



**MJM**  
ELECTRIC COOPERATIVE

**ALONG THE LINES**

Vol. 14, No. 1

January 2021

[www.mjmec.coop](http://www.mjmec.coop)

# *Paving the Way for Smoother Roads Ahead*

**2021 Power Moves Rebates**

p. 4&5

.....

**2021 Rate Change**

p. 8&9

.....



**YES!**  
You're getting Money Back  
on Your Electric Bill!

***\$500,000  
Returned!***

See pg 10 for  
more information

# 2021

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A Touchstone Energy® Cooperative

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**Holidays observed**

New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, day following Thanksgiving and Christmas Day.

**How to report an outage**

Call 217-707-6156. When you report an outage, give your name and location number. Before calling, check your fuses or circuit breakers. Check with your neighbors. Call to report hazardous conditions. Please do not report outages on Facebook.

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# MJM Receives Energy Efficiency Funds!



SAVE ENERGY, SAVE MONEY

On November 18, 2018, when the project for the new MJM headquarters first began, MJM applied for a REAP (Rural Energy for America Program) Grant. The REAP Grant is funded by the USDA and falls under the 2014 Farm Bill. This is an energy efficiency program, which, in MJM's case, applied to the installation of the geothermal/heat pump system in the new office building. On November 23, 2020, the request for grant approval was accepted and funds of \$19,933 were received.

We are always looking to find new ways that will help you manage your energy use such as through our energy efficiency program through Wabash Valley Power Alliance (WVPA) called Power Moves.



Not only do the members individually benefit, but MJM itself. With the building of the new headquarters, we were expecting to receive between \$25,000-\$30,000 in incentive rebates for roof and wall insulation, interior lighting, the office geothermal units and LED pole lights. Because of some upgrades to the lighting, heating, and insulation to what was previously planned, MJM received a total of \$37,650 in rebates!

Make sure you check out the Power Moves rebates for 2021. Also, WVPA is currently working on a Wi-Fi thermostat program for MJM to launch late Spring. Be on the lookout for that energy savings program, too!

## Member Trading Post

**FOR SALE:** Best Home Furnishing lift chair. Pebble in color, used less than 3 months. \$650 Call 217-971-5030

**FOR SALE:** 200 amp overhead meter loop per wired with breaker. \$200 Call 217-971-5030

To list your free ad, email brookeg@mjmec.coop, call 217-707-6156 or mail the ad to MJM Electric Cooperative, P.O. Box 80, Carlinville, IL 62626. Each ad will run for one month. Some restriction may apply. Thank you.





# POWER MOVES<sup>®</sup>

## 2021 RESIDENTIAL REBATE PROGRAM

### Geothermal Heat Pump (with Electric Backup)

- ▶ Water-to-air closed loop  $\geq$  17.1 EER /  $\geq$  3.6 COP
- ▶ Water-to-air open loop  $\geq$  21.1 EER /  $\geq$  4.1 COP
- ▶ Water-to-water closed loop  $\geq$  16.1 EER /  $\geq$  3.1 COP
- ▶ Water-to-water open loop  $\geq$  20.1 EER /  $\geq$  3.5 COP

**CLOSED LOOP, REPLACING:**  
*electric resistance, fossil fuel, or into new construction* \$1,500

**OPEN LOOP, REPLACING:**  
*electric resistance, fossil fuel, or into new construction* \$1,500

### Air Source Heat Pump (Whole Home)

- ▶ Electric Back-up
- ▶  $\geq$  16 SEER
- ▶  $\geq$  9 HSPF
- ▶  $\geq$  1.75 COP at 5° (Cold Climate ASHP only)
- ▶ Condenser and coil must be replaced and installed as a matched set

REPLACING:	COLD CLIMATE HEAT PUMP*	NON-COLD CLIMATE HEAT PUMP
<i>Electric Resistance heat</i>	\$1500	\$750
<i>Natural Gas, Propane, Fuel Oil Heat</i>	\$1500	\$750
<i>Air Source Heat Pump</i>	\$1500	\$250
<i>New Construction</i>	\$1500	N/A

### Air Source Heat Pump (Partial Home)

- ▶ Electric Back-up
- ▶  $\geq$  16 SEER
- ▶  $\geq$  9 HSPF
- ▶  $\geq$  1.75 COP at 5° (Cold Climate ASHP only)
- ▶ Condenser and coil must be replaced and installed as a matched set

REPLACING:	COLD CLIMATE HEAT PUMP*	NON-COLD CLIMATE HEAT PUMP
<i>Electric Resistance heat</i>	\$600	\$250
<i>Natural Gas, Propane, Fuel Oil Heat</i>	\$600	\$250
<i>Air Source Heat Pump</i>	\$600	\$250
<i>New Construction</i>	\$600	N/A

### Natural Gas, Propane, and Fuel Oil with Heat Pump - Split System (Ducted)

- ▶  $\geq$  16 SEER
- ▶  $\geq$  9.0 HSPF
- ▶  $\geq$  90 AFUE
- ▶ Condenser and coil must be replaced and installed as a matched set
- ▶ New system must heat and cool entire home

**REPLACING ELECTRIC RESISTANCE:**  
*electric furnace, ceiling cable, baseboard* \$500

**REPLACING FOSSIL FUEL AND CENTRAL AIR CONDITIONING** \$500

**NEW CONSTRUCTION** \$500

### Heat Pump Water Heater

- ▶ Minimum UEF of 2.0.

**REPLACING ELECTRIC RESISTANCE TANK** \$400

**REPLACING NATURAL GAS OR PROPANE WATER HEATER** \$400

**NEW CONSTRUCTION** \$400

### Variable Speed Pool Pump

▶ ENERGY STAR<sup>®</sup> **REPLACING EXISTING SINGLE STAGE POOL PUMP** \$250

### PURCHASE RECEIPTS REQUIRED FOR ALL REBATE APPLICATIONS.

AHRI Certificates required for all geothermal, air source heat pump, and heat pump water heater rebate applications.

Heat loss/heat gain calculations required for geothermal and air source heat pumps.

Failure to provide requested information may result in forfeiture of rebate.

All installations are subject to verification and/or inspection.

For full requirements, see applications.

**REBATE PROGRAM ENDS DEC. 31, 2021 AND IS SUBJECT TO CHANGE WITHOUT NOTICE.**

**Visit PowerMoves.com or call Brooke at 217-707-6028!**

# POWER MOVES<sup>®</sup>

## 2021 BUSINESS REBATE PROGRAM SUMMARY



### LIGHTING | Retrofit only

Fixture Type	Rebate/Fixture
▶ Corn Cobb E39 Mogul Base <i>(DLC Qualified Only)</i>	\$10-\$45 per lamp
▶ De-Lamping	\$.10 per watt reduced
▶ Occupancy Sensors	Up to \$20 per sensor
▶ LED Lighting	Up to \$125 per fixture
▶ LED Tubes <i>(DLC Qualified Only)</i>	\$3 - \$5 per tube

*Restrictions apply; please see application for complete program rules.*

### HVAC | Retrofit only

Units	Rebate/Ton
▶ Air Cooled Unitary Package AC and Split Systems	Up to \$75 per ton
▶ Air Source Heat Pumps	
▶ Ground Source Heat Pumps	Up to \$750 per ton
▶ VFDs (1-20 HP Motors)	\$100 per HP
▶ Chillers	Up to \$40 per ton

*Restrictions apply; please see application for complete program rules.*

### MISCELLANEOUS | Retrofit only

Units	Rebate/Ton
▶ Process VFDs (up to 200 HP)	\$80 per HP
▶ VFD Screw Air Compressor	\$60 per HP
▶ Compressed Air No-Loss Condensate Drain (up to 200 HP)	\$100 per drain

*Restrictions apply; please see application for complete program rules.*

### CUSTOM INCENTIVE PROGRAM

Don't see a rebate that applies to your project? Our custom rebate program may be just the thing for any verifiable energy-saving upgrades. Pre-approval required.

- ▶ **Lighting Projects:** \$.05 per kWh for the first year's kWh savings.
- ▶ **Non-lighting Projects:** \$.08 per kWh for the first year's kWh savings.

### NEW BUILDS

If you decide to build, or to undertake a major renovation, talk to us as soon as you start planning. We can help you choose systems and equipment that are best suited to your project and earn you the biggest incentives—before they start saving you money and energy.

Get started by filling out a Project Information Form at [PowerMoves.com](http://PowerMoves.com).

*In order to receive a rebate, equipment must meet our minimum efficiency standards. Please talk with our energy engineer about your project. This is for information purposes only and not a quote or guarantee of an incentive.*

Wabash Valley Power Alliance and its member co-ops give rebates for energy-efficiency upgrades in new or existing businesses.

#### WHAT IS THIS PROGRAM?

- ▶ Available to commercial and industrial co-op members.
- ▶ Offers rebates on energy-efficient equipment.
- ▶ Applies to upgrades to an existing facility or equipment for a new facility.
- ▶ Provides a set list of prescriptive measures that earn rebates and a custom program for measures that don't fall into our set list. Custom upgrades require program approval prior to equipment purchase.

#### WHO'S ELIGIBLE FOR A REBATE?

- ▶ Non-residential members of participating electric cooperatives.
- ▶ Visit [PowerMoves.com](http://PowerMoves.com) to find out whether your co-op participates.

#### WHAT'S THE REBATE LIMIT PER MEMBER?

- ▶ Prescriptive: \$25,000 per member per calendar year.
- ▶ Custom: \$50,000 per member per calendar year.

#### WHO RECEIVES THE PAYMENT?

- ▶ Checks are paid directly to the member.
- ▶ Payment may be made to Trade Ally with member approval.

#### WHAT'S A TRADE ALLY?

A Trade Ally is any contractor who:

- ▶ Sells or installs energy-efficient equipment.
- ▶ Assists customers with their rebate applications.

#### WHAT'S THE DEADLINE FOR APPLYING?

- ▶ Apply for a prescriptive rebate within 60 days from the project's completion.
- ▶ All custom projects require program approval prior to equipment purchase.

**Visit [PowerMoves.com](http://PowerMoves.com) to start the application process or find out more.**



# Charge Up at MJM!

MJM is excited to announce our installation of a Level 2 Chargepoint Charging station. This electric vehicle charging station is a Level 2 commercial charging station capable of charging 2 vehicles at once. The cost to charge is \$0.20 / kWh and it might take 3-5 hours to add 40 miles of range to a vehicle. ChargePoint is the world's leading electric vehicle (EV) charging network, with more than 118,300 public charging locations. They design, build and support all of the technology that powers this network, from charging station hardware to energy management software to a mobile app.

How do I start a charging session or use tap to charge?

There are three ways to start a charging session:

- Tap to charge. With the ChargePoint app installed, you can start a charging session by holding your phone over the reader symbol on the station. Make sure you have the app and are signed into your account.
  - iPhone: In the ChargePoint app, go to Menu, select Account and then Manage Cards. Pick "set it up," add your ChargePoint pass to Apple Wallet and tap your phone on the station to charge.
  - Android: Enable NFC, turn your phone screen on and tap your phone on the station to charge.



To use tap to charge, you'll need iPhone SE, 6, 6 Plus, 6S, 6S Plus, 7 and 7 Plus running iOS 10 or newer, Apple Watch Series 2, Series 1 and 1st generation or Android 4.4 or later with NFC.

- Start charging from the app. Choose the station and click the 'Start Charge' button.
- Use your ChargePoint card. Just tap your activated ChargePoint card (make sure to activate it) on the card reader symbol on the station. If you need help, call driver support at 1-888-758-4389. 🌈

*By Chris Franzen, IT Administrator*



## IT'S WET OUTSIDE. HOW CAN I SAFELY CHARGE MY ELECTRIC VEHICLE?



Charging stations and equipment are designed to be insulated and waterproofed. The car's electrical system is also resistant to water and dust particles.



The Society of Automotive Engineers designs electric vehicle equipment to safely charge in most weather conditions.



Always inspect charging equipment for signs of damage before using.



Don't cut corners when purchasing a Level 2 home charging system. Have it installed by a qualified electrician.



Always follow manufacturer's instructions when charging your electric vehicle.

# Santa Claus Came to MJM to Visit All the Nice Employees!



Ben Beckwith



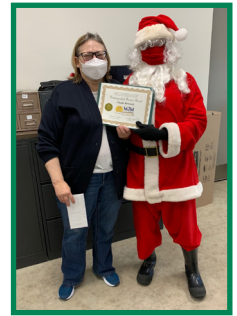
Joe Heyen



Conner Mitchell



Jacob Hamilton



Susie Bennett



Adam Crowe



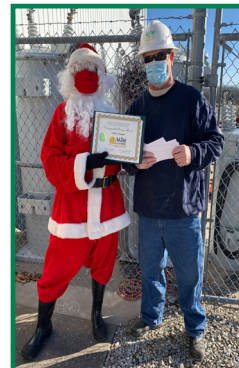
Chuck Lucyknow



Joe Miles



Dean Tepen



Pete Evans



John Halder

On an unseasonably warm December the 9<sup>th</sup>, Santa Claus and his helper, Elfie the Elf came to town! Santa and Elfie surprised the employees of MJM! Typically, MJM will host a Holiday Luncheon for employees and directors. This year is anything but typical which caused the Holiday Luncheon to be cancelled. That didn't stop Christmas cheer from roaring through the office as Santa made his way to deliver employee gifts and recognize those who have reached milestone years!

Congratulations to the following for their hard work and dedication:

- 5 years: Ben Beckwith – Plant Accountant, Joe Heyen – Director of Engineering and Operations, Conner Mitchell – Electronic Technician and Jacob Hamilton – Journeyman Lineman
- 10 Years: Laura Cutler – CEO/Manager (Playing Santa)
- 15 Years: Susie Bennett – Engineering Secretary and Adam Crowe – Line Foreman
- 20 Years: Chuck Lucyknow – Area Utility Leader and Joe Miles – Area Utility Leader
- 25 Years: Dean Tepen – Mechanic
- 35 Years: Pete Evans – Line Foreman and John Halder – Line Foreman

MJM and it's Members are fortunate to have you working for them. 🎅



Although this pandemic has put a damper on a lot of things this year, MJM Employees have done an outstanding job at staying positive. December 18th was National Ugly Christmas Sweater Day. A friendly competition took place as to who had the ugliest sweater. Photoed from left to right is Chris Franzen, Brenda Qualls, Brooke Gross, Gage Gwilliam, Susie Bennett, Kelly Bouillon, Laura Cutler and Jeremy Pattillo. Jeremy was voted for having the gaudiest Christmas sweater!

Ho  
Ho  
Ho

# 2021 Rate Change

At the December 23, 2020 MJM Board Meeting, it was decided that a rate change **would not** be made in taking another step towards establishing the realignment of the cost-based rates that went into effect January 2018. MJM understands the hardship that COVID-19 has placed on many of the MJM Members and is doing its part to keep rates stable for everyone another year.

The 2018 rate change was designed to redistribute the costs associated with serving each group of Members fairly and equitably. The goal has been to increase the Service Delivery Charge but decrease the Distribution Energy Charge to help alleviate the dependence of kWh sales to recover the fixed costs to run the Cooperative. To be clear, Members **WILL**

**NOT** see a change in 2021 to the Service Delivery Charge **NOR** the Distribution Energy Charge.

The Power Supplier Energy Charge is a pass through from Wabash Valley Power Alliance (WVPA), MJM's wholesale power supplier. WVPA, like MJM, understands the situation that its Coop Members face and worked very hard to keep its overall power costs stable for 2021.

MJM Members will actually see a **decrease** in their Power Supplier Energy Charge. Members who are billed demand will see an increase in their demand charge. While energy remains cheap, the demand portion of the wholesale power bill is continually on a rise due to the increase in transmission enhancement projects for improved reliability. 🌈

## Single-Phase Non Demand Non-Heat (Rate Class 1, 2, 3 & 4)

Service Delivery Charge	\$ 47.00	per month
Power Supplier Energy Charge	\$ 0.08245	per kWh
Distribution Energy Charge	\$ 0.02497	per kWh

## Three-Phase Non Demand Non-Heat (Rate Class 6, 7 & 8)

Service Delivery Charge	\$ 105.00	per month
Power Supplier Energy Charge	\$ 0.08245	per kWh
Distribution Energy Charge	\$ 0.02301	per kWh

## Single-Phase Electric Heat (Rate Class 5, 31, 32, 33, 37, 38, & 39)

Service Delivery Charge	\$ 47.00	per month
Power Supplier Energy Charge	\$ 0.08245	per kWh
Heating Energy Charge	\$ 0.046	per kWh
Distribution Energy Charge	\$ 0.02497	per kWh

## Three-Phase Electric Heat (Rate Class 34, 35, 36, 40 & 41)

Service Delivery Charge	\$ 105.00	per month
Power Supplier Energy Charge	\$ 0.08245	per kWh
Heating Energy Charge	\$ 0.046	per kWh
Distribution Energy Charge	\$ 0.02301	per kWh

## Single-Phase Large Power (Rate Class 9)

Service Delivery Charge	\$ 80.00	per month
Power Supplier Energy Charge	\$ 0.046	per kWh
Power Supplier Demand Charge	\$ 9.50	per kW
Distribution Energy Charge	\$ 0.03896	per kWh

## Three-Phase Large Power (Rate Class 10)

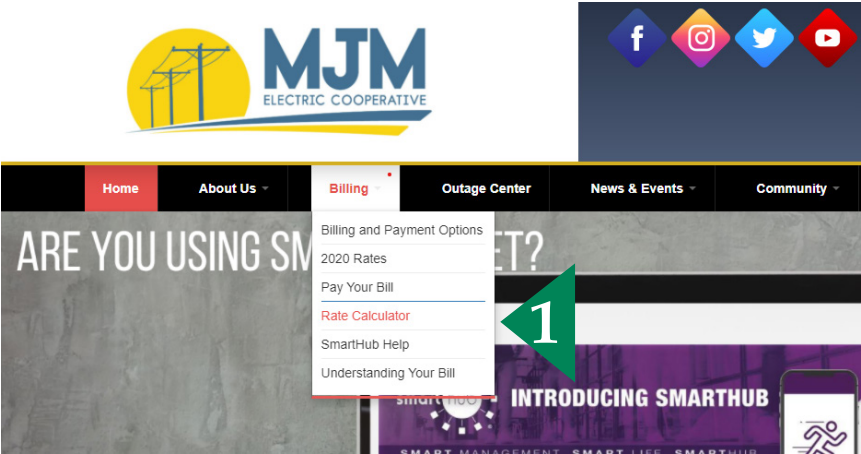
Service Delivery Charge	\$ 123.00	per month
Power Supplier Energy Charge	\$ 0.046	per kWh
Power Supplier Demand Charge	\$ 10.00	per kW
Distribution Energy Charge	\$ 0.041818	per kWh

*A rate change will take effect on January 1, 2021. The bill you receive in Feb. will show the billing period of 01/01/2021 - 01/31/2021 and be billed according to the stated rates above.*



# MJM Electric Cooperative Rate Calculator

Visit [www.mjmec.coop](http://www.mjmec.coop) and try out our rate calculator to compare how the rate restructuring will affect your account(s). Just have a copy of your past bill(s) and follow the steps below:



- Step 1: Visit [www.mjmec.coop](http://www.mjmec.coop) and under our Billing tab select Rate Calculator.
- Step 2: Using your bill, select your rate from the drop down menu.
- Step 3: Enter your Energy Usage (kWh).
- Step 4: Click the Calculate button.
- Step 5: View the Rate Comparisons.
- Step 6: Click the Start Over button to return to the Rate Calculator.

2 **What rate are you currently on?**

Rate 1 - Single Phase 25 KVA & Under

Energy Usage (kWh):

886

(required)

4 **Calculate**

3

5

OLD RATE STRUCTURE			
Charge Type	Rate	Chargeable	Charge
Service Delivery Charge			
Fixed	\$ 47.00	Fixed	\$ 47.00
Energy Charge			
Distribution Energy Charge - All kWhs	\$ 0.024970	886	\$ 22.12
Power Supplier Charge	\$ 0.08616	886	\$ 76.34
Demand Charge			
N/A			
<b>Total Bill</b>			<b>\$ 145.46</b>

NEW RATE STRUCTURE			
Charge Type	Rate	Chargeable	Charge
Service Delivery Charge			
Fixed	\$ 47.00	Fixed	\$ 47.00
Energy Charge			
Distribution Energy Charge - All kWhs	\$ 0.024970	886	\$ 22.12
Power Supplier Charge	\$ 0.08245	886	\$ 73.05
Demand Charge			
N/A			
<b>Total Bill</b>			<b>\$ 142.17</b>

6 **Start Over**

Difference Per Month	\$	-3.29
Difference Per Year	\$	-39.48




## A Solid Investment in Your Electric Co-op



As a Member of MJM, you make an investment in the Co-op every time you pay your bill. This collective investment in the Co-op benefits you and the community immediately and over time. So, what exactly is this monthly investment, and how do you benefit from it?

The *Service Delivery Charge* is a monthly investment that helps your Co-op cover the expenses of maintaining the overall electric system. Combatting cyber security threats and maintaining poles, wires, substations, and Co-op equipment takes strategic planning and significant resources. The *Service Delivery Charge* essentially ensures that all equipment operates properly, and staff is trained and ready, so the lights turn on when you need them.

Regardless of how much electricity a particular family uses, the cost of delivering power to that house is the same. As a not-for-profit Electric Cooperative, we believe the operational costs should be spread fairly and equitably across all of our Members, regardless of the level of electricity use. That is why every Member in each rate class pays the *Service Delivery Charge* each month to cover basic operational costs. Members are charged the same amount for the cost of operation since they benefit from the same service. In essence, this gives each MJM Member a share in MJM's operation.

Your monthly investment ensures you have access to safe, reliable, and affordable power when you need it. We appreciate and value the investment that you make in the Co-op each month, and we strive to use that investment wisely for the benefit of all Members of our community. 

## THE COOPERATIVE DIFFERENCE – MEMBER/OWNER

According to the 2020 Satisfaction Survey, the higher overall satisfaction was found in Members/Owners compared to customers. The survey showed that 31% of our Membership consider themselves a Member whereas 69% do not. So.... what's the difference?


The main difference between a Member Owned Utility (Co-op) and an Invested Owned Utility (IOU) is their business structure. A Co-op is owned by its Members who are also the consumers. A Co-op operates on a non-profit, cost-of-service basis. An IOU is owned by stockholders who may or may not be customers and who may or may not live in the service area and is a for-profit enterprise.

Another difference is that when cooperatives produce a margin – revenue that exceeds the cost of providing service – it's reserved as capital credits. The reserves are used to build and maintain the cooperative's infrastructure and facilities and to provide for other service needs. IOU's put their money to work and expect company growth to produce a return.

If 2020 wasn't weird enough, it also caused some unusual circumstances but fortunate ones for YOU the MEMBER! MJM's Members' demand for electricity was lower in general in 2020, especially in March and October. This leads to a better load factor and, essentially, a better billed rate from WVPA than MJM is historically used to. Thus, MJM benefited from higher margins than budgeted from the *Power Supplier Energy Charge*.



Because the *Power Supplier Energy Charge* is supposed to be a pass-through charge, instead of booking those margins for future years to be retired as capital credits, the MJM Board of Directors voted at the December 23<sup>rd</sup>, 2020, board meeting to make a refund to Members on their January 1, 2021 billing. Your refund is based on the amount of electricity you used in 2020. You will find your credit amount as a line item on your bill and it will be listed as **MARGIN REBATE**.

*This is a tangible benefit of being a Member of Your Co-op! You own us, and we are here to serve you!* 

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## Operation Round Up **Opt Out** Form

Name on Account: \_\_\_\_\_

Account Number(s): \_\_\_\_\_

Current Phone Number: \_\_\_\_\_



Please send OPT OUT form to MJM Electric, P.O. Box 80, Carlinville, IL, 62626 before Feb. 1st.

The graphic features the text "Operation Round Up" in a large, blue, cursive font. Below it, the text "to begin in 2021" is written in a bold, black, sans-serif font. The background is a light gray with a white, torn-paper-like border at the top and bottom. On the right side, there is a photograph of several people's hands stacked on top of each other, symbolizing teamwork and support.

# Operation Round Up to begin in 2021

Happy New Year! A happy one it will be as MJM steps the year off in the right direction with Operation Round Up (ORU). It's no question that 2020 has turned many communities upside down. But MJM can be a catalyst for good in assisting you in turning your community right side up!

The MJM Membership unanimously voted to launch ORU at the March 7th, 2020 annual meeting and chose the Opt-Out program because it would reap rewards for their communities at **an average donation of only \$6.00 per year per account**. Choosing an Opt-Out program might seem backwards to some, but this program is nationwide, and results have proven that there is nearly 70% participation if it's an "Opt-out" program compared to an "Opt-in" program where the success rate is only 10-20%. Plus, Members can opt in or out at any time.

ORU will begin with the billing statement you will receive in February 2021 for January's usage. Since Members are automatically enrolled in the program, if they do not want to participate, they may opt out. To opt-out, please fill out the form above and mail it to MJM Electric, P.O. Box 80, Carlinville, IL, 62626. To contact MJM about ORU, please call 217-707-6032 or email [roundup@mjmec.coop](mailto:roundup@mjmec.coop). When you call our ORU phone number, you will reach a voicemail to leave your information. With each form of contact, please include the name on the account, your account number(s), and a current phone number.

It's obvious that Members are ready to make this happen with the overwhelming, positive response welcoming this program. Members may also choose to contribute extra money each month in addition to the rounded-up amount. If so, please contact us via the above-mentioned means. We thank YOU for voting 'yes' at the March 2020 annual meeting which gives YOUR co-op this opportunity to assist in serving YOUR communities. REMEMBER.....you do not have to do anything if you wish to participate! 🎉

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# MJM Employees and Members' New Years Resolutions

## Employees:

We resolve that during the year 2021, we will always remember that -

A MEMBER ~ is the most important person in our Electric Cooperative.

A MEMBER ~ is part owner of our business, not an outsider.

A MEMBER ~ is not just an account number. A MEMBER is a flesh and blood human being with feelings and emotions just like our own.

A MEMBER ~ being human, is apt to blame the meter of the Cooperative for a high electric bill.

A MEMBER ~ is entitled to ask for information about their Cooperative. A MEMBER deserves a correct, definite answer to all inquiries.

A MEMBER ~ is entitled to the most courteous attention we can give them.

A MEMBER ~ doesn't understand our lingo. We will use terms for them to understand.

## Members:

I will update MJM when my contact information has changed so they can reach me with planned outage notifications or if a payment is missing.

Notify the office a few days beforehand when I want a special service, such as a connection, disconnection, service charge, etc.

Check my fuses and contact my neighbors to see if they have electric service before reporting an outage to the Cooperative office.

Cooperate with Cooperative staff when asked for permission to remove trees that endanger lines.

Treat Cooperative employees as I wish to be treated.

Learn and utilize MJM's free app SmartHub.

Attend the Cooperative's Annual Meeting that will be held in June.

Try to read MJM's "Along the Lines" monthly newsletter to learn more about what's happening at the Co-op.