

Contact HEARTLAND REMC

Office hours are 7:30 a.m. to 4:00 p.m. Monday through Friday

By telephone

260.758.3155

Toll-free 866-336-2492

811 to request an underground wire locate

866.336.2492 to report a power outage

By U.S. Mail

Heartland REMC

P.O. Box 605

Markle, Indiana 46770

By website & e-mail

www.heartlandremc.com

info@heartlandremc.com

About Your Heartland REMC

Corporate Mission Statement

The aim of Heartland Rural Electric Membership Corporation is to make electric energy available to its members at the lowest cost consistent with sound economic and good management practices.

Capital Credits

Heartland REMC is a member-owned, not-for-profit organization. At the end of each year, and after all operating expenses have been paid, the remaining margins are allocated to each member based on the amount of energy purchased. Upon approval by Heartland REMC's Board of Directors, a portion of these credits may be refunded to the member. Your capital credits remain on the books in your name and member number until they are retired. You should make sure that Heartland REMC always has your current mailing address.

The capital credits of a deceased member may be paid without waiting for a general retirement. However, estate payments are not automatic. A representative of the estate must request the credits by submitting an application with a copy of the death certificate. These applications will be considered by the Heartland REMC Board of Directors. If retirement is approved by the Board, a check will be issued to the estate the following year and the membership closed.

What is Touchstone Energy?

Touchstone Energy is a nationwide marketing alliance of electric cooperatives. Touchstone Energy represents a commitment to provide superior and responsive service to residential and business consumers. These cooperatives have pledged to operate with integrity, accountability, innovation, and a spirit of community awareness. For more information, visit our Touchstone Energy website at: www.touchstoneenergy.com

Annual Meeting

Each year, Heartland REMC hosts an annual meeting for its members and their immediate families. While only registered members can vote for directors, the meeting offers a variety of activities for the entire family. Directors elected at the meeting begin their tenure with the first regularly scheduled board meeting to follow and serve three-year terms.

Information about the upcoming annual meeting can be found in your monthly newsletter, through our website, and through social media.

The cooperative's business meeting, held as part of the annual meeting, is a good way to learn more about your electric provider. New information is provided on a variety of topics including changes in the political arena which could impact your electric bill. You will hear from your CEO and your Board President about the health of the REMC and the results of the director elections are announced. Although the business portion is the reason for the annual meeting, it is surrounded in many other activities for the members, such as a free lunch, entertainment, information booths, a kid's area, and so much more.

Paying Your Bill

Payment methods

We accept cash, checks, or money orders. You may also pay your bill with a VISA or MasterCard.

Where to pay

- You may pay your bill at one of our district offices during regular business hours (7:30 a.m. to 4:00 p.m.). You may also drop off your payment before or after-hours at the night deposit box outside each office. Note: Do not put cash or credit card information in the night deposit boxes.

Markle Office
4563 E Markle Rd
Markle, IN 46770

Wabash Office
350 Wedcor Avenue
Wabash, IN 46992

- If you wish to mail your payment, please send it to:

Heartland REMC
P.O. Box 605
Markle, Indiana 46770

- Heartland REMC offers the convenience of E-bill. Visit www.heartlandremc.com to sign up and pay your bill online.
- You may also pay your Heartland REMC bill through our mobile application. HREMC APP is available on both the Apple App Store and the Android Market.

Please pay promptly

Nobody likes disruption of electric service. Please be prompt with your payment each month. If your payment is delinquent and is not paid by the delinquent due date, we will be forced to disconnect your service, resulting in service charges. You may be subject to trip charges, a reconnection fee, an after-hours reconnection fee, plus a deposit. These charges must be paid before reconnection.

If you receive a disconnect notice, please contact our office before the date of disconnection as shown on your bill.

If a check is returned by your bank as "Insufficient Funds", your account will be assessed a return check charge and your electric service may be disconnected immediately resulting in additional charges.

In an attempt to utilize available technology in an efficient manner, your electric cooperative has implemented a remote program that will allow us to disconnect and/or reconnect your electric service without a Heartland employee being physically dispatched to your meter location. This technology allows more flexibility in the time management of Heartland employees; thus, benefiting all Heartland members. Please be aware this technology DOES NOT require that the Heartland member be at the meter site when a member is disconnected or reconnected, and power may be restored or disconnected at any time when pertinent conditions prevail.

Automatic Bill Payment

Convenient

Want to make life easier? Try the Heartland REMC automatic bill payment plan. It is the most convenient, dependable, and least expensive way to pay your bill.

What is the automatic bill payment plan?

It is a method of payment by which Heartland REMC automatically withdraws the payment for your electric bill from the bank account you have selected. Once you have signed up for the

plan, you will receive your monthly electric bill stating, "WILL BE PAID BY DRAFT". The bank drafts will be set up to withdraw funds from your bank account on the due date **except** when the date falls on a holiday or weekend. The payment is then processed the first business day following the holiday or weekend. To see if you qualify call the Heartland REMC office at 260-758-3155.

Budget Billing

Fixed payment plan

To even out the seasonal peaks and valleys of your monthly bill, Heartland REMC offers a fixed payment plan.

Under the fixed payment plan, Heartland REMC will bill you in eleven monthly installments equal to the average of your past monthly kilowatt usage. In the month of May, any credit or amount due will be reconciled. Your budget amount will be adjusted annually to more accurately reflect your actual usage.

When a given year is hotter and/or colder than normal, or when other factors change the kilowatt hour usage in your home, this plan may result in a higher-than-expected bill in the twelfth settlement month.

It is important to pay your bill on time when enrolled in the fixed payment plan. Late payments may result in the account being removed from the plan.

For more information on the qualifications needed to sign-up for the fixed payment plan contact the Heartland REMC office at 260-758-3155.

Additional Services

Security Lights

Members can lease dusk-to-dawn security lights from Heartland REMC for a nominal monthly fee. Please contact the office for more information.

Internet

Heartland REMC has partnered with Transworld Network to provide Internet Service.

You must be a Heartland REMC member to subscribe. For more information call: 888.704.7000.

Energy Advisor

Have a question about your energy usage?
Contact our Energy Advisors.

Heartland REMC Energy Advisors can help members understand the latest technology in electricity conservation. You can gain valuable help in making your home more energy efficient. You can even request a FREE energy audit of your home to find out ways you can save on your

electric bill. We can also give you tips on how to tighten your home to keep it more comfortable and save money at the same time.

Energy audits are best performed during winter and summer months when inside/outside temperature ranges are more pronounced, and air leaks and air infiltration are easier to detect.

Building a new home?

We can provide members information on the proper amount of insulation, air infiltration, proper venting, doors, and windows, and much more.

Power Outage

If your power is off

1. Check your fuses or circuit breakers.
2. If possible, check to see if your neighbors have power.
3. If the problem is with incoming Heartland REMC power, please call our outage number immediately.
4. DO NOT assume your neighbor has called.

To report an outage

Please call our toll-free 24-hour outage service at 1-866-336-2492.

Please have the following information ready when you report an outage

1. The name under which the service is listed
2. If possible, the location and account number shown on the bill
3. Your telephone number (in case we need to call you back)
4. The problem ... power completely out, lights dimming or flickering, etc.

Please be patient while our crews restore your power. We will work at the fastest and safest possible speed.

Operation Round Up

A community service program from Heartland REMC

When you permit Heartland REMC to round up your monthly electric bill to the next higher dollar amount, the extra pennies are used to provide financial assistance to community projects and organizations within our service area. When you combine your change with your neighbors', you can change lives. Using monthly donations from Heartland REMC members, we established a trust fund to make a big difference with your small change.

How does Operation Round Up work?

Those members who participate in Operation Round Up agree to have their electric bill rounded up each month to the next higher dollar amount. Those few cents each month are deposited in a separate account. For example, if your bill this month is \$81.75, the bill would automatically be rounded up to \$82.00, and the extra 25¢ would be deposited in the Heartland REMC Trust Fund. Each member's donation amounts to an average of \$6.00 per year.

Who distributes the funds and how are they distributed?

Donations to the Heartland REMC Trust Fund are granted by a group of members appointed by, but operating independently of the Heartland REMC Board of Directors. The Board appointed trustees meets on a regular basis to review the grant applications and make their selections.

100% of the Operation Round Up donations go back to the community. Heartland REMC pays the small administrative cost to run the program.

Do I have to participate in Operation Round Up?

The Operation Round Up program is voluntary.

Safety

Safety around electricity comes first at Heartland REMC, starting with the directors, management, and employees and passed onto all our members and their families.

Our line crews attend safety meetings monthly, and all employees routinely receive various types of safety training. We stage safety demonstrations at schools and even work with emergency crews on specialized situations they may encounter around energized lines.

A few safety tips from Heartland REMC:

- Supplemental heating equipment is the leading cause of home fires during cold weather. Always use caution with space heaters and other supplemental equipment.
- Always use extreme caution when working with electricity. Never attempt electrical repairs yourself. We recommend you call a competent electrical contractor to perform the work.
- **Never** attempt to attach generating equipment to your electrical lines. Always call your Heartland REMC before tampering with electrical lines for any reason.

Call before you dig

If you are planning to do any digging around your home or business, Indiana State Law requires that you contact the Indiana Underground Plant Protection Service at 811 at least two days before you dig.

Call 811 to request an underground wire locate.