



## NORRIS ELECTRIC COOPERATIVE

8543 North State Highway 130 | Newton IL 62448  
Office # 618-783-8765 | Fax # 618-783-3673

Dear Consumer:

We certainly want to welcome you on becoming a member of Norris Electric Cooperative if you have never received service with us before.

**Our By-Laws require that everyone receiving service from us be members of the cooperative. To continue receiving service, you must sign and return the enclosed membership application to us.** If you would like a copy of your membership application once it has been accepted, please let us know and we will be glad to mail it to you.

Below are a few simple suggestions to introduce you to some of our billing procedures.

A. Available payment options:

- Automatic Draft - processed during office hours and usually taken the day before the due date. Weekends and Holidays may delay the payment.
- Over the phone – we have an automated payment center
- Newton office location– we have an secure drop box by the main door
- Online Banking – an electronic payment will be sent from your bank
- Online with Norris – [www.norriselectric.com](http://www.norriselectric.com) - create a user id for account access. We also have a mobile app that can be used after the user id is established.
- Local Banks – you can drop off payment at select banks (contact us for a list). The payment can not be past due (noted in red text). The banks mail the payments to NEC, it is not posted to your account through the bank.

B. You can mail your payment to the address above. Please allow 5-10 days for delivery. A 5% penalty will be added after the past due date.

C. If your electricity goes off for any reason that you cannot repair yourself, such as a breaker or fuses going out, please call us to help. We have an afterhours number at 1-877-783-3221 24/7 including holidays.

D. A remote disconnect fee of \$25.00 shall be charged anytime a disconnect order is initiated on a delinquent electric bill. This account will be reconnected once the proper amount has been paid. If the service has been disconnected multiple times, a security deposit may be charged. The security deposit shall be either \$200 or \$400 based on the consumer's average bill for 60 days or credit history report.

If you have any questions, please contact us. We will be glad to help you.

Sincerely,

Norris Electric Cooperative

**Owned By Those We Serve**

A Touchstone Energy® Cooperative 

## You're a Co-op Member!

Norris Electric Cooperative is an electric cooperative, owned and governed by the 19,000 + households and businesses that use our services. Founded in 1938 to electrify rural areas, our service territory now touches 8 counties in Central/South Illinois and we maintain over 4,075 miles of power lines.

Unlike investor-owned utilities, we're a not-for-profit organization owned by members. We are committed to providing reliable and affordable energy.

Norris Electric is governed by a board of directors who are residential members of the cooperative and who represent specific counties within our service territory. We adhere to four key cooperative principles: accountability, integrity, innovation, and commitment to community.



## Membership Benefits

As a member-owner, you have a voice in the cooperative which enables you to vote on proposals and directors at Norris Electric's annual meeting each year.

You'll also receive a subscription to Illinois Country Living magazine, which contains our monthly member newsletter called Norris News.

You also have access to our local Energy Advisor, who can help you with your energy-related questions or concerns.

## Office Hours

Monday – Thursday

7:00am – 5:00pm

**1-877-783-8765**

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**1-877-783-3221**

All outages & after hours

24hrs/7 days

**For a full list of our services, visit  
our website at:**

[www.norriselectric.com](http://www.norriselectric.com)

# Resources for Members



Facebook



Norris Electric App

*Sign up with our mobile app and...*

- Pay your bill
- Set up notifications
- Review billing & payment history
- View usage graphs
- Report an outage



**8543 N St Hwy 130 - Newton, IL**

**877-783-8765**



Your Touchstone Energy® Cooperative  
*The power of human connections®*

## Payment Methods

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**Automatic Draft** – Each month NEC will automatically draft your checking or savings account the day before it is due. You will never have to worry about your bill again! Call the office for this convenient option.

**Bank on-line** – This option is set up by your bank. An electronic payment will be transferred to NEC from your bank.

**Over the Phone** – Make payments any time through our automated payment center.

**On-line Payments or Mobile App** – You can make payments on our website or download the Norris App through your App Store. For access, you need to create a NEW USER in the Online Bill Pay button on the website. Call the office if you have questions.



**Local Banks** – There are several local banks that will accept payments as long as it is not past due. Call the office to see if your bank participates in this service.

**Norris Electric Office** – Members are able to pay at the office during the hours of 7:00am to 5:00pm Monday thru Thursday. There is also a secure drop box at the door where you can leave payment if the office is closed.

**Mail** – Of course there is always the option of mailing your payment.

## Billing Options

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**Budget Billing** – Our budget billing plan allows equal monthly payments to members with 12 months of billing history. Budget billing accounts will be recalculated in May and November each year.

**Prepay Billing** – With prepaid billing, you pay for electricity how and when you choose. Purchasing electricity before you use it allows you to control your budget and pay how much you want, when you want. Instead of a monthly statement, your usage and balance are calculated daily. Track your usage by email, text or online and make payments by phone or online.

**Electric Heat Rate** – If a member has electric heat as a main source of heat, they have an option of electric heat rate. Call the office for saving comparisons and details about the value of our program.

## Outdoor Light Lights Outdoor

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**Security Light** - NEC offers security lights to be put on our poles for a small monthly fee starting at \$7.00. The cost covers installation, maintenance, and operation of the light.



## Useful Tools

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**E-Bills** – Members monthly bill can be sent to their email. This eliminates lost bills and late payments.

**Daily Usage Meter** – Members can view their daily/hourly electricity usage on our website. This is a tool that will help monitor electricity consumption.

**Outage Map** – Members are able to view our outage map on our website or Norris App. This gives members an idea of where the outages are and how many members are affected.



**Facebook/Twitter** – Be sure to like us on Facebook and Twitter to receive current outage information and Norris Electric news.



**Alerts and Reminders** – You can set up notifications through our website and mobile app.

- Due Date Reminder
- Past Due Date Alert
- Outage Alerts
- Additional alerts available on the website

**NORRIS ELECTRIC COOPERATIVE**  
NEWTON, ILLINOIS  
RATE SCHEDULE (Effective January 2014)  
SMALL SINGLE PHASE RATE

Facility Charge/Minimum Bill.....\$31.00 per month  
Rate for all KWH .....@10.78 c per KWH  
Plus Illinois Public Utilities Revenue Tax

**COLLECTION AND BILLING SCHEDULE**

If bill is not paid within the specified time, service will be disconnected for non-payment and a \$25.00 reconnection charge plus all amounts due must be paid at the time of reconnection. This amount may be paid in our office, by phone or to the lineman. Payment at outlying banks or online after disconnect is not allowed. No investigation as to whether or not bills have been paid will be instigated by Norris Electric Cooperative. A \$75.00 fee is charged if lineman reconnects service after regular working hours. If you have a remote disconnect meter, this meter can only be reconnected during business hours.

OFFICE HOURS: 7:00 AM TO 5:00 PM, MONDAY THRU THURSDAY  
CLOSED ON FRIDAY, SATURDAY, SUNDAY and HOLIDAYS  
TELEPHONE: (618) 783-8765 OR TOLL FREE 1-877-783-8765

**OUTAGE PROCEDURES: CHECK METER FOR DISPLAY AND IF METER IS NOT READING THEN REPORT OUTAGE IMMEDIATELY. CALL 1-877-783-3221 TO REPORT OUTAGES.**

When reporting an outage, please have your line number and pole number ready. You will find it in the lower left hand corner of your electric bill.

Please inform Norris Electric Cooperative of phone number and e-mail changes. This helps to identify your account during power outage restoration.

To keep current with information, follow us on **Facebook** or go to our website at: **[www.norriselectric.com](http://www.norriselectric.com)**.

## **CHECK BEFORE CALLING**

1. When power goes off check your meter for a display. If there is a numeric display on the meter, voltage is present and there is power to the meter. If there is not a display there is no voltage or power to the meter. Please call Norris Electric if the meter does not have a display at 1-877-783-3221. If the meter has a display, check your breakers or fuses below the meter. Next, check for tripped breakers or blown fuses in the disconnect panel in the house.
2. If a circuit breaker switch jumps to the “Off” position and will not remain in the “On” position when reset, leave it on the “Off” position. Disconnect all electrical appliances and try the switch again; if the switch stays on, connect your appliances, one by one, checking the switch after connecting each appliance. If you find that the switch jumps off after connecting a certain appliance, leave the appliance disconnected and have it checked by an electrician. If your circuit breaker switch will not stay on after disconnecting all appliances, leave the switch off and call an electrician.
3. If you see anything wrong anywhere along our main line, let Norris Electric know immediately. Be sure to give the line number of the nearest pole, or name of someone that lives nearby.
4. Never touch electric wires when on the ground—they may be dead, but if not, you may be dead.
5. Have all wiring done by a competent electrician with approved materials and according to specifications recommended by Norris Electric.
6. Do not hesitate to call Norris Electric, come by the office, or e-mail for information at any time. This is your Co-op. Its purpose is to serve you.

### **IF YOU MOVE**

Please contact the office with the following information:

1. Date you are moving.
2. Forwarding address.
3. Is service to be disconnected at the place you are leaving?
4. Have you sold or rented the property and to whom?
5. Name of new renter or owner if service is to be left on.

This information will avoid misunderstanding and save a lot of correspondence.

## **DISCONNECTION POLICY**

### **Hardship Cases**

If unable to pay because of extreme hardships and the electric bill becomes delinquent, the member may agree to sign up for debt management. With this option, 50% of the payment would be applied to the delinquent bill and the remaining 50% would be applied to the account. Once the bill is no longer in delinquent status the full payment will be applied to the member's account.

### **Non-Discontinuance of Service: Extreme Weather**

Norris Electric Cooperative members will not have electric service disconnected for non-payment of electric bills on days of Extreme Weather Temperatures (defined as temperatures above 90 degrees Fahrenheit and below 34 degrees Fahrenheit) as forecasted by the National Weather Service (NWS) for the area where the service is provided.

### **Non-Discontinuance of Service: Medical Emergency**

This procedure relates to the situation where a member is delinquent on paying their bill but indicates they have an existing serious illness that would be aggravated by the loss of electric service. If a member has an existing serious illness that would be aggravated by the loss of electric service, either short term or long term, and their account would normally be disconnected for non-pay, they may retain their electric service for up to thirty (30) days if the member complies with the following requirements:

1. The existing serious illness must be certified to Norris Electric Cooperative by a registered physician or local board of health. The certification shall be in writing on the form supplied by Norris Electric Cooperative. A copy of this form may be requested by contacting the Norris Electric Cooperative Headquarters in Newton, Illinois;

2. Certification by the certifying party shall be delivered to Norris Electric Cooperative within fourteen (14) days of the first notification to Norris Electric Cooperative of the existence of a serious illness;
3. Within the first thirty days, the member must enter into an agreement for the retirement of the unpaid balance of the account and keep the current account paid during the period that the unpaid balance is to be retired; and
4. In the event service is terminated within fourteen days prior to certification of illness by or for a qualifying resident, service shall be restored to that residence if a proper certification is thereafter made in accordance with the foregoing provisions.

If any of the requirements set forth above are not met, the service shall be disconnected immediately.

Once the account balance has been paid and the agreement fulfilled, the account shall be treated as any other current account. If the account becomes delinquent again, the same procedure shall be followed.

Nothing contained above hereof shall be construed to prevent discontinuance of service for reasons of safety, health or cooperation with civil authorities, or for reasons of maintenance or construction procedures deemed necessary or proper by Norris Electric Cooperative.