

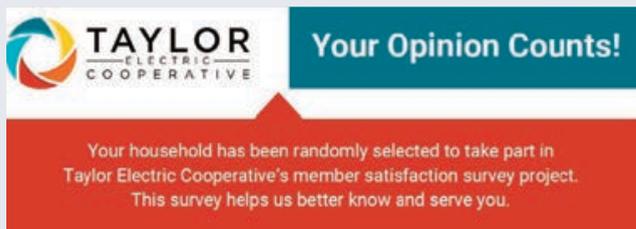
CEO CORNER



Ryan Bartlett,
President / CEO

Members Powering Progress

Evolution is a natural occurrence in business; a company will adjust to the relevant trends to stay connected to their consumer. But so often a company will miss the mark and is left to wonder “how did it go wrong?” At Taylor Electric Cooperative, we understand the need for conscientious progress that provides a much-needed benefit. In an age of ever-changing trends and desires, how do we decide what is right for our membership? How do we determine what will succeed or fail? The answer is simple, we ask.



We are intentional about understanding our members’ needs. By asking for their direct input, we are powering our progress. We only move forward as a co-op if we are providing the membership with quality services and achieving the member satisfaction they desire. For example, through our surveys, we have discovered many members prefer to have information via text and you have told us that having multiple digital ways to pay is preferred. Furthermore, the survey also provides a national ranking that aligns Taylor EC in both cooperative and national industries. Last year we ranked among the highest in member satisfaction with an overall score surpassing many large, national corporations. We appreciate the feedback!

Ensuring impactful and progressive change also means we are unceasing in seeking member input and feedback through yearly

surveys, Facebook, Google reviews, or even in-person communication. Data gathered from these outlets enable the co-op to watch evolving trends and to document changes year over year. By knowing our members, we are better equipped to utilize burgeoning technology to accommodate our members’ changing needs. The brightest example of this impact is Access fiber internet. Through surveys, it became apparent we needed to do more than provide electricity; we needed to create a solution for the lack of quality, affordable internet in our service area. Having access to reliable internet greatly improves the quality of our members’ lives enabling them to work from home, do school work, or stream shows.

Progress is made at Taylor EC by members voicing their thoughts and needs allowing us to make strategic decisions that will beneficially impact the cooperative. It is our mission to provide quality services for our membership and we are only able to do so with our members’ help. We are honored to provide much-needed resources such as fiber internet, digital payment, and communication platforms as well as reliable electricity. With our members’ assistance, we will continue to push the boundaries of what it means to be a good neighbor and a great co-op.

“We are intentional about understanding our members’ needs.”

CEO CORNER

Current Contact Information Means Better Service

AT TAYLOR ELECTRIC COOPERATIVE, WE ARE CONSTANTLY STRIVING TO IMPROVE OUR efficiency so we can provide the most reliable electric service possible for our members (that's you!).

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve. Accurate information enables us to improve customer service and enhance communications for reporting and repairing outages. It also allows co-op members to receive information about important programs, events and activities.



MONKEYBUSINESSIMAGES

Up-to-date contact information can potentially speed up the power restoration process during an outage. For example, the phone number you provide is linked to your service address in our outage management system. This means that when you call to report an outage, our system recognizes your phone number and matches it with the location of your home. Accurate information helps our outage management system predict the location and possible cause of an outage, making it easier for our crews to correct the problem.

While we always do our best to maintain service, we occasionally plan outages to update,

repair or replace equipment. In these instances, we can provide advance notification to affected members through automated phone messages, text messages or email—but only if we have your updated contact information and communication preferences.

Keeping the co-op updated with your information also helps us when there's a question about energy use or billing. E-mails and text messages are also used to notify registered members of any changes in co-op event details. In addition, discrepancies on your account can be taken care of promptly if Taylor EC has accurate account information.

Many of you have been members of the co-op for years, and it's likely that your account information hasn't been updated for some time. Many members now use a cellphone as their primary phone service, and we might not have that number in our system.

We will never share this information with any third parties. It is only used by Taylor EC to send important information to you. Please take a moment to confirm or update your contact information through our website or by phone. By doing so, you help us improve service and efficiency so we can better serve you and all members of the co-op.



226 County Road 287 • P.O. Box 250
Merkel, TX 79536

PRESIDENT/CEO

Ryan Bartlett

BOARD OF DIRECTORS

Cecil Davis, Board Chairman, Zone 1
Leland Robinson, Board Vice Chairman, Zone 1
David McFall, Secretary-Treasurer, Zone 2
Garland Carter, Zone 2
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HANDY WAYS TO PAY YOUR BILL

Online

taylorelectric.com

Taylor Electric App

Available on your Apple or Android device

By Phone

(325) 793-8500

Payments credited immediately.

In Person

Office hours:

7:30 a.m.–5:30 p.m., Monday–Friday

Merkel location:

226 CR 287, Merkel 79536

Abilene location:

7966 Highway 83, Abilene 79602

Payments credited immediately.

Drop Box

Merkel office at front gate

Abilene office next to first door on the left

Payments credited next business day.

Pay Stations

- United Supermarket, 521 S. Access Road, Clyde
- Food Plaza #4, 109 S.E. Fifth St., Cross Plains
- Cash Saver, 155 Sayles Blvd., Abilene
- United Supermarket, 2160 Pine St., Abilene
- Check Express, 906 E. Broadway Ave., Sweetwater

Payments credited next business day.

Budget-Friendly Efficiency Upgrades



STEVE DEBENPORT | ISTOCK.COM

THERE ARE TWO WAYS TO MEASURE ENERGY EFFICIENCY improvements. There's the payback period—the amount of time it will take for the improvement to pay for itself. Then there's comfort. Improvements can often increase the comfort level of a home—not easy to measure but one of the driving forces behind home weatherization efforts. There are several areas of the home that can be improved easily, without breaking your budget.

Lighting

There has been a steady decline in the price of LED bulbs for residential consumers. Nowadays, 60-watt-replacement LEDs can be purchased for \$5 or less. LEDs should save 60% or more on power costs compared to incandescent bulbs and last for many years. New LED fixtures are also an affordable option. They come with LED bulbs built in so you never need to change the bulbs.

Heating and Air Conditioning

The Energy Information Administration estimates that heating, ventilating and air conditioning systems account for 22% of a typical home's annual electric bill. While newer systems can be 20%–45% more efficient than older ones, the upfront cost is often a barrier to adoption.

But there are still ways to save. Simple solutions such as changing air filters at least every three months will increase airflow to rooms, increase the life of the HVAC unit's motor and improve air quality in the home. Sealing and insulating ductwork can be done in a weekend and results in energy savings of up to 20%.

To lessen the amount of work that heating and cooling systems need to do, it is important to find and seal air leaks. Look for leaks around exterior doors and windows, electric outlets, and entrance points for TV and phone cables. Also check dryer vents and any place with an opening in the wall. To seal leaks, apply caulk, spray foam or weatherstripping to these areas.

Simple acts such as cooking outdoors on a hot summer day or keeping curtains closed to keep out the summer sun will keep the interior of your home cooler and reduce the amount of time AC units need to operate.

Appliances and Electronics

The appliances and gadgets that make life easier are also among the largest users of

electricity in our homes. When buying a new appliance, narrow your choices to only those with an Energy Star label. That simple act can result in 10%–15% savings in energy consumption.

Other simple household tips:

- ▶ Clean dryer lint traps after every cycle, and don't overdry—you'll save energy and extend the life of your clothes.
- ▶ Replace worn refrigerator door gaskets to stop cool air from leaking from the refrigerator.
- ▶ Clean refrigerator coils and keep fridges away from heat-generating appliances such as an oven.

Home electronics, like computers, TVs and game systems, consume power even when turned off—what are known as “energy vampires.” According to a study conducted by Lawrence Berkeley National Laboratory, the average home loses 8% of its monthly energy consumption to these vampires. A full 75% of the power used to run home electronics is consumed when those appliances are turned off, according to the U.S. Department of Energy. Cutting off power by using a power or smart strip is an easy way to stop this needless waste of energy.

The best energy efficiency improvements are often the easiest. Turning lights off when leaving a room, sealing windows and doors, and cleaning refrigerator coils aren't as much fun as buying a shiny new appliance. But these simple tasks are proven ways to save energy and increase comfort on a budget.



DAVID FREUND | ISTOCK.COM

Ways To Save Water and Electricity

USING ELECTRICITY EFFICIENTLY IS A GOOD PRACTICE, AND SO IS CONSERVING WATER.

Here are a few ways you can save water and conserve electricity at the same time:

- ▶ Do full loads when you use clothes washers or dishwashers.
- ▶ Replace showerheads with low-flow models that save up to 5 gallons per minute.
- ▶ Showers use less water than baths, so shower and keep it short.
- ▶ Fix leaky faucets; small drips add up to big waste.
- ▶ Wash clothes and dishes after dark, when overall electricity consumption is lower, helping keep rates more manageable.
- ▶ Turn the water off while you brush your teeth or shampoo your hair. You can save 200 gallons a week.
- ▶ Save water and reuse it. Collect rainwater, water from your fish tank and even water from half-empty glasses after dinner, and use it to water your plants.
- ▶ Cut your grass less often. Longer grass reduces the loss of water to evaporation so your lawn won't dry out as quickly.
- ▶ Adjust sprinklers so the water drops only on your lawn rather than on driveways, sidewalks and roads.
- ▶ Drain a bucket of water from the bottom of your water heater twice a year. The tank can fill with sediment, which separates water from the heating element and causes the appliance to be less efficient.
- ▶ Invest in and install an inexpensive water heater blanket or insulation kit, especially on older water heaters. Do not insulate over doors or vents.
- ▶ If your water heater is older, replace it with a newer, more energy-efficient model.
- ▶ If your house is more than two levels or if the bathrooms, kitchen and laundry room are spaced far apart, it might be more efficient to invest in a couple of smaller water heaters located closer to points of use.
- ▶ Set your water heater's temperature to 120 degrees or lower. This prevents scalding and standby heat loss and can lower your water heating bill by 10%.
- ▶ Insulate hot water supply pipes to reduce heat loss.

Downed Power Lines Never Safe

STORMS, ACCIDENTS AND OTHER EVENTS

can cause power lines to hit the ground, creating a very dangerous situation for anyone nearby.

Here's what your family needs to know about electric shocks:

- ▶ If someone comes into contact with electricity, do not touch that person or anything the person is touching. Call 911 immediately.
- ▶ If the source of electricity is an appliance, grab the plug—not the cord—and pull it out of the outlet. If you cannot safely remove the plug, turn off the power at the fuse or circuit breaker.
- ▶ If a power line falls on your car, do not get out of the car. You are safer inside an enclosed vehicle because its metal shell conducts electricity.
- ▶ If an electric wire falls on your car and there's a risk of fire, **take these steps to safely exit the vehicle:**

1. Open the door, but do not step out of the car yet.
 2. Make sure that you jump completely free of the vehicle with both feet together, avoiding simultaneous contact with the car and the ground.
 3. Remember, once you jump from a car with a power line on it, the danger may not be over. Electricity can spread out through the ground in a circle from any downed line. Hop or shuffle (keeping both feet on the ground at all times) as far away as possible from the vehicle.
 4. Do not try to help someone else from the car while you're standing on the ground. If you do, you will become a path for electricity and could be injured.
- ▶ When a wire falls to the ground, assume it is live. Call 911 and your electric cooperative if you see a downed wire. Warn others to keep their distance.
 - ▶ Do not use a wooden ladder—or any other type—near a power line. If a ladder begins to fall into a power line, don't grab it. Let it fall and call us.