

HOUSTON COUNTY ELECTRIC

NEW MEMBERSHIP GUIDE

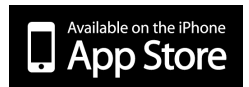
Welcome to Houston County Electric Cooperative

As an electric cooperative, HCEC is not like other utilities. Investor-owned utilities are operated for profit. We're different. HCEC is member-owned and service-driven. We exist for no other reason except to provide the best service at the lowest possible price for our members. We operate on a not-for-profit, cost-of-service basis. That means that, instead of being returned to investors or to city coffers, all the revenues we make over the cost of the expenses we incur are put back into our business to help it run efficiently.

The employees of our Cooperative are your friends and neighbors. These folks have a deep respect and appreciation for those they serve. Co-op members have a vested interest in the workings of our organization. Both benefit from this strong partnership. You can rely on us as your trusted energy partner. We're proud to be your power company.

KEEP IN TOUCH

- www.houstoncountyelec.com
- Monthly Texas Co-op Power Magazine
- Facebook, Instagram and Twitter
- HCEC Mobile Phone App
- E-Biz Online Account
- Text Alerts
- HCEC Outage Viewer



BILLING AND PAYMENT OPTIONS

Billing Options:

- **Budget Billing**
The budget bill is based on the average energy use for the most recent 12 months. The amount does not stay the same, but increase or decreases slightly each month as consumption changes.
- **E-Billing**
Go paperless and receive an electronically formatted version of your bill via email.
- **Prepaid Billing Program**
Control your budget and pay how much you want and when you want with Prepaid Billing. No security deposits or late fees. Instead of a monthly billing statement, your usage and balance are calculated daily and you will receive notifications by phone call, text message or email when your balance is running low.

Payment Options:

- **Pay Online**
access your account 24 hours a day from any device. Click "Pay My Bill" and it will direct you to the E-Biz portal.
- **Pay with your smart phone**
Download the HCEC app to your Apple or Android Device. View usage, make payments and manager your account any time of day.
- **Auto Draft**
Sign up to have your bank account or credit card drafted for your monthly bill.
- **Pay by Phone**
1-800-657-2445 (toll-free) or 936-544-5641 (office)
- **Pay in Person**
Pay your bill M-F from 8a-5p at our location at 1701 SE loop 304 in Crockett or drop off in our secure night drop box outside of our facility. Payments dropped off after 8a will be processed the following business day.
- **Pay By Mail**
P.O. Box 52, Crockett, Tx 75835
- **Payment Services**
Pay using any Fidelity Express Pay Station. Visit our website for a list of locations nearby.

Fees:	Charge:
Connect Fees (Non-Refundable)	
• Residential/Commercial	\$ 30.00
• Seasonal	\$ 100.00
Trip Fee	\$ 150.00
Late Fee	\$ 5%
Returned Check Fee	\$ 25.00
Account Disconnected for Non-Pay	
• Disconnect Fee	\$ 35.00
• Reconnect Fee	\$ 75.00
Outdoor Lighting Fees	
• Outdoor Light Installation (New Pole)	\$ 100.00
• Outdoor Light Installation (Existing Pole)	\$ 295.00
• Outdoor Light (Connect/Disconnect)	\$ 50.00
Meter Tamper Fee	\$ 350.00

Deposit will be determined based on credit status of applicant(s):	Residential	Seasonal	Small Commercial
Good Credit (Green Status)	\$ -	-	-
Adequate Credit (Yellow Status)	\$ 270.00	100.00	1/6th Annual Bill
Poor Credit (Red Status)	\$ 320.00	125.00	1/5th Annual Bill

* Interested will be paid on deposits at the rate set by the PUC annually or the rate approved by the Board of Directors.



How to Report an Outage:

Call 1-800-970-4232

- *Please Note:* when you call HCEC's outage reporting system, the co-op uses your phone number to locate your outage and to signal the dispatcher.

Online at www.houstoncountyelec.com

- Visit the website under the "Outage Tools" tab. To utilize the feature you will need your account number, the phone number associated with your account or the meter number handy.

With the HCEC Mobile App

- You must create an E-Biz account on our website before you can sign-in on the mobile app. Then you have the ability to save the location for future outages. You may also view the outage map at any time to determine the approximate number of outages in the service territory.

Assistance Programs

HCEC plays an active role in its communities, including acting as a liaison between members in need and local assistance agencies. For more information, please contact us.

COUNTY	AGENCY	PHONE
Anderson	Greater East Texas Community Action	Phone: 800-621-5746 Phone: 936-564-2491 Fax: 936-564-0302
	Community Services, Inc.	Phone: 800-831-9929 Phone: 903-872-2401 Fax: 903-872-0254
Angelina	Greater East Texas Community Action	Phone: 800-621-5746 Fax: 936-639-4798
Cherokee	Greater East Texas Community Action	Phone: 936-564-2491 Fax: 936-564-0302
Houston	Greater East Texas Community Action S.H.A.R.E.	Phone: 800-621-5746 Phone: 936-544-5600 Fax: 936-544-5407
Leon	BVCAP	Phone: 855-252-1467 Phone: 979-595-1199 Fax: 979-595-1198
	Leon Co. Social Services	Phone: 903-536-2812 Fax: 903-536-2206
Madison	Sonshine Center	Phone: 936-348-5282 Fax: 936-3482383
Trinity	Greater East Texas Community Action	Phone: 936-564-2491 Fax: 936-564-0302
Walker	BVCAP	Phone: 855-252-1467 Phone: 979-595-1199 Fax: 979-595-1198



A Touchstone Energy® Cooperative 

Find us on the web at:
www.houstoncountyelec.com

Visit us at:
1701 SE loop 304
Crockett, TX 75835
Monday - Friday
8:00 a.m. - 5:00 p.m.

Mailing Address:
P.O. Box 52
Crockett, TX 75835

TO REPORT A POWER OUTAGE, CALL
OUR 24-HR HOTLINE:
1-800-970-4232 (toll-free)

For general information during
business hours:
936-544-5641 (Local)
1-800-657-2445 (toll-free)

GENERAL MANAGER
Kathi Calvert

BOARD OF DIRECTORS
Dan Courmier, President
Kennon Kellum, Vice President
Mitchell Huff, Secretary-Treasurer
Mary L. Pearl Adams
William Emmons
Kay Reed
Charles "Chuck" Siems
Grady Wakefield
David Whittlesey

FOLLOW US ON SOCIAL MEDIA:

