




A Touchstone Energy® Cooperative 

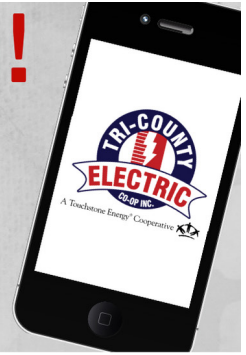
**“Taking Care of Our Member-Owners”**

# Member Information Bulletin

March 2021

## Get Connected!

Search "TCEC Connect" and download Tri-County Electric Co-op's Member app today!



## Winter Storm, Grid Crisis and your Bill

In mid-February, Texas experienced severe winter weather. Between February 13 and 19, Tri-County Electric Cooperative's wholesale power supplier, Brazos Electric Power Cooperative (Brazos), reported that its generating assets were also affected by the severe weather and failed to perform as expected, exposing its member cooperatives, including Tri-County Electric Cooperative, to high market prices for power.

### Here is what you need to know:

- ▶ You are only charged for the electricity you use. When you were out of power during the rotating outages, your meter was not turning and you will not be charged.
- ▶ You can track your electric use on your online member portal or through the app, TCEC Connect.
- ▶ As a distribution cooperative, we purchase power through Brazos, our generation and transmission cooperative. Brazos owns and operates generation in the Electric Reliability Council of Texas (ERCOT) grid and contracts for additional generation up and above what they generate so that all Brazos cooperative loads have power.

### What's my electric charge?

Most residential member bills have a single line item or "bundled" energy charge. For the month of February, members will see their kWh charge increase from 9.4 cents to 11.4 cents for 1,000 kWh.

Here is what's included in the residential electric charge:

- ▶ Monthly service charge: \$15
- ▶ kWh charge: kWh consumed x \$0.064
- ▶ PCRF: kWh consumed x \$0.035

February's PCRF includes the budgeted \$0.015 amount for PCRF plus the \$0.02 Brazos winter storm adder for a total PCRF of \$0.035 per kWh.

- ▶ Brazos announced a \$20 per megawatt-hour adder on February 23 due to the winter storm and grid crisis. This will affect member bills and increase the power cost recovery factor (PCRF) by 2 cents per kWh. A residential member using 1,000 kWh per month will see their bill increase from \$94 to \$114 (see sample bill on next page).

- ▶ Through all of this, our commitment to you remains the same. We are in this together and we will be honest and transparent about the information we receive from Brazos and ERCOT relating to the impacts of the winter storm. We will continue to fight for the best prices for our members.

- ▶ We will work with you to find the best solutions we can to help in these trying times by setting up payment arrangements, waiving late fees and postponing disconnects. Please contact your co-op by phone at 817-444-3201 or email at [customer\\_service@tcectexas.com](mailto:customer_service@tcectexas.com) if you need assistance.

**For updates, follow Tri-County Electric Cooperative on Facebook or watch our website.**

Facebook: TCECTexas

Web: [tcectexas.com/alert](http://tcectexas.com/alert)

# How to Read your Bill

**A** indicates your Account Number and Statement ID.

**B** shows your account information. If this is not correct, please let us know.

**C** indicates your last payment made and total from last bill.

**D** indicates your current bill charges. **Current bill charges for residential members include the \$15 monthly service charge, PCRf charge and kWh charge bundled as one item.** Some members may have city franchise fees and other applicable taxes and fees included in the line item or as a separate line item. Other line items may include outdoor lights and city taxes.

**E** shows your Account Balance, which is the total of current charges and anything owed from last month, current bill due date and if you are on Auto Pay.

**F** provides information on PCRf and the customer charge of \$15.00. **For the month of February, PCRf equals \$0.015 plus the \$0.02 Brazos winter storm adder for a total of \$0.035 per kWh.**

**G** shows dates of service and your meter number. This shows your previous reading and the reading at the end of the billing period and total kilowatt hours consumed during this billing period.

**H** shows your current and previous billing information and 13-month kilowatt usage history so you can watch trends and electric consumption.

**I** is the payment stub to be filled out and returned with mail-in payments or in-person payments.

## FEMA Assistance

Learn more at [fema.gov/disaster/4586](http://fema.gov/disaster/4586), including a state map by county, steps to apply for assistance, and small business resources.

## Stay Connected!

Follow us on Facebook and bookmark our winter storm and grid crisis alert webpage for up-to-date information. We are consistently updating the page and going live on Facebook with information for our members to stay connected.

Facebook: [TCECTexas](https://www.facebook.com/TCECTexas) | Web: [tcectexas.com/alert](http://tcectexas.com/alert)



Website Address: [www.tcectexas.com](http://www.tcectexas.com)  
Office hours: 8:00 AM - 5:00 PM Monday - Friday  
Please register questions and concerns about your bill prior to the due date.

Your Bill Account Number	1234567
Use when calling or writing	Statement ID: 11111111
Board District: District 15	

### ELECTRIC SERVICE

For: JOHN DOE  
Service Address: 1234 COOPERATIVE DR  
Azle TX 76020  
Map Location: 0123456789  
Telephone Number: (817) 444-1116

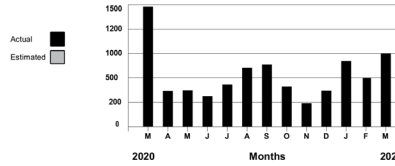
### ELECTRIC USE Meter Reading Information

KWH	Service	Reading	Prev	Pres	Mult	Rate	KWH	Read Type
8888888	01-26	02-23	0	1000	1	RES	1000	kWh

### G

Comparisons	Days Service	Total KWH	Avg KWH/Day
Current Billing Period	28	1000	36
Previous Billing Period	29	500	17
Same Period Last Year	31	1500	48

Average Monthly KWH: 1266  
This graph shows your kWh billed over the last 13 months



### C

Total From Last Bill 100.00  
02/15/21 Payment -- Thank You 100.00 CR

### D

Current Charges  
Sales Tax @ 1.25% - 03/01/21 1.47  
Electric Charge - 03/01/21 114.00

Account Balance Due Mar 17, 2021 115.47  
Termination Date for Current Amount is Apr 5, 2021

PCRf = \$0.0150 + Brazos winter storm adder of \$0.020 = \$0.035. The above electric charge includes a customer charge of \$15.00.  
To avoid a 5% late fee, please pay your bill prior to the due date. You can make payments and view account information 24/7 by accessing our web site at [www.TCECTEXAS.com](http://www.TCECTEXAS.com) or our automated pay-by-phone service by calling 817-444-3201. Power outages can also be reported to this number.

### F

Continued...

Keller District Office 4900 Keller Hicks Rd Fort Worth, TX 76244 (817) 431-1541 (817) 379-4703  
Seymour District Office 419 N. Main Seymour, TX 76380 (940) 888-3441  
Granbury District Office 1623 Weatherford Hwy Granbury, TX 76048 (817) 279-7010

Please detach stub and return with payment. Make check payable to TRI-COUNTY Electric Cooperative, Inc. TX26800F



JOHN DOE  
1234 COOPERATIVE DR  
AZLE TX 76020-1234

### I

Account Number	1234567
Current Amount Due	03/17/21 \$115.47

Please indicate change of address or phone number here  
Name \_\_\_\_\_ Phone Number \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zipcode \_\_\_\_\_

TRI-COUNTY ELECTRIC COOPERATIVE, INC  
PO BOX 961032 Cycle 1  
FORT WORTH TX 76161-0032

011547210000012345670100000012345

Texas homeowners and renters who have damage from the February winter storm may qualify for FEMA assistance.

### According to FEMA:

- ▶ Texans must contact their insurance agency prior to filing a claim with FEMA
- ▶ FEMA cannot reimburse Texans for food loss, but you can dial 211 to be connected with community organizations that may be able to assist.
- ▶ Eligible Texans can apply for assistance at [disasterassistance.gov](http://disasterassistance.gov).
- ▶ FEMA cannot provide assistance to match your insurance provider or cover your insurance deductible.



**TRI-COUNTY Electric Cooperative, Inc.**  
"Taking Care of our Member-Owners"

200 Bailey Ranch Road | Aledo, Texas 76008  
Phone: 817-444-3201 | Fax: 817-444-7679  
[www.tcectexas.com](http://www.tcectexas.com)

Azle ★ Keller ★ Granbury ★ Aledo ★ Seymour ★ Munday