual meeting.



Door prizes totaling more than \$2,500 will be awarded throughout the evening. The top prizes include two \$500 bill credits. Tools, gift cards, small appliances and other door prizes are a big hit with our members. Refreshments will be served prior to the meeting.



Leave the driving to us! Shuttle buses will transport you from our offices in McGregor and Rosebud to the convention center in Temple. Call 1-800-840-2957 to reserve your seat on the bus.



Come celebrate McGregor’s Founder’s Day! The 2017 Founder’s Day Parade travels down Main Street on Saturday morning.

McGregor Founder’s Day

ONE HUNDRED THIRTY-FIVE YEARS AND COUNTING: THE TOWN OF MCGREGOR CELEBRATES its 135th birthday this year with a huge celebration downtown! The Founder’s Day 2017 celebration gets underway Friday, September 15, and continues through Saturday, September 16.

The aroma of barbecue will fill the air Friday afternoon as cooks fire up their pits and prepare for the barbecue cook-off. A CASI chili cook-off also will be held, and Phoenix Theory provides musical entertainment Friday evening.

Saturday’s events kick off with a 5K run beginning at 7:40 a.m., on the running trail by the school off Bluebonnet Parkway. This will be followed by the annual Founder’s Day Parade at 9 a.m. A variety of food and arts and crafts booths open at 8 a.m., with live entertainment featured throughout the day.

A cute baby contest begins at 11 a.m. Saturday on the west side of the stage under the trees at Fifth and Madison. Other activities include a car show, washer tournament and games, a petting zoo and inflatables for the kids.

Saturday’s activities will close with a street dance featuring live music performed by popular local artists.



2017 HEART OF TEXAS BUILDERS ASSOCIATION PARADE OF HOMES

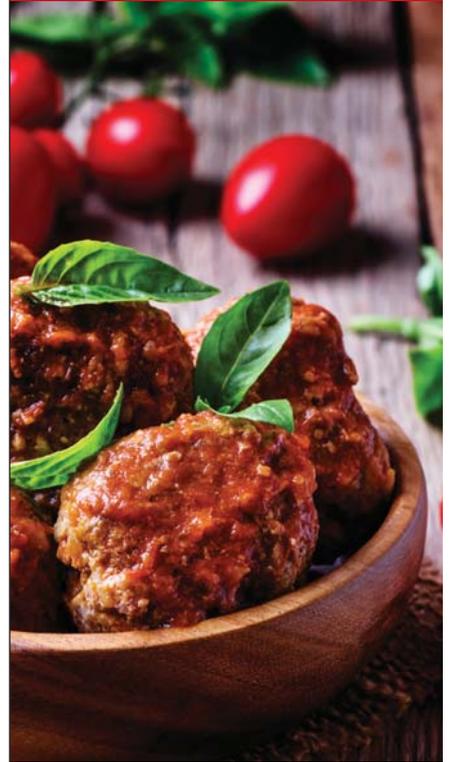
September 9–10 and 16–17

Saturdays 11 a.m.–5 p.m. • Sundays noon–5 p.m.

Tour an extraordinary collection of new homes designed for modern lifestyles, all complete with the latest and greatest in technology, energy efficiency, fabulous floor plans and luxurious finishes!

For more information, visit hotbawaco.com/hotba-2017-parade-of-homes

RECIPE OF THE MONTH



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Italian Meatballs

- 1 pound ground pork
- 1 pound ground beef
- 1 small yellow onion, diced
- 1 cup minced parsley
- 4 cloves garlic, minced
- 2 cups breadcrumbs
- 2 eggs, gently whisked
- 5 ounces Romano cheese, shredded
- 5 ounces Parmesan cheese, shredded
- 1 teaspoon black pepper
- 1 teaspoon salt

1. Mix all ingredients in a large mixing bowl until well combined. Roll into golf ball-sized meatballs and place on broiling pan.
2. Broil about 10 minutes, rotating to prevent burning, then drain on paper towels.
3. Once crisp, add meatballs to your favorite tomato sauce and simmer before serving.

Find this and more delicious recipes online at TEXASCOOPPOWER.COM

Member Service Is Our Job

OUR MEMBERS ARE IMPORTANT TO HEART OF TEXAS ELECTRIC COOPERATIVE, AND the co-op's member services team is always striving to find ways of improving members' experience. We want to remind you of several features that we have implemented to improve your co-op experience.

Credit/Debit Card Direct Payment Line: 1-855-399-2688

Heart of Texas EC has a direct line for members who want to pay their account by phone with a credit or debit card or an e-check. By calling 1-855-399-2688, members reach our automated bill-pay service and can process their payments immediately. Please be sure you have your account number handy. You also can pay online: Visit hotec.coop and click on the Pay Online box in the top right corner.

There's an App for That!

Another feature that allows members easy and quick access to their account is our free mobile app, eBiz. You can use the eBiz app to pay your bill on your smartphone. To download the app, visit the App Store (iOS) or Google Play (Android). Search for Heart of Texas Electric, then follow the directions to download to your phone. It's quick, it's easy, and it's right at your fingertips.

Outage Texting Available

Another service is the reporting of an outage via text message. To set up your account for outage texting, follow these steps:

Call the office and make sure that your correct cellphone number and email address are listed in your account information, then visit hotec.coop to access the Member Login page. Enter your email address and a password, and click the Register button. Read and accept the website's terms and conditions. On the account verification page, enter your cellphone number and click the Submit button.

A text will be sent to your cellphone with an account verification code. Enter the code in the applicable field on the webpage and click the Submit button. You will receive a text message confirming your registration.

You will then be directed to a screen listing the account number(s) associated with your cellphone number. On this screen, you'll find the number to which outages should be texted. Make sure to add this number to your cellphone's contacts list so it will be readily available for you to text when a power outage occurs.

Meter Upgrade Continues

Our advanced meter-reading system upgrades continue on schedule. Installation of the PLX meters is 70 percent complete and should be completed within the first quarter of 2018. The new system will provide more accurate information about outages and restoration times, faster response times to outages, improved power quality, more efficient power distribution and better detection of power theft.

Available 24/7 at 1-800-840-2957

At Heart of Texas EC, there is someone available 24/7 to answer your call. When the office staff is not available, our answering service will take your call. In the case of an outage after hours, the service will contact on-call personnel and dispatch a crew.

HOTEC is on Facebook; however, please remember that it is not monitored 24 hours a day, and notifying the co-op via Facebook might not yield quick results. The best way to report an outage is by calling or texting.

Through these and all our other member service measures, HOTEC is dedicated to providing our members with the best service possible.



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



Make the Digital Switch

Upgrade your lighting from analog to digital with LED bulbs

JUST AS YOU UPGRADED YOUR TV AND PHONE FROM ANALOG SYSTEMS TO DIGITAL for better sound and picture quality, the lighting industry has been modernizing its options and products to offer consumers greater energy efficiency.

For several years, traditional incandescent lightbulbs have been phased out in favor of halogen and compact fluorescent lights. More recent innovations have focused on LED bulbs, which essentially produce digital light.

LEDs generally cost more to purchase than fluorescent lights, but they are much less expensive to operate over time.

Longevity and Efficiency in One

Known for their longevity and efficiency, LED bulbs have an estimated life span of up to 50,000 hours. This means that if you used an LED fixture eight hours per day, it would take about 17 years before it would need to be replaced.

LEDs are different from fluorescent and incandescent light sources, as LEDs do not contain gas or a filament. Instead, the entire unit relies on a semiconductor, which is solid in nature and makes the bulb more durable.



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LED bulbs contain two conductive materials placed together on a chip, or diode. Electricity passes through the diode, releasing energy in the form of light.

Unlike some other bulbs, LEDs achieve full illumination immediately.

Cost

If you use traditional bulbs and your power cost for lighting is \$100, you could lower that amount to \$20 by switching to LED illumination.

Outdoor Use

LEDs are ideal for outdoor use because of their durability. They are resistant to vibrations, shock and external conditions, such as weather and cold temperatures. LEDs also can be dimmed, allowing maximum flexibility in usage.

Smart Choice for Emergencies

If you have a portable generator or battery backup to use in the event of a power outage or weather emergency, LEDs are a smart complement. Because they draw so little power, using LED bulbs instead of CFL or traditional bulbs allow you to illuminate more areas and channel the “saved” energy to other applications.

Don't Be Fooled

When purchasing an LED bulb, look for the Energy Star label to ensure that you have a genuine product, as there are poor-quality LED products in the marketplace.



Give friends and family the Best of Texas.

The Best of Typically Texas Cookbook features more than 700 best-loved recipes (with more than 300 desserts) from two of our most popular cookbooks. Available at Heart of Texas EC.



Did You Know

Electric eels can produce shocks of 500 volts or more. A spark of static electricity can measure up to 3,000 volts.



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Common Causes of Outages and Blinks

YOU KNOW YOUR ELECTRIC COOPERATIVE IS COMMITTED TO PROVIDING RELIABLE, uninterrupted electrical power to its members. But sometimes storms, car accidents and even squirrels can cause power outages. Let's look at some of the most common causes of power outages:

Animals: Critters—especially squirrels—can cause power to fail when they come into contact with specific parts of the electrical system. The co-op installs guards and barriers to protect sensitive equipment, but sometimes critters still find a way in. When an animal contacts this equipment, it creates an abnormal current, which can disrupt the flow of power.

Weather: Mother Nature can be a tough opponent. Severe weather such as thunderstorms, tornadoes and hurricanes, or the accumulation of ice and snow, can cause tree limbs to fall on power lines, resulting in outages.

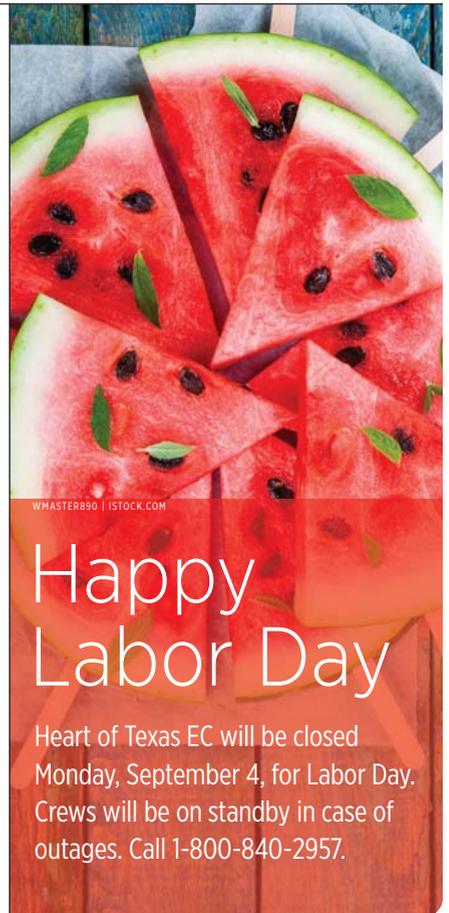
Vehicles: A power outage also can occur when a vehicle or farm equipment crashes into a utility pole, which easily can bring down power lines and damage other electrical equipment.

Blinks: Has your power ever blinked off and on for a few seconds? This is known as a power blink. It happens when an animal, vegetation or another object comes into contact with a power line that serves your home. When this happens, protective equipment that acts as a circuit breaker interrupts the flow of power for a split second to reduce the possibility of damage to the electrical system.

Many times, the problem on the power lines can be isolated, which limits the number of members without electricity.

Regardless of what causes a power outage or blink, you can rest assured that your co-op always works to get your power restored as soon as possible. Our top priority is to provide you with the safe, reliable electricity you depend on.

Squirrels can cause power outages by coming in contact with sensitive equipment.



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Power Tip

Setting your thermostat to a colder setting than normal when you turn on your air conditioner will not cool your home any faster and could result in excessive cooling and unnecessary expense.