

# Ready to Go Digital?

**A message from  
your CEO**



2020 has been an unprecedented year for our nation, state, and the local community. The COVID-19 pandemic has caused impacted all of us, and Nueces Electric Cooperative is no exception.

As many of you know, Nueces Electric Cooperative closed our lobby doors this past March. This decision was not one that was made lightly but was the best decision to ensure the safety of our members, employees, and the general public. This public health crisis has forced us to make adjustments in order to stay safe and prevent unnecessary exposure, that is why we are encouraging our members to go digital.

From August 1, 2020, to August 31, 2020, members who download the SmartHub App will be entered in a contest to win an NEC electric bill credits! If you are currently using SmartHub, you are already eligible. A grand prize winner will receive a \$200 electric bill credit and four lucky winners will receive a \$75 electric bill credit. Winners will be contacted in September.

If you haven't already, going digital is one of the best decisions

you can make to pay your electric bill. By downloading the SmartHub app, you can manage your account information, see previous bills, make one time or set up recurring payments, all from the comfort and safety of your mobile device.

Rest assured, your local electric cooperative is here for just as we have been for the past 81-years. We are taking every precaution that we can to ensure safety in everything we do while maintaining uninterrupted business continuity. We understand the safety concern of our members amidst times of uncertainty, that is why we are encouraging all of our members to go digital and stay safe. Please follow us on social media, check your emails, and our website [www.nueceselectric.org](http://www.nueceselectric.org) for COVID-19 news and updates.

**Varzavand "Avan" Irani**



# Download The SMARTHUB APP



It's time to **Go Digital.**

Download the SmartHub app between

August 1, 2020 - August 31, 2020 for a chance to win

**\$500 IN ELECTRIC BILL CREDITS!**



Set Up  
Automatic  
Payments



Report Outages  
And Other  
Service Issues



Monitor  
Your Energy  
Usage



Compare  
Monthly  
Bills



Establish  
Communication  
Preferences

**SMARTHUB**

[www.Nueceselectric.org](http://www.Nueceselectric.org)



# GO DIGITAL

August 1 - August 31

## BENEFITS OF DOWNLOADING

1



### Reoccurring or One Time Payments

Use SmartHub to make a one time payment or set up reoccurring payments through your debit/credit card or directly from your bank account.

2



### Monitor Energy Usage

Compare your monthly energy usage and visit [www.nueceselectric.org](http://www.nueceselectric.org) and read about our energy efficiency tips to save!

## VIEW YOUR ELECTRIC BILL FROM THE CONVENIENCE OF YOUR MOBILE DEVICE

**Nueces Electric Cooperative**  
14353 Cooperative Avenue - Robstown, TX 78380  
Phone # (361) 387-2581 or 1-800-632-9288  
All numbers answered 24 hours a day, 7 days a week for power outages  
Office Hours: 8:00 am to 5:00 pm Monday - Friday

672 1 AV 0.386 S 672  
Joe Blow  
1234 Texas Lane  
South, TX 78000  
C-3 P-6

**KWH USAGE HISTORY**  
Current Month: Avg Daily Use: 32 KWH  
Previous Month: Avg Daily Use: 31 KWH  
Average Temperature Information  
This Month: 63°F  
Last Month: 64°F  
Same Month Last Year: 60°F

**Rate: SMDG2**  
Usage: 1234567890  
Service Addr: 1234 Candy Cane Lane, US  
Meter: 33636667 Service Period: 12/20/2019 to 01/22/2020  
Distribution (Wires) Charges  
Customer Charge 32.58  
Wires Only Roundup 9.88  
Service Delivery Charge @ 0.0693 per KWH 72.38  
Tax 7.08  
PUC Assessment Fee 9.13  
Sub Total 113.00  
Power Provider  
Customer Charge 7.50  
Electric Use @ 0.8596 per KWH 62.31  
PUC Assessment Charge 9.12  
Tax 4.72  
Sub Total 74.65

Map Location: 26 036 044A  
Mult: Previous Rdg 47042 Present Rdg 47042  
Total KWH 1045

Account #: 12341234  
Your power provider is:  
XYZ Energy Company  
You may contact your power supplier directly at:  
1-855-632-73

Current Charges Due on 02/24/2020 \$187.65  
You may make a payment by phone by calling 1-855-385-9909

Due date is for CURRENT CHARGES Only  
Total Amount Owed \$187.65

Return this portion with your payment.  
Make checks payable to NEC.  
Write your account number on your check.

Account: 33636667  
Name: Joe Blow  
Cycle: 4

**STATEMENT IS PAYABLE UPON RECEIPT**

Meter #	Cycle	Billing Date	Account #
33636667	4	01/30/2020	27506900
		Current Charges due 02/24/2020	Total DUE
		187.65	187.65
			195.56

Name: Joe Blow  
Address: 1234 Texas Lane  
Street: South, TX 78000

☐ Check box for address change on back.

Scan for Kiosk Payment

NUECES ELECTRIC COOPERATIVE  
PO BOX 659921  
SAN ANTONIO TX 78265-9121

0000000000 0027506900 00000018765 00000019556 9

SMARTHUB

[www.Nueceselectric.org](http://www.Nueceselectric.org)

# SMARTHUB

3



## See Previous Bills

See your billing history for the past 12-months

4



## Report an Outage

Report an outage through [www.nueceselectric.org](http://www.nueceselectric.org) or by calling 1-800-NEC-WATT

5



## Change Communication Preferences

Make sure your contact information is up to date by changing your contact number or email address

## READY TO GO DIGITAL?

Download the SmartHub app between **Aug. 1 - Aug. 31** for your chance to win electric bill credits! **One grand prize winner will win a \$200 electric bill credit and four lucky winners will win \$75 electric bill credits!** If you currently use the Smarthub App, you are already eligible!

\* Each participating member has a chance to win one prize only, regardless of number of accounts and regardless of how many payments are made in August.



SMARTHUB

[www.Nueceselectric.org](http://www.Nueceselectric.org)



## 2020 Scholarship Winners



Alexandria Cantu  
Orange Grove High School



Alyssa Friudenberg  
London High School



Anglea Torres  
London High School



Brianna Ramirez  
Kaufer Eary College High School



Caitlin Sannes  
Calallen High School



Callee Brewer  
Orange Grove High School



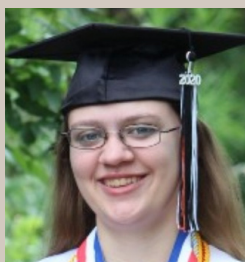
Emily McClendon  
Calallen High School



Ernesto Reyna  
Santa Gertrudis Academy High School



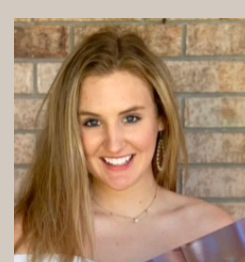
Jasmine Longoria  
London High School



Kimberly Whitlock  
Orange Grove High School



Vanessa Barton  
Tuloso Midway High School



Violet Anne Coufal  
Santa Gertrudis Academy High School

## 2020 Youth Tour Winners



Francesca Breitenfeld  
Santa Gertrudis Academy



JoAnn Robledo  
Tuloso Midway High School

Not pictured: Sarah Skinner W.B. Ray High School

## Meet Your 2020 Youth Tour & Scholarship Winners

Congratulations to all of our 2020 youth program recipients! Each of these students underwent a rigorous process that reviewed their academic and professional achievements as well as their future goals.

NEC strives to be a great community partner and support youth education. One of our cooperative principles is education, training, and information. Following this principle, we award scholarships to students who are planning to attend university, trade school, or Lineman's College in Texas.

This year, 13 exception high school seniors received scholarship awards. 12 seniors received the Ramiro De La Paz Memorial Scholarship award, named after the former director, ranging from \$1,000 - \$4,000. One senior, Angela Torres, received the grand prize \$4,000 John L. Sims scholarship

award named after the former CEO.

Each summer, participating electric cooperatives from around the nation send hundreds of high school students to the nation's capital to attend the Government-in-Action Youth Tour. The twelve-day tour includes visits to the Washington Monument, the White House, the U.S. House, and Senate chambers, the Supreme Court, Washington National Cathedral, Arlington National Cemetery, the Smithsonian Institution, and a host of other national sights.

Unfortunately, the 2020 Youth Tour was canceled due to the COVID-19 public health crisis. NEC's youth tour delegates, JoAnn Robledo and Francesca Breitenfeld instead received \$4,000 scholarships!

The 2021 Ramiro De La Paz Memorial Scholarship Award and 2021 open on October 1, 2020.





Image courtesy of Unsplash.com

## Nueces Electric Charities, Inc. Awards Transform Lives

**“A Little Goes A Long Way  
When It Comes To  
Changing Lives”**

Each year, various local non-profits are awarded grant funds through Nueces Electric Charities, Inc. to support their mission and better serve our community. These organizations are impacting lives and participating NEC members help make it possible. Here's how it works.

Through Operation Round-up, Nueces Electric Cooperative members volunteer to “round up” their electric bills to the next dollar. All of the additional change goes to a non-profit fund developed by NEC called Nueces Electric Charities, Inc. The money adds up each year and Nueces Electric Charities (on behalf of all participating NEC members) gives a check to various worthy community projects. The monthly donation by a member, per account, never exceeds 99 cents per month, can be as low as a penny, and averages just \$6 per year.

Since 1997, Operation Round-up raised over \$1.6 million! The donated funds are targeted towards community improvement, particularly in areas such as education, health, hunger, abuse, and homelessness.

One organization that is impacting community hunger, is the Corpus Christi Metro Ministries. The mission of Corpus Christi Metro Ministries is to help create a community that is free from hunger and homelessness by feeding (the mind, body, and spirit) sheltering, and transforming lives.

The Nueces Electric Charities, Inc. grant award of \$10,000 will support the Rainbow House Shelter and Loaves &

Fishes Cafeteria. The two out of five free programs serve different yet overlapping populations. Children, women, men, the hungry, poor, working poor, families at risk for homelessness, young ages out of foster care women, persons with disabilities, and the elderly benefit from these services. For more information, visit [www.ccmetro.org](http://www.ccmetro.org).

Recent 2020 grant awards totaling \$86,000 have gone to:

- HALO-Flight
- Children's Advocacy Center of the Coastal Bend
- Mission of Mercy
- Corpus Christi Education Foundation
- United Way of the Coastal Bend
- Robstown ISD Education Foundation
- YWCA
- Women's Shelter of South Texas dba The Purple Door
- Citizens for Educational Excellence
- Educating Children's Future Community Center
- Court Appointed Special Advocates (CASA) of the Coastal Bend
- Agape Ranch
- Corpus Christi Metro Ministries



## Hurricane Preparedness Guidelines

Preparing for Hurricane Season: June 1–November 30

**EVACUATION PLANNING:** When a hurricane threatens, listen for instructions from local officials. If they call for an evacuation in your area, get going without delay.

- \* Discuss evacuation plans with your family before hurricane season, June 1–November 30. Make a checklist of what you need to do before you leave town and review it.
- \* Monitor NOAA Weather Radio, local TV and radio broadcasts during storm season.
- \* Prepare an emergency supply kit that includes a radio, flashlight, extra batteries, extra eyeglasses, bottled water, nonperishable food, dry clothes, bedding, insurance information, important documents, medications, copies of prescriptions and special products for babies, seniors, medically fragile family members and pets.
- \* Learn evacuation routes before storm season. When there's a hurricane in the Gulf, keep your gas tank as full as possible. Expect traffic delays in an evacuation.
- \* Register with the State of Texas Emergency Assistance Registry online at [stear.dps.texas.gov](http://stear.dps.texas.gov) or dial 211 to register if you have a disability or medical needs, or if you simply do not have transportation. Gulf Coast residents in evacuation zones who have a disability or medical needs who do not have friends or family to help or do not have transportation should register with STEAR in advance.

## Guía para Huracanes

Preparando para la temporada de huracanes desde el 1 de junio hasta el 30 de noviembre

**EVACUACIÓN EN CASO DE HURACÁN:** Cuando exista una amenaza de huracán, escuche las instrucciones de funcionarios locales. Cuando llamen para una evacuación en su área, evacue del área lo más pronto posible.

- \* Discuta los planes de evacuación con su familia antes de la temporada de huracanes, que empieza el 1 de junio y termina el 30 de noviembre. Haga una lista de lo que usted debe hacer antes de salir de la ciudad y revisela.
- \* Escuche la radio y televisión durante la temporada de huracanes.
- \* Prepare un equipo de emergencia que incluya un radio, linterna, repuesto de baterías, anteojos extras, agua embotellada, alimentos no perecederos, ropa extra, ropa de cama, información de seguros, documentos importantes, medicinas, copias de recetas medicas y productos especiales para bebés, las personas mayores, miembros de la familia médicamente frágiles y mascotas.
- \* Aprenda sus rutas de evacuación antes de la temporada de huracanes. Cuando haya un huracán en el Golfo, mantenga el tanque de gasolina lleno. Esté consciente de que habrá demoras de tráfico.
- \* Puede registrarse con el State of Texas Emergency Assistance Registry en la página web, [stear.dps.texas.gov](http://stear.dps.texas.gov), o llamando al 211 para registrarse si usted tiene una discapacidad o necesidades médicas o si simplemente no tiene transporte. Los residentes que viven en la Costa del Golfo en zonas de evacuación con una discapacidad o necesidades médicas quienes no tienen amigos o familiares para ayudarles o no tienen transporte deben registrarse con STEAR por adelantado.

## Types of Cooperatives



Electric cooperatives are not alone in the co-op world. The cooperative model of doing business is effective for a variety of operations. Here are four basic types of cooperatives.

### Producer Cooperatives

Members of producer cooperatives have separate ventures, such as farms or art studios, but they come together for marketing, insurance, supplies and more. Land O'Lakes is a producer cooperative.

### Worker Cooperatives

Worker cooperatives are owned, governed and self-managed by their workers, who also earn

money from the profits of their labor. It is still correct that Black Star Co-op is a worker-owned co-op.

### Consumer Cooperatives

The people who buy from the co-op are the owners of consumer cooperatives. Consumer cooperatives provide everything from electricity to groceries to health care.

### Credit Unions

Any account holder at a credit union is a member-owner of this alternative to a for-profit bank.



## Payment Options:



### Pay Online

[www.nueceselectric.org](http://www.nueceselectric.org)

Access your account 24 hours a day from any computer to view usage, make payments or manage your account. Just click on "Pay Your Bill", on the left side of our Homepage and it will take you to the SmartHub account portal.



### Pay With Your Smart Device

Download the SmartHub app to your iPhone or Andriod device. View usage, weather impacts, make payments and manage your account any time of the day.



### Auto Draft:

Sign up to have your bank account or credit card drafted for your monthly bill. You can sign-up via your SmartHub online account.



### Equal Payment Plan

Through this payment program, a member's usage is averaged for the year and the member makes equal payments each month. See more information and sign up online under the Member Services ->Payment Options menu tab, or call the office.



### Pay by Phone:

800-NEC-WATT (800-632-9288)



### Pay in Person:

Pay your bill at any one of our Customer Service centers located in Calallen, Ben Bolt, Ricardo or Orange Grove.



### Pay by Mail:

P.O. Box 659821, San Antonio, TX 78265



### Pay at the Payment Kiosk

Quick, easy, and accessible 24 hours a day, the Kiosk is located at the Calallen office. Payments post immediately to your account.



### Payment Services

Pay using any Fidelity Express Pay Stations or for an additional \$1.50 service charge. Search online to find a payment station near you.



**Nueces Electric Cooperative**

A Touchstone Energy Cooperative

Find us on the web at:  
[www.nueceselectric.org](http://www.nueceselectric.org)

Call us at:  
361-387-2581 or 1-800-632-9288

### Your Elected Board of Directors:

Brian Menking, District 8, President  
Bill Hartman, District 7, Vice-President  
David Rosse, District 3, Secretary Treasurer  
Johnny Alvarado, District 9  
Gladys Lippincott, District 10 (Retail)  
Donald Herrmann, District 4  
Gregg Truesdale, District 2  
Rumaldo Z. Juarez, District 1

### Local Pages Editor:

Kirklan Hinojosa  
[communications@nueceselectric.org](mailto:communications@nueceselectric.org)

Main Office / Mailing Address:  
14353 Cooperative Ave  
Robstown, TX 78380 (Calallen)  
M-F 8:00 a.m. - 5:00 p.m.

Ben Bolt Service Center:  
5646 S. Hwy 281 Alice, TX  
M-F 8 - 12/ 12:30 - 4

Ricardo Service Center:  
123 CR 1026, Ricardo, TX  
M-W-F 8 - 12 / 12:30 - 4

Orange Grove Service Center:  
5302 W. FM 624  
T-Th 9 - 12 / 1 - 4  
(FM 624 & Hwy 281)

Use the NEC Outage Viewer to view outages 24-hours a day with any device.  
The Outage Viewer is located on the homepage our website.

## NEC Power Providers

PLEASE NOTE: The (CRs) listed below have completed the process to qualify and are currently serving NEC area members. This provider list is subject to change. For the most up-to-date list of providers, please monitor our website [nueceselectric.org](http://nueceselectric.org) or you can obtain a list from any NEC office.

AP GAS & ELECTRIC	COMMERCIAL & INDUSTRIAL
APOLLO POWER & LIGHT	COMMERCIAL & INDUSTRIAL
BLUESTAR ENERGY	COMMERCIAL & INDUSTRIAL ONLY
CHAMPION ENERGY SERVICES	COMMERCIAL & INDUSTRIAL
CONSTELLATION ENERGY	COMMERCIAL & INDUSTRIAL ONLY
CORAL POWER SOLUTIONS	LARGE COMMERCIAL & INDUSTRIAL
DYNEGY	COMMERCIAL & INDUSTRIAL
ENERGY TRANSFER	LARGE COMMERCIAL & INDUSTRIAL
ENERTRADE ELECTRIC	LARGE COMMERCIAL & INDUSTRIAL
HINO ELECTRIC	COMMERCIAL & INDUSTRIAL
MPOWER /MP2	COMMERCIAL & INDUSTRIAL ONLY
NEC CO-OP ENERGY	RESIDENTIAL, COMMERCIAL & INDUST
TENASKA	LARGE COMMERCIAL & INDUSTRIAL
ENCOA (TERM)	COMMERCIAL & INDUSTRIAL ONLY
SMARTCOM ENERGY SERVICES	COMMERCIAL & INDUSTRIAL ONLY
STARTEX POWER	LARGE COMMERCIAL & INDUSTRIAL
SOURCE POWER & GAS	COMMERCIAL & INDUSTRIAL
V247	RESIDENTIAL, COMMERCIAL & INDUST