

# *McDonough Power Cooperative*

A Touchstone Energy® Cooperative



---

**1210 W. JACKSON STREET • P.O. BOX 352  
MACOMB, IL 61455**

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

FIND US ON FACEBOOK – MCDONOUGH POWER COOPERATIVE



**Business Phone: (309) 833-2101**  
7:00 a.m. – 4:00 p.m. Weekdays

**Emergency Service: (309) 837-1400**  
24 hours a day, 7 days a week

**Pay by Phone: (844) 656-4351**  
24 hours a day, 7 days a week

**ACCOUNT # \_\_\_\_\_**



Welcome new member!

We offer a warm welcome to you, the newest member of McDonough Power Cooperative. You have joined more than 5,000 other consumer-members who together own their electric utility company.

Your cooperative was organized in 1938 to provide electricity to rural people who couldn't get service from investor-owned or municipal utilities operating in the area. The cooperative's goal is to provide the best possible service at the lowest possible cost.

McDonough Power Cooperative is in the business of providing electricity and service...not making money. It's the extra service provided behind the power that sets the cooperative apart from the investor-owned and municipal utilities.

Please take some time to study the information provided. We think it will answer some questions and tell you something about your cooperative...and the important role you play in its operation.

If you have questions or concerns, or need assistance, please call or email the cooperative office. We are not only your power provider but also your friend and neighbor.

## **What is an electric cooperative?**

An electric cooperative is a member-owned and controlled utility, which provides electricity and associated services at cost to its consumer-members.

Electric cooperatives were established by rural pioneers all across the country in the later 1930's and early 1940's. Cooperatives like McDonough Power Cooperative brought electricity to rural areas that the investor-owned utilities wouldn't or couldn't serve, turning on the lights for farmers and rural residents.

Rural electrification was made possible by the Rural Electrification Administration, created by the executive order of President Franklin Delano Roosevelt on May 11, 1935, and later by enactment of the Rural Electrification Act of 1936 on May 29, 1936. REA made low interest loans available to bring the lines into the rural areas. The REA program took off and soon became so popular and successful that electric cooperatives became known as "REA's." Through reorganization of the Department of Agriculture, the REA in 1994 became the Rural Utilities Service.

Nearly 70 years later, electric cooperatives like McDonough Power are the primary provider of electricity in the rural areas of downstate Illinois. The cooperatives no longer serve just farmers in the diverse rural area – today the cooperative serves small businesses and industries, farms, residences, cabins and recreational homes. Because electricity was there, rural areas have developed.

McDonough Power Cooperative is one of over 950 electric cooperatives nationwide, providing service to member-owners at cost.

Cooperatives are governed by a unique form of democracy. Consumer-members, who own the cooperative, control it through the election of directors who represent their interests on the cooperative's board of directors.

Local control through a locally elected board of directors ensures all members an equal voice in the operation of their electric supply system. The one member – one vote concept is not only a right of all cooperative members...it's a responsibility.

## ***POLICIES***

---

### **BILLING STATEMENT**

Each month, around the 7<sup>th</sup>, you should receive a billing statement. Your energy bill is due and payable when it is received. Failure to receive a bill does not exempt you from monthly payment, late charges or disconnection. **Final day to pay the net amount is the 20<sup>th</sup>** of the month, unless the 20<sup>th</sup> falls on a weekend or a holiday. In that case, it may be paid the following regular workday.

### **WAYS TO PAY YOUR ELECTRIC BILL**

You have several easy, convenient ways to pay your bill. Choose the one that is best for you:

#### ***AUTOMATIC BANK DRAFT***

Have your payment automatically drafted from your bank account around the 15<sup>th</sup> of each month. You still receive a paper bill to review – it will be marked “Paid by Draft” to let you know that the amount has been paid.

#### ***AUTOMATIC CREDIT/DEBIT CARD DRAFT***

Draft your bill to a Visa, MasterCard or Discover. You still receive a paper bill to review. Cards will be drafted around the 15<sup>th</sup> of each month.

#### ***ONLINE BILL PAYMENT***

View and pay your bill online – visit us at [mcdonoughpower.com](http://mcdonoughpower.com) for details. Download the Smarthub app to pay from a mobile device.

#### ***PAY BY PHONE WITH A CREDIT/DEBIT CARD OR E-CHECK***

Pay by phone 24/7 with Visa, MasterCard, Discover or enter your checking account information by phone. Simply call (844) 656-4351.

#### ***MAIL***

We suggest mailing your payment at least 7 business days before the due date to ensure your payment arrives and is posted on time. Payment is not considered to have been made until it is received in our office.

#### ***DRIVE-UP PAYMENT BOX***

Conveniently located in front of our office at 1210 W. Jackson St. in Macomb. Payments may be dropped 24 hours a day, 7 days a week.

#### ***PAY IN PERSON***

Our office is open 7 a.m. – 4 p.m. weekdays.

## ***POLICIES***

---

### **ANNUAL MEETING OF MEMBERS**

The annual meeting of members shall be held once each calendar year at such time and place within a county served by the cooperative as selected by the board of directors. The meetings are for the purpose of informing the membership of the financial and operating condition and electing directors. More about the annual members' meeting and nominations for election of directors can be found in the bylaws.

### **BYLAWS**

McDonough Power Cooperative operates according to an adopted set of bylaws. The bylaws outline the procedures under which the cooperative serves its members and the responsibilities of its members to the cooperative. All members receive a copy of the bylaws upon becoming a member. Additional copies are available at the cooperative's office.

### **CONNECT CHARGE**

It is the policy of McDonough Power Cooperative to charge a connect fee for each connect made. If the location is already connected, there is a fee for the transfer of service. If connected during overtime, weekends or holiday, overtime charges will apply.

### **CONTINUITY OF SERVICE**

There is no such thing as a guarantee of continuity of electric service. This is not impossible but highly impractical. The cost factor involved would make your electric service cost prohibitive.

You should make plans to take care of items that depend upon electricity, should a severe storm cause a widespread outage. The cooperative assumes no liability for losses of any commodities due to an act of nature, acts of vandalism or disconnection of service due to nonpayment of power bill.

### **DAMAGE TO FACILITIES**

Where McDonough Power Cooperative's distribution and/or transmission facilities are damaged, actual cost of repair and/or replacement, minus salvage value, shall be charged to those responsible for such damage.

---

### **DEPOSITS**

A deposit may be required based on a credit risk rating. Deposits will be applied to the final energy bill upon discontinuance of service.

### **LOCATION OF UNDERGROUND FACILITIES**

Please call JULIE at 811 or 1-800-892-0123 for location of underground facilities up to the meter. Any locating past the meter is the responsibility of the member.

### **RETURNED CHECKS**

It is the policy of McDonough Power Cooperative to assess a return check service charge to members or individuals whose checks or automatic drafts are returned by a bank due to insufficient funds or other reasons. The cooperative will discontinue accepting personal checks of members who have had checks returned more than twice.

### **OPERATION ROUND UP**

One of our programs to benefit our communities is Operation Round Up. Operation Round Up is a voluntary program and is just what the name implies. McDonough Power will simply “round up” the electric bill of participating members to the next highest dollar.

- For example, a member’s monthly bill of \$52.73 would be automatically rounded up to \$53.00 with the additional 27 cents going to the Operation Round Up fund.

**Donations are tax deductible and members will see the total amount of their contribution on the last bill of the year.** The average annual contribution per member is approximately \$6.

The fund is used to benefit people and organizations for community service projects, education and youth programs, environmental projects, and emergency assistance within the McDonough Power service territory. The fund is not used to pay electric bills or support or oppose any political candidate or campaign.

Accounts are automatically enrolled in the program. If you do not wish to participate, please contact the office to opt out.

### **CAPITAL CREDITS**

McDonough Power operates as a not-for-profit business, owned by the member-consumers we serve. When you pay your bill each month, you are accumulating equity in your cooperative through capital credits allocation. Margins in excess of the cost to serve members are utilized as operating capital. When the cooperative realizes a positive margin (excess of income over expenses), the margins are allocated through a capital credits system according to each member's usage.

Members are assigned an individual capital credit account, separate from their billing account. Capital credits are refunded periodically when the board determines that it will not jeopardize the financial condition of the cooperative. You will receive an allocation notice each year that you have service with us. It is important that you keep your address up-to-date with us even if you move off our lines so that we can find you when a retirement is made.

### **DELINQUENT ACCOUNTS**

It is the policy of McDonough Power Cooperative to notify, by mail, those members who have unpaid or delinquent electric bills. The delinquent notice sent after the final due date on the bill; will state the amount owed and the date due for the delinquent bill.

If payment has not been received in the co-op office by the final due date on the delinquent notice, an employee will make a field collection trip to your location to make one final attempt to collect the amount due. If no payment is received at the time, electrical service will immediately be disconnected. There is a charge each time an employee is sent to your location on collection, disconnect or reconnect. Additional fees apply for overtime reconnection.

The cooperative may make a deferred payment plan available to those in dire emergencies to prevent disconnect of service for nonpayment. Members must come to the cooperative office to make these arrangements.

After service is disconnected, the member must pay the bill, in full, plus the reconnect fees at the cooperative office prior to the service being restored. A security deposit will also be assessed and added to the account.

## **IN CASE OF POWER FAILURE:**

**Power interruptions are usually infrequent and brief, but there are times, due to the weather and acts of nature, when your service will be interrupted.**

**When the power is off:**

- 1. Check the fuses or circuit breakers in your service box panel. If necessary, replace any fuses or reset the circuit breakers. Remember to check the primary cartridge fuses in the fuse box or main circuit breaker.**  
**At your location, you may have a breaker switch below your meter. Generally, these breakers are installed with pole-mounted meters. If the breaker switch is tripped, simply reset it into place.**
- 2. If you have no power at all, check with nearby neighbors to see if they are without power. This will help determine if the trouble is caused by the transformer serving you or if there is a line outage.**
- 3. If you have not found the trouble, call McDonough Power's EMERGENCY OUTAGE LINE AT (309) 837-1400.**  
**A dispatcher is available 24 hours a day, 7 days a week.**
- 4. To speed dispatching a service crew, report the name that the service is listed in, telephone number, account number or pole number and any pertinent information about the outage. (This information can be found on your billing statement.)**

## **Important information for Students and Renters**

- **Most landlords require that you have the electric service in your name during the full term of the lease. Check your lease or ask your landlord for details.**
- **If you are leaving for an extended period (i.e.: winter break, summer) it is still your responsibility to make sure your bill is paid. You may call our office to temporarily change your billing address or sign up to view and pay your bill online.**  
[www.mcdonoughpower.com](http://www.mcdonoughpower.com)
- **When you receive a power bill, it is for electricity that you have already consumed. Therefore, when you move out and schedule your power to be disconnected you will be responsible for a final bill. All unpaid balances are turned over to a collection agency after a period of time. Avoid harming your credit by paying your bills on time.**
- **You can find us on Facebook – McDonough Power Cooperative. In the event of a major outage, we will post information regarding affected areas, restoration efforts, etc.**
- **Often times we receive calls from students in regards to their bill. We have no way of knowing how you're using power or what is using it, we simply have a meter there to measure what is consumed. By making an appointment in our office we can analyze your consumption history with you to help you determine where you might be able to save money on your power bill.**
- **Don't forget to call us prior to moving out so that we can schedule to end your service. Otherwise, the service will remain in your name indefinitely and you will be responsible for paying the bill. You will be asked for a forwarding address so we can mail a final bill and possibly a refund check if a deposit was assessed.**
- **If a deposit was required to establish your account, it is applied to the final bill upon disconnect. If a credit balance remains, a check will be mailed to the primary account holder.**