

## Join Us For NEC's 2020 Virtual Annual Membership Meeting

**A message from  
your CEO**



As October approaches, I'm elated to share with you plans for NEC's 2020 Virtual Annual Membership Meeting. This year we celebrate our 81st Annual Membership Meeting in ways that have never been done before. With safety at the top of our priority list, the Board of Directors discussed at length options for this year's Annual Membership Meeting. After careful consideration, the decision was made to host NEC's first virtual Annual Membership Meeting. A virtual meeting allows our members to join in from the comfort and safety of their own homes and allows us to potentially reach a wider audience than ever before. Join us Thursday, October 8, 2020, on [www.nueceselectric.org](http://www.nueceselectric.org) to see our 2020 Annual Membership Meeting. The official notice in the October Texas Co-op Power magazine will have more details.

As a member of the community, you have a perspective that is valuable—and we invite you to share it with the co-op. Each annual meeting, co-op leaders discuss priorities and challenges and discuss the financial health and priorities for the coming years. The annual meeting is also the time to vote for new board members who will represent you—the members of the co-op. Board members are local consumers, just like you. Be sure to check your September mail for the official 2020 NEC Board of Director Election Voting Ballot!

Perhaps you may feel that you have nothing to add to the discussion, so there is no need to participate in this year's annual meeting. However, every energy bill you pay to the co-op helps ensure better service and reliability for the whole community. Your dollars are reinvested locally into improvements that impact the reliability and affordability of your energy, and NEC wants to hear from you to better inform our decisions as we plan for the future. We have also made accessing this year's annual meeting easier than ever.

We will be promoting the NEC's 2020 Virtual Annual Membership Meeting throughout September. This month's local pages, as well as September's bill inserts, will contain a QR code that when scanned, will take you to the 2020 Annual Membership Meeting webpage on our website. We will also be promoting the event on our social media pages, if you haven't followed us already, I highly recommend you follow us on Facebook and Twitter @NuecesElectric.

NEC will continue to meet unique challenges with safe and innovative solutions. We want to remind our members that we are here for you just as we have been for the past 81-years. We have much to share with you and looking forward to you joining our 2020 Virtual Annual Membership Meeting on Thursday, October 8, 2020.

**Varzavand "Avan" Irani**



**Scan the QR code below for a special message about  
NEC's 2020 Virtual Annual Membership Meeting**



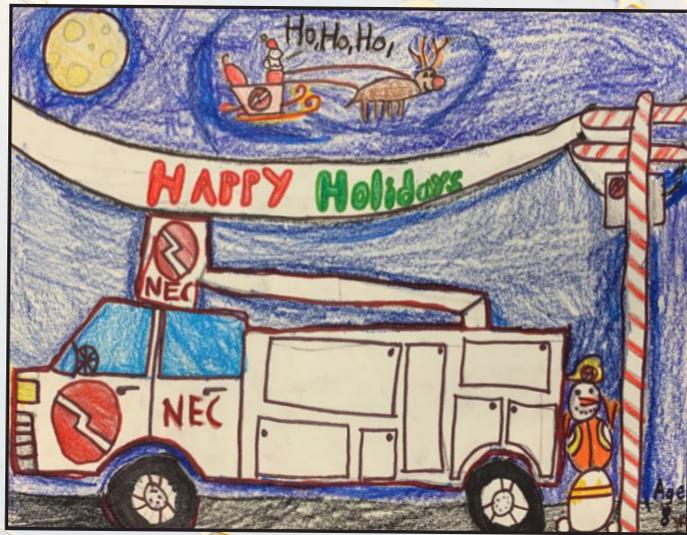
# 2020 Christmas Card Contest

## 8 & Under

2nd place tie  
Anaya Irani, Age 5



1st place  
Yohan Irani, Age 8



2nd place tie  
Molly Rother, age 7



Congratulations to our 2020 Christmas Card Contest winners! First-place winners received a \$100 Walmart gift card and a \$100 electric bill credit and second-place winners

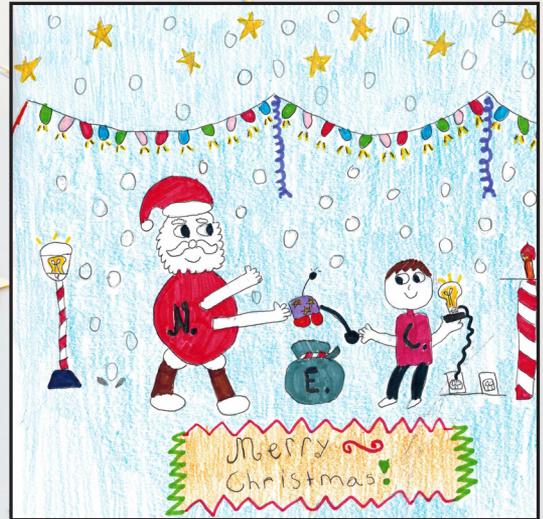
received a \$50 Walmart gift card and \$50 electric bill credit! All winners will have their artwork featured on NEC's 2020 Christmas card.

**9 - 13**

**2nd place  
Prem Bhakta, Age 13**



**1st place  
Rani Bhakta, Age 13**



**14 - 17**

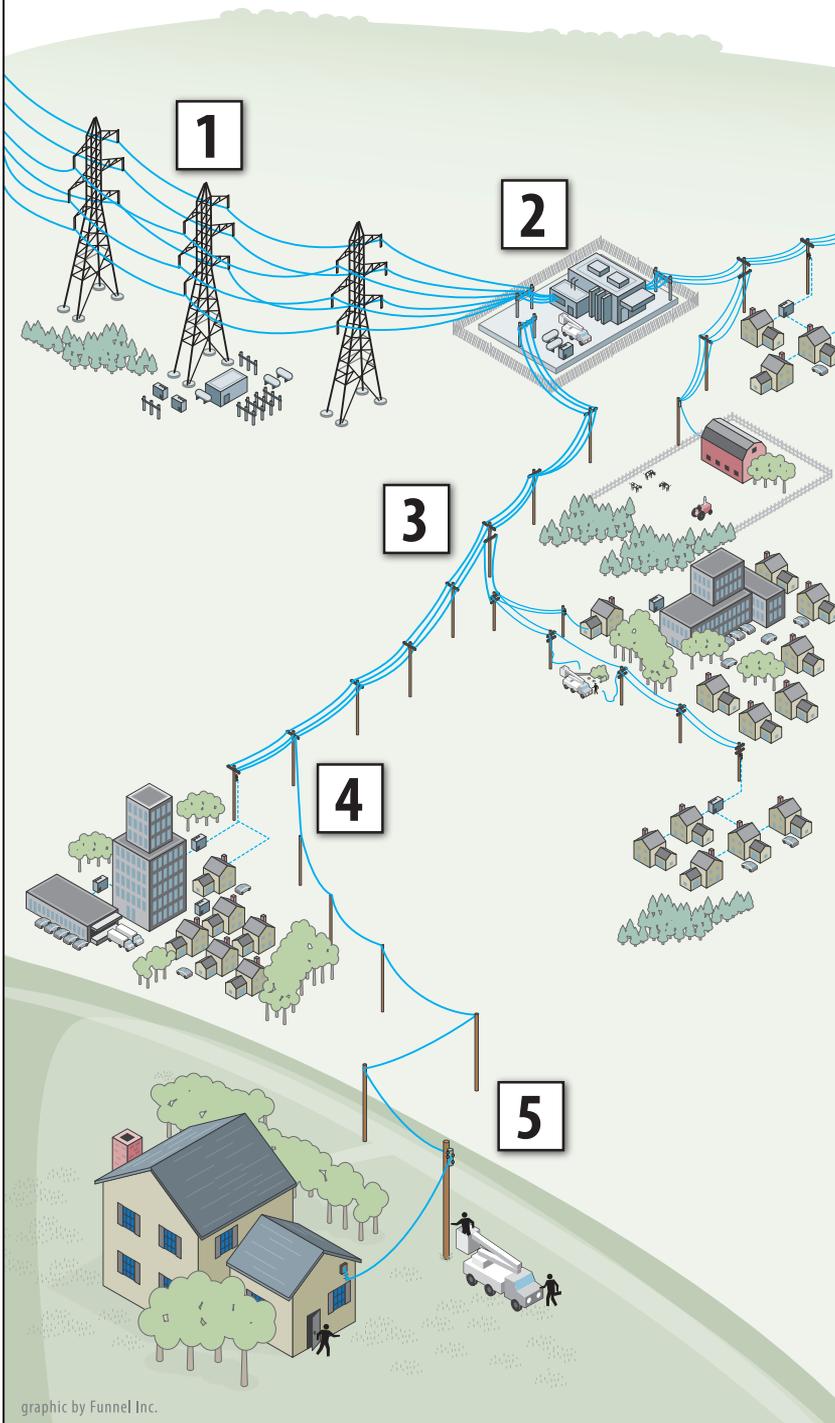


**1st place  
Angela Torres, age 17**

# Powering Up

When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible.

**Here's what's going on if you find yourself in the dark.**



## 1 High-Voltage Transmission Lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

## 2 Distribution Substations

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or complications down the line.

## 3 Main Distribution Lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

## 4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers—either mounted on poles or placed on pads for underground service—outside businesses, schools and homes.

## 5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.

## Save Loads on Laundry Day

clothes washers and dryers are among the top energy-consuming appliances, according to the U.S. Department of Energy, but a few changes on laundry day can reduce energy use.

Older models use even more energy, so replacing outdated washers and dryers with new energy-efficient versions can pay off in the long term.

If purchasing new appliances is not an option, there are still ways to make doing laundry more cost-effective. Some of these steps might even extend the life of your clothes.

Wash clothes with cold water. Using cold water means your water heater doesn't have to work to heat gallons of water. Even using warm water instead of hot can cut a wash load's energy consumption by half.

Wash only full loads. The appliance uses the same amount of electricity to do a partial load as a full load.

Size dryer loads to the machine. If a dryer is too full or not full enough, it will take longer to dry the clothes.

Air-dry when possible. Skip the dryer altogether and opt to hang laundry outside or on a drying rack to save energy.

Clean the lint filter on the dryer. Cleaning the lint filter allows your dryer to run more efficiently. Remove the lint buildup after every load and scrub the screen monthly to remove dryer sheet buildup.

Switch out loads while the dryer is still warm. Not allowing the dryer to cool down between loads makes use of residual heat and means the dryer does not have to work as hard to heat up again.



REDORANZI | ISTOCK.COM



VICTORIA JANATUK | ISTOCK.COM

## Electrical Safety in the Bathroom

Bathrooms pose a high risk of electric shock because of the potential for electricity to come into contact with water. Follow these tips to stay safe.

- \* Equip bathroom outlets with ground-fault circuit interrupters.
- \* Ensure that all electrical outlets are a safe distance from water.
- \* Consider covering outlets when they are not in use.
- \* Never use electrical devices while standing in water.
- \* Use appliances with built-in GFCIs.
- \* Consider recessed lights to keep fixtures away from water.
- \* Keep a fire extinguisher handy in case of a fire.
- \* Always turn off and unplug bathroom appliances when you're finished using them.
- \* Inspect cords on curling irons, hair dryers and other devices for damage, and discard them if unsafe.
- \* Have electrical work or repairs in the bathroom done by a professional.

# 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.

## DIVISIÓN DE ADMINISTRACIÓN DE EMERGENCIAS DE TEXAS

### 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, evacúe 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 revísela.
- \* 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 consiente 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.



## September Holidays

### LABOR DAY

**Monday,  
September 7**

Our offices will be closed in observance of the holiday.

### GRANDPARENTS DAY

**Sunday,  
September 13**

### NATIONAL VOTER REGISTRATION DAY

**Tuesday,  
September 22**

**Don't Forget  
Arbor Day  
Saturday, Nov. 7, 2020  
NEC Headquarters**

## 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 Android 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

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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