

Energy Partners



Notice of Service Availability Fee Adjustment



As part of our ongoing efforts to maintain safe, reliable, and high-quality service, we want to inform you about an upcoming increase to the Service Availability Fee of \$8 per month per account. Starting on April 1st, the fee will increase from \$27.50 to \$35.50 per month. This will be the sole increase most members will see on their bill.

What is the Service Availability Fee?

Josh King, New-Mac's Manager of Billing Services, explains, "The Service Availability Fee is a monthly charge that ensures the continued availability of electrical service to your location, regardless of how much energy you use. Under the cooperative model, costs are spread fairly and equitably across all our members." This fee helps cover the fixed costs of the infrastructure that powers your home or business and ensures that our team can quickly respond to any service needs, from routine maintenance to emergency repairs.

Additionally, we want to remind you that an availability or service availability fee has always been a part of your monthly bill. It has only recently been shown separately on your bill.

Why the Increase?

Stan Irsik, New-Mac's CEO and General Manager, notes, "New-Mac has been informed that its primary cost of business would be going up yet again due to a wholesale power rate increase by suppliers Associated Electric Cooperative, Inc., in Springfield, MO, and KAMO Power, in Vinita, Okla." By making this adjustment of \$8 per month per account, we can

continue to provide the reliable service you've come to expect, while avoiding the need for a general rate increase to raise energy usage rates at this time.

What Does This Mean for You?

Starting next month, your monthly bill will reflect an increase. While the increase is an adjustment, it is designed so that we can continue to improve the quality of service and keep energy rates as competitive as possible. If you have any questions or concerns, please don't hesitate to call us at 417-451-1515.

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Energy Partners is a monthly publication of New-Mac Electric for the purpose of informing members of the programs, services and happenings of and related to the cooperative.



What to expect with Levelized Billing



LEVELIZED BILLING AGREEMENT

Levelized Billing agreement between New-Mac Electric Cooperative, Inc., of Neosho, Missouri, and:

Name _____
 Address _____ City/St./Zip _____
 Phone # _____ Email _____
 Account # _____ Location # _____

Levelized Billing consists of eleven equal payments and one adjustment payment per year. The amount of the twelfth payment will be adjusted according to the meter reading secured by New-Mac Electric Cooperative, Inc., at the end of a one-year period. Should you have a credit balance, no payment will be required for that month. Should an underpayment occur, you will be billed accordingly.

Levelized payments will be based on your anticipated usage and applied to the rate proposed for the next twelve-month period.

This is to request Levelized Billing at the above location upon the following terms:

1. Agreement to begin as of _____.
2. Payment to consist of eleven equal payments and one payment adjusted according to secured meter reading. You will be notified by the billing department of your monthly payment amount. All payments must be accompanied with your bill.
3. Term of agreement will be one year and renewable on or before anniversary.
4. Payments need to be in our office no later than the last day of the month.
5. Should your account become delinquent more than three times in a twelve-month period or become more than one-month delinquent, this contract will be void.

 Signature Date

 Signature Date

Most folks would agree that it's easier to budget for something when you know what to expect. However, electric bills, due to the heating and cooling of homes, are prone to fluctuation and consequently are somewhat unpredictable.

Well, if that fluctuation is something you could do without, New-Mac offers payment options that even out the peaks and valleys of energy use.

With our Levelized Billing program, you pay a rolling average, so your billed amount would vary from month to month, but only by a small amount. Like our traditional Budget Billing, it would keep you from paying larger bills in the summer and winter months by paying a similar amount each month. Since the amount due changes monthly, this payment plan does not require a settle-up month.

Our you may prefer Budget Billing, which consists of 11 equal payments and one adjustment payment per year. Since household usage typically varies from year to year (due to weather, improvements, additions, etc.), the twelfth payment is used to make up the difference between the estimated and actual usage.

In order to enroll either of these programs, you must have a zero balance and have at least 12 months of billing history at your location.

If you would like to take advantage of Levelized Billing, fill out the form *at left* and send it in with your payment or visit newmac.com to get started. For more information call 417-451-1515.



If you'd like to get started with Levelized Billing, fill out this form and send it in with your payment.

Severe weather brings challenges; be prepared

Providing reliable electrical service to the membership safely is New-Mac Electric's number one goal. Your cooperative is constantly performing system upgrades, maintenance and right-of-way trimming. However, severe weather, especially ice and wind, can challenge even the best of electrical distribution systems.

New-Mac reminds members to be prepared and keep the following supplies on hand:

- Flashlight (with extra batteries) and candles.
- Battery-powered radio.
- Bottled water and non-perishable food items.
- Manual can opener.
- Extra medicine and baby items.
- First-aid supplies.
- Back-up heating source – NEVER use a charcoal grill to cook or heat inside!
- Fire extinguisher and smoke detector

In the event of outages, New-Mac members should have their map number (location number) ready and call 417-451-1515 or 800-322-3849. If the phone lines are busy, that likely means your neighbors are calling in, and with large outages being reported, lines will be busy. However, please try to report your outage at least once in the event damage was isolated to a power line serving only your home.

During extended outages, members can get updates on the restoration efforts on our Facebook page, www.facebook.com/NewMacElectric, Twitter page, [@NewMacElectric](https://twitter.com/NewMacElectric), and our Instagram page [@newmacelectric](https://www.instagram.com/newmacelectric). Please DO NOT report outages through social media. Outages must be called into our dispatch.

New-Mac also reminds everyone to never approach downed power lines as they may be energized.

New-Mac University seminar series set for 2025

Our Member Services department is excited to kick off another year of our New-Mac University program. Your cooperative uses this opportunity to get face-to-face with those we serve.

Classes resume April 17 and 29 when students can take in the topics: “Rate/Service Availability, Smarthub & The Basics of a Plugin”

New-Mac University is an ongoing free seminar series offered by the co-op. Each course of New-Mac University is independent of previous sessions. Participants may choose to attend whichever classes suit their interests and will not be behind if they missed other offerings.

“Rate/Service Availability, Smarthub & The Basics of a Plugin” will be an informative look into New-Mac’s Service Availability increase. The class will cover how to sign up for the Smarthub app and what all it offers you as a member. Then the class will wrap up with some basic information on plugins. It’s our hope that this will be a perfect platform for members to ask questions in relation to

NEW-MAC UNIVERSITY REGISTRATION

Member Name(s) _____

Acct. # _____ Daytime Phone # _____

Number in Household Attending _____

We will be attending New-Mac University:

(circle which class you will attend)

April 17
at Anderson

April 29
at Neosho

 **Cut out and send in with your bill payment**

any cooperative services and provide feedback.

These topics will be featured April 29 at New-Mac’s Neosho headquarters. The same class will be offered at the co-op’s Anderson office on April 17. Classes will begin at 6:30 p.m. at both locations.

While New-Mac University courses are always free, the co-op does ask that members RSVP so that proper accommodations can be made. The class should take no more than 90 minutes. Refreshments will be made available.

Members may RSVP in the following ways:

- By filling out the form (above) and sending it in with your bill payment
- By calling our office at 417-451-1515
- Or, by visiting newmac.com and completing a simple online registration form on the NMU webpage.



Class Topics:

**Rate/ Service Availability,
Smarthub & The Basics of a Plugin**

6:30 p.m., Thursday, April 17 @ Anderson

6:30 p.m., Tuesday, April 29 @ Neosho

CO-OP UPDATE

In mid to late March, a contractor named Allegiant will be changing out meters for our cooperative. Allegiant representatives will be driving white trucks that display their company logo & a New-Mac logo. Please be aware that this is a routine upgrade to improve service. If you have any questions, feel free to contact our office for more information.





Unclaimed patronage available for former members of New-Mac Electric

Names listed are former members of New-Mac Electric who have unclaimed past patronage with the Cooperative. You must contact the New-Mac office at 417-451-1515 within 60 days in order to claim your property. Properties listed fall within a defined monetary range. For an extensive listing of all unclaimed patronage, visit our website at new-mac.com. More names will be published in upcoming issues of this newsletter.

ADAMS, ERNEST
ADAMSON, JERRY & SALLY
ALBERTY, SHANNON
ALLEN, RICHARD L & DEBBIE
AMES EST, SUE
ANDERSON, JEANETTE
ARMSTRONG, BARBARA
ARNER EST, DANIEL L
ASH, MICHAEL
BAILIE, RONALD G & LOUISE F
BAKER, EVERETT & MARGIEE
BAKER, NANCY
BATES, CRYSTAL
BEARD, JASON & BARBARA
BELL, MICHAEL E
BIRD, JULIA
BLACKBURN, RAYMOND D
BOLTON, JOHNATHAN & BECKY
BROWN, GAROLD I & PAULINE
BROWN, LEA E
BROWN, RICHARD H & ENIKO
BUCHANAN, JOHN & DIANNA L
BUILTA, GEORGE & CLAUDENE
CAMERON, EARL
CARPENTER, PAULA
CHASE, JEFF & TAMMY
CHELF, ROGER D & PATTI A
CLARK, CALVIN & ABBY
CLARK, CAROL LEE
CLEMENTS, BOBBY JOE
CLOSE, DEREK & CANDY
COKER, CONNIE S
CONWAY, CARL L
COOKERLY, JAMES VAN & MARY BETH
COOPER, KEM & DEBBIE
COPELAND, MARK & BETH

CORNELL EST, JOE L & LORENE M
DALE, ALANE
DENEFRIO, TERRY & ANGIE
DOBLER, LANCE & CAMILLE
DUNN, RODNEY A & EUGENIA
DURHAM, JOHNNIE
EHLERS, ANDREW & STACI
ETHRIDGE, DIANA L
EVANS, RODNEY & TAMMY
FERGUSON, CHARLES D & PAT
FISHER EST, MARJORIE J
FORD, CHRIS & MARY
FORDE, DAN
FRASIER JR, DAVID & DE ANN
FRIEND, BECKY S
GIBBS, JERRY A
GIBFRIED, PETER A & REAGAN E
GILBERT, DAVID & CINDY DAVISON
GIRDNER, MIKE
GONZALEZ, AURELIO & MARIA HERNANDEZ
GRACE FAMILY FELLOWSHIP
GROUNDS, DORIS K
HAMMETT, CHRISTOPH A & FRANCES A
HANKINS, CLAIRLEE
HARNAR, JERRY & STACIE L
HARRIS, GARY
HARRISON, KATE
HARTEL, KEN
HARTER, WILLIAM K & MARY RUTH
HARTLESS, ROBERT
HECKMAN, NIKOLE
HETHERINGTON, EDWARD & ANGELA
HIGGINS, BRIAN & DELLA
HILL, LUKE V & WALTRAUD M
HOLMAN, ROBERT R
HONEYCUTT, LOUISE
HUDSON, BOB & PAM
HUDSON, CARROLL & HILDA
HUFF EST, DONALD
HUFFMAN, JEFF & PAM
HUNTLEY, BERNITA J
HURLBERT, NANCY
HURLBUT, GAIL
HURLEY, STEVE & AMY
HUTSON, MONTY & ANGIE
JACKSON, ELIZABETH ANN
JANES, RUSSELL B & SHERRY J
JENNINGS, CLAYTON
JENSEN, RONALD K & DAWN J
JOHNSON, TYLER & CARLA
JONES, CARLA
JONES, JOHN
JONES, SUZANNE
JUBALA, TIMOTHY & TAMMY POWERS

KARLSEN, EVA
KITTRELL, PATTY
KROB, RYAN & ROBERTA
KUHL, SUSAN
LAMBERT, KIMBERLY A
LANG, EDWARD H
LANGSTON, TODD & RHONDA
LEACH EST, CARL W
LEE, R NADINE
LENTZ, JIMMY DALE & JUANITA
LEWIS, HAL C & VIVIAN
LOFTON, MERLE D
LONG, ALAN L & BOBBIE L
LOVELAND, TIM & CONNIE
LOVETT, DAVID & WILLA
MANUEL, ROBERT J & CAROL L
MARTIN, DANIEL LEE & VIRGINIA
MAYE, GEORGE E
MCANALLY, VALAREE
MCCARTY, CURT & CONNIE
MCCLOUD, BRAD & JODIE
MCCOOL EST, ORLIE & MELINDA R
MCCOOL, KELLY & MICHELLE
MCKEEHAN, KENNETH RAY & DIANA CAROL
MCMILLEN, JOHN C & TERI A
MICHAEL, G A
MICKELSON, ROME H & BETTY
MIDDLETON, WILLIAM & JENNIFER
ALLMENDINGER
MILLARD EST, BILL
MILLER, JOHN & CHASITY ROGERS
MILLER, TED L
MISHLER, RICHARD E & KELLY
MOORE, RUSSELL & BRENDA KAY
MOSSACK, ROBERT & VICTORIA
MULLIN, RUSSELL WAYNE
NATHANSON, JACOB
OLSON, LAURIE
ONEAL, NANCY
ORTLOFF, VELMA M
OVERALL, JOHN C & VICKIE H
PALMER, LETITIA B
PARKS, BEVERLY I
PENDERGRAFT, LAWRENCE & GEORGIA
PHIPPS, GARY W
PIECHNIK, KENNETH & HOLLY
PUTNAM, STEVE
QUALLS, HOWARD LYNN & LAURIE JANE
RENTFRO, JERRY
RHINEHART, RYAN & MELISSA SIMONIN

RICE, ROBERT B
RICHARDSON, ROCKY & KARRIE R
ROBERT, LORETTA
ROBERTS, DANNY RAY & REGINA A
ROBERTS, ORVAL V & BETTY J
ROESEL, CHRIS
ROSS, JOHN & BETH
SAUNDERS, FRANCIS L & GAIL
SELTZ, BOBBY & LORETTA
SHANNON, BECKY J
SHERMAN, DAVID A & MARYANN H
SHERWOOD, N BRUCE
SHOEMAKER, JARED & MARY ANN
SHOWALTER, WESLEY & REBECCA
SIMMONS, NIKI
SIMPSON, JOSEPH R & RUBY L
SMITH EST, PAUL E & MULVA
SMITH JR, J B & TERESA
SMITH, C W
SNOW, CURTIS & MELISSA
SNOW, DONALD & JOHN LANNON
SNYDER EST, REX E
SPEARS, STEVE & MICHELLE
SPENCER, SPENCE W
STAHL, DEBORAH R
STARR, JOHN & RUTH
STEELE, RICHARD & BARBARA GOSNEY
STETTINISCH EST, JAMES L
STOUT, CHARLES A
STURDY, EDNA
SUFFAL, PAULA & KATHY DRAGOO
SYRING, VENIA MANESS
TALEON, LORRAINE
THOMASSON, ROANNA
THOMPSON, PATRICIA
TICHENOR, DAVID J
TRACY, SHARON
VANCE, GREG & VALERIE
VANCE, ROBERT & TAMMY
VANSKIKE, C ALLEN
VILLINES, RICK & TAMMY
WAKEFIELD, RODNEY D & ROSEMARY K
WALCH, MARK D & LINDA S
WALKER, SHANNON B & RENEE C
WATERS, WALTER D
WEBSTER EST, GENE & JUANITA
WEEKS, ORE & MARTA
WEISNER, CHARLA J & TIM
WETZEL EST, BOB & JEANETTA
WHITEHILL, DAVID E & SHERYL A
WILCOX, WENDELL & EVELYN
WILLIAMS, RALPH A
WOOD, DARRELL D & CAROLE L
YATES, PATRICIA H

Management Team:

CEO/General Manager - Stan Irsik
System Engineer - Jeff Crites
Manager of Billing Services - Josh King
Manager of Marketing - Mark K. Rakes
Operations Manager - Jeremiah Taylor
Controller - Marti Wiley

Main Office:

P.O. Box 310 — 12105 East
Highway 86
Neosho, Missouri 64850

District Office:

9 Mustang Lane
Anderson, Missouri 64831

Phone: 417/451-1515

Fax: 417/451-9042

Outages & Payments:
844/971-1078

Office Hours:

Neosho — 8 a.m. to 5 p.m.
Anderson — 8 to 11:30 a.m.,
12:30 to 5 p.m.

Board of Directors:

District 1 - Bruce Youngblood
District 2 - Tim Short
District 3 - Richard Leavens
District 4 - Beryl Kennedy
District 5 - Billy P. White
District 6 - Paul Sprenkle
District 7 - Maurice Mailes
District 8 - Jason Ruddick
District 9 - Jamey Cope