

SOUTH CENTRAL INDIANA REMC MEMBER HANDBOOK



www.sciremc.com

Account Number: _____

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WELCOME TO SCI REMC

LETTER FROM CEO

Welcome to SCI REMC! We're glad you're on our lines. The SCI REMC team understands the important role we have with your family and in our community. We've been a trusted community partner for over 80 years, and it's those communities we serve that have shaped who we are today. And now that includes you, too. You're helping us make this area a better place to live, to raise a family, and to enjoy this wonderful place we call home.

From sending high school kids to tour our nation's capital to Operation RoundUp, a charitable initiative driven by member donations, we're working hard to give back to the people we serve. Learn more about our community-focused programs on our website at www.sciremc.com.

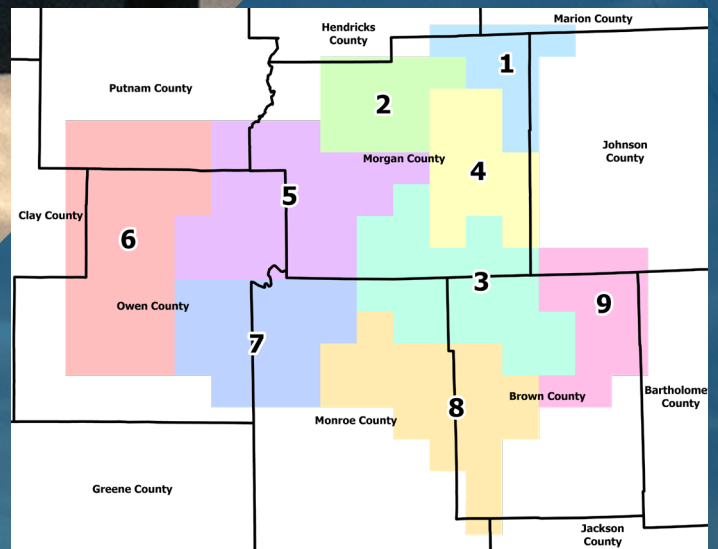
SCI REMC is different than other electric utilities. We're a not-for-profit cooperative owned by the members we serve. We encourage you to take a few minutes to browse your membership guide to learn more. Please call 800.264.7362 if you have any questions about your membership or our services.

Cooperatively,
James Tanneberger
President and CEO

BOARD OF DIRECTORS

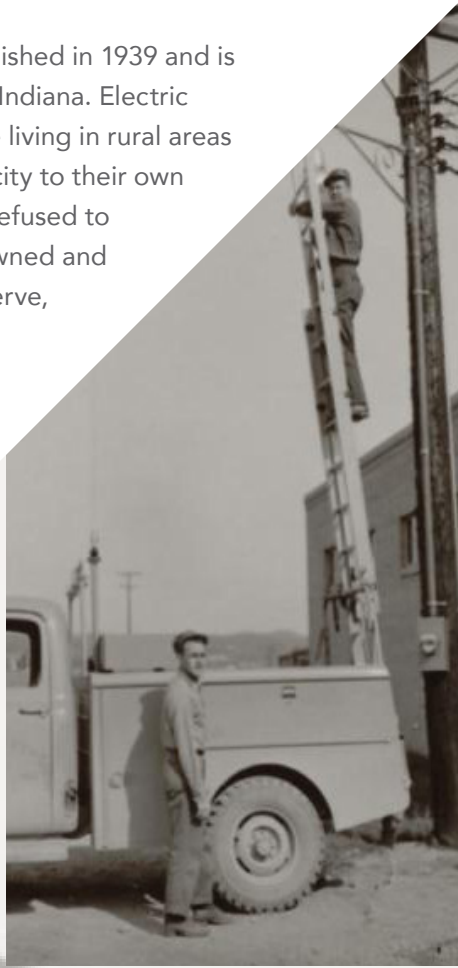
SCI REMC is owned by and operated for you. Each member of SCI REMC owns a portion of the business, and as an owner has a right in making decisions on how the business is operated. The Board of Directors represents you and your interests in the decision-making process at SCI REMC. The service territory of SCI REMC is split into districts with one director representing each district. To learn more about the SCI REMC Board of Directors, districts and bylaws please visit sciremc.com/board-directors.

DISTRICT MAP



ABOUT SCI REMC

South Central Indiana REMC was established in 1939 and is the largest rural electric cooperative in Indiana. Electric cooperatives were organized by people living in rural areas who banded together to supply electricity to their own homes, where investor-owned utilities refused to go (and still do). We are a non-profit, owned and operated by the 29,000 members we serve, across seven counties.



SCI REMC FACTS

- Largest of 38 electric distribution cooperatives in Indiana
- 34,000 meters in 7 counties; Morgan, Monroe, Brown, Owen, Putnam, Clay and Johnson
- Overseen by 9-Member Board of Directors
- Own and maintain 3,960 miles of line
- Employs 160 Hoosiers
- Total assets \$274 million
- Annual revenue \$89 million
- Member of National Rural Electric Cooperative Association (NRECA), Indiana Electric Cooperatives (IEC), Hoosier Energy
- SCI REMC stands for South Central Indiana Rural Electric Membership Corporation
- Incorporated June 24, 1939
- 2020 marked the 25th anniversary of Operation RoundUp, members have given more than \$3.8 million total back to the community

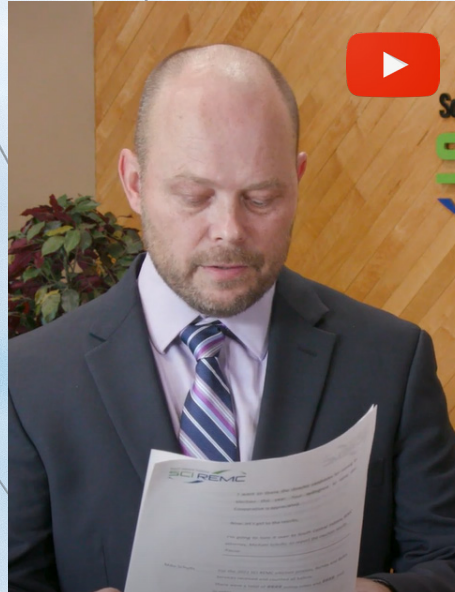
MEMBERSHIP PERKS



Emerging Technology

SCI REMC hosts various seminars and workshops for members to share new technologies and resources.

SCI REMC also has resources available on our website to help you learn more about emerging technology such as electric vehicles, solar panels and more!



Annual Meeting

Every fall, SCI REMC hosts a virtual Annual Member Meeting. These meetings allow members to be informed on cooperative business and vote for members running for the Board of Directors.

The virtual Annual Meeting can be watched on our YouTube channel, on our Facebook page or on our website.

JANUARY 2023
CO-OP CURRENT
 SOUTH CENTRE INDIANA REMC

WINTER STORM PREPAREDNESS
 It is never too early to begin planning and preparing your home for the winter months.

When winter arrives, Hoosiers are never sure of what to expect. Indiana winters include everything from heavy snows, to freezing rain, to ice storms — sometimes all in one day! All of those forms of winter weather can create electrical hazards.

That's why it is important to have a plan in place, especially during storms and outages. To better prepare for a power outage, your electric co-op recommends members keep a storm preparedness kit fully stocked. The basic supplies in this kit should include:

- Bottled water
- Non-perishable food
- Emergency blankets
- First aid kit/medication
- Flashlight
- Battery-operated or hand-crank radio
- Extra batteries
- Toilet paper

Now that your family is prepared for an outage, what should you do if the lights do go out?

Keep warm air in and cool air out by not opening doors to unheated rooms. Do not open doors to the outside unless necessary.

Sources: Electrical Safety Authority, Poplar Mechanics

OPERATION ROUNDUP NOW ACCEPTING APPLICATIONS
 Established in 1995, Operation Roundup began as an extension of the electric cooperative principle "neighbor helping neighbor." So far, SCI REMC has given \$3.5 million in grants to local not-for-profit organizations within the REMC's service territory. Apply now!

Application deadline: February 8, 2023. Apply now at www.sciremc.com/energy

SCI REMC Connect app
 conveniently manage your account

UPDATED WEBSITE AND APP DESIGN
 SCI REMC will be transitioning to a new website and app design. Our mission is to provide our members with a more user-friendly experience when navigating our app and website.

Be on the lookout when you visit www.sciremc.com or download the SCI Connect app.

South Centre Indiana REMC
 300 Morton Avenue
 Martinsville, IN 46151

South Centre Indiana REMC
 Local: 765.342.2344
 800.264.7362
 sciremc.com

To report an outage, visit www.sciremc.com and click "Report an Outage" or call 800.264.7362. To report a power outage, visit www.sciremc.com and click "Report an Outage" or call 800.264.7362.

South Centre Indiana REMC
 SCIREMC
 SCIREMC

Member Newsletter

The newsletter will keep you up-to-date with co-op stories, new products and services, member events, and more! Digital versions of the newsletter can be found at sciremc.com.

UNDERSTANDING YOUR BILL

1 Billing Summary

This section shows your account number, billing due date, total amount due and any potential late payment penalties.

2 Usage Chart

For most account types, this table shows electric usage by month in terms of kilowatt-hours used. This graph shows your consumption over the past 13 months.

3 Meter and Readings

This row presents your meter number, number of days in the billing cycle, meter readings, and Kwh usage.

4 Current Charges


This sections details current charges, including the basic service charge, recent payments, energy usage and taxes.

5 Operation RoundUp

Your electric bill is "rounded-up" to the next highest dollar amount. The extra cents go directly into a community fund that is administered by a board of trustees made up of representatives from the communities SCI REMC serves. For more information visit sciremc.com/roundup.

6 Important Account Information

This box will contain any messages, announcements, or important account specific information from your cooperative.



South Central Indiana
SCI REMC

1 Statement ID 123456789

Account Number 123456

Statement Date 02/15/2024

Current Charges \$272.00

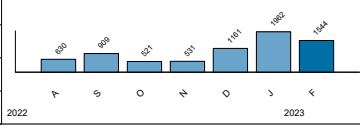
Due Date **03/05/2024**

Total Amount Due **\$272.00**

Amount After the 5th \$285.60

2 **KWH USAGE CHART (By Billing Statement Month)**

Average KWH Per Day	600
Current Month's	49
Previous Month's	63
Last Year	0




Residential & Farm Service Address: 1234 Any Road, Anytown, IN 46000

Account Number	Meter Number	Service Period From	To	Number Of Days	Meter Readings Prev	Pres	Usage
123456	1234567	01/10/2024	02/10/2024	31	71159	72703	1544 Kwh

3 Prior Billing Amount	\$282.00
4 Current Charges / Adjustments Payment --	Amount
Thank You	-282.00
Power You Consumed 1544 KWH @ .12738	196.67
Basic Service Charge	48.47
Power Cost Adjustment - 1544 KWH @ 0.0054	8.35
Indiana Sales Tax @ 7.00%	17.74
Operation Round Up	0.76
5 TOTAL CURRENT CHARGES	272.00

6 OSMOSE Utilities Inspectors will be working around Martinsville, Monrovia, Mooresville, Morgantown, Bloomington, Nashville, and Unionville areas. They will have ID and will talk to landowners when they enter property. Workers will be using ATVs and digging around poles to check for decay and wood rot.



South Central Indiana
SCI REMC

300 Morton Avenue Martinsville IN 46151

Statement ID 123456789

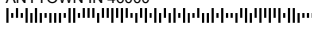

Account Number 123456

Current Charges Due by 03/05/2024 **\$272.00**

Current Charges Due After 03/05/2024 **\$285.60**

Amount Enclosed

7 SAMPLE MEMBER
1234 ANY ROAD
ANYTOWN IN 46000

7 Remittance Stub

The bottom of the statement is a tear-off remittance stub to be returned with your payment. You can also pay by phone, by mail, through our SCI Connect app or online at sciremc.com.

UNDERSTANDING YOUR BILL



Basic Service Charge

The basic service charge on your bill is a flat, monthly fee charged per meter, and it is not dependent on how much energy you use. The charge exists to cover the cost of bringing power to your meter, including such things as electrical wire, transformers, poles, maintenance and administrative costs, regardless of the amount of electricity you use.

Billing Cycles

SCI REMC utilizes a system of cycle billing for meter reading. This means that meters are read throughout the entire month, and bills are issued at four different times/cycles during the month. There are four cycle areas covered by SCI REMC with separate billing schedules:

Cycle 1 - area north and east of Martinsville Due Date: 28th

Cycle 2 - area south and southeast of Martinsville..... Due Date: 5th

Cycle 3 - area southwest of Martinsville Due Date: 12th

Cycle 4 - area northwest of Martinsville Due Date: 19th

Meter Reading

SCI REMC utilizes an automated meter reading (AMR) system that uses our power lines to remotely read customer meters, then transfers the data to our office. The benefits to our members include:

Lower meter reading costs | Reduction in operational costs | Improved member service due to the availability of daily meter readings | Reduction in the duration of power outages due to quick notification

PAYMENT OPTIONS

Choose the payment option that's right for you.

Pay online at billing.sciremc.com.

Download our SCI REMC Connect app. Along with paying your bill, you can also report an outage, view your usage and more!

Sign up for Auto Draft and SCI REMC will process your monthly payment from your selected credit card or bank account. Never have to remember a payment again.

Sign up today for paperless billing from SCI REMC! Once enrolled, you will automatically receive an e-mail each month with a link to your bill, at the same time of the month as you would normally receive your paper bill. eBill will save you time and money if you choose to pay online.

We accept the traditional check or money order payments, as well as cash during normal business hours (Please do not mail cash.) After hours, a drop box is available at our office.

Call our office 24 hours a day at 800.264.7362 to make an immediate payment via credit card, debit card, or check. (Be sure to have your account number ready.) We accept Visa, Master Card, and Discover Card.

Prepaid Electric

Prepaid Electric helps you control your budget by making payments into your account as you can afford to do so. Simply add money into your SCI REMC Prepaid Electric account online, over the phone, or in our office, as your account needs to be filled – like filling up your gas tank! To sign up, just call us or stop in our office. You will need to make an initial \$50 payment into your account to get the electricity flowing. No deposit is required for Prepaid, and members will not have late fees or disconnect/reconnect fees.

WAYS TO REPORT AN OUTAGE



Text us.

Sign up at sciremc.com/textpower.



Go online.

Use the button on our homepage at sciremc.com.



Download the app.

SCI REMC Connect



Call us.

800.264.7362 or 765.342.3344

BE AWARE OF DOWNED LINES

If you see a downed line, always assume it is energized and dangerous. Move away from the line and anything touching it, keeping a distance of 35 feet. The ground around downed power lines may be energized.

If you're in a vehicle, never drive over a downed line or through water that's touching the line. If a downed line is touching your car, stay in your vehicle and call 911 or SCI REMC to report it. Do not leave your vehicle until help arrives and de-energizes the line.

Remember to stay away from downed power lines and trees resting on or near the lines.

GETTING INVOLVED



CO-OPS SUPPORT YOUTH EDUCATION

College Scholarships

The John D. Rudd scholarship program encourages graduating high school seniors to further their educations. Funded entirely by voluntary contributions from our members, this scholarship program will provide up to five (5) \$1,000 scholarships for 2-year or vocational schools or 4-year colleges and universities.

Youth Tour

SCI REMC participates in the Indiana Rural Electric Youth Tour to Washington, D.C., which allows local teenagers to visit our nation's capital with an all-expense-paid trip to learn about the government and electric cooperatives.

Camp Kilowatt

This fun and unique camp experience for sixth-grade students going into seventh grade across Indiana. The camp takes place in the summer at Camp Tecumseh in Brookston, Indiana. Kids get the chance to learn more about energy while making new friends and enjoying fun activities and games.

Energy Explorers Day Camp

Students entering grades 4 through 6 can sign up for our FREE, fun, and educational 1-day camp. The students will learn the history of electric cooperatives, energy efficiency, power line safety, fiber internet, vegetation management and more!

www.sciremc.com/community/youth-programs

FIBER

HIGH-SPEED INTERNET FOR RURAL HOOSIERS



The SCI Fiber network is being built incrementally to ensure SCI REMC's members have access to affordable, reliable, high-speed internet. Over 1,400 miles of distribution and backbone fiber have been constructed since the project began in 2018.

To learn more about the SCI Fiber project, visit sciremc.com/fiber, where members can register and view construction updates.

Monthly High-Speed Internet Pricing

TIER 1	TIER 2	TIER 3	TIER 4
UP TO 50 mbps	UP TO 100 mbps	UP TO 500 mbps	UP TO 1,000 mbps
\$55 /mo	\$65 /mo	\$75 /mo	\$85 /mo
+\$8 Managed WiFi Fee	+\$8 Managed WiFi Fee	+\$8 Managed WiFi Fee	+\$8 Managed WiFi Fee

*Data rates are up to the advertised speed.

Residential Phone Service Plan

In addition to high-speed internet, SCI Fiber is also providing residential phone service.

add Phone for
\$30
/month*

*12-month service contract is required. Prices do not include applicable taxes & regulatory fees. Terms & conditions of service will apply.

EFFICIENCY SERVICES

As a member of SCI REMC, you are in a unique position to take advantage of energy efficiency incentives and advice offered by the cooperative. This can help you save money on your monthly electric bill.

Our energy advisor can help tell you more about the latest technologies for heating, cooling and lighting. This includes information about **Energy Assistance, Free Energy Audit Heat Pumps and Geothermals, Lighting/LED, Rebates and Credits** or **Solar Energy**.

To talk to our energy advisor call 800.264.7362.



START SAVING ENERGY TODAY

For more information on energy-saving tips, recycling & rebate programs at SCI REMC check out "Efficiency Services" at sciremc.com.

ENERGY EFFICIENCY BASED PROGRAMS

SCI REMC offers programs focused on saving our member's energy and money. Participating in these programs not only helps you but helps the entire cooperative with regulating energy grid usage.



SAFETY



SAFETY IS OUR CORNERSTONE

As part of our commitment to community, we provide education and information to our members and the public about how to prevent electricity-related accidents inside and outside the home.

Live Line Safety Demonstration

The Live Line demo is an eye-opening safety program for elementary through high schools, fire and police departments, farm safety or any organization interested in promoting safety. The audience will see firsthand what happens when trees fall through lines, balloons make contact with overhead equipment, and high voltage wires are downed on automobiles. The crew will effectively demonstrate what happens when an individual comes into contact with 7200 volts of electricity, which usually proves fatal. This display is constructed with the same transformers, line breakers, and hardware used by SCI REMC.

Tree Trimming

A tree close to a power line may come in contact with the line and eventually grow into it. You should never trim this tree yourself. If you feel that you have trees that need to be trimmed or removed because they are too close to our power lines, please call us, and we will work with you to resolve the problem.

If you're planning to dig, drill or excavate on your property, call 811.



Know what's below. 811 before you dig.

COOPERATIVE PRINCIPLES

1

Voluntary and Open Membership

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

2

Democratic Member Control

Cooperatives are democratic organizations where members have equal voting rights—one member, one vote.

3

Members' Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative.

4

Autonomy and Independence

If cooperatives enter into agreements with other organizations they do so on terms that ensure their autonomy.

5

Education, Training and Information

Cooperatives provide education about cooperatives for their members, elected representatives and the general public.

6

Cooperation Among Cooperatives

Cooperatives work together through local, national, regional and international structures.

7

Concern for Community

Cooperatives work for the sustainable development of their communities through policies accepted by their members.

MISSION

SCI REMC is a trusted cooperative serving our diverse communities with innovative energy solutions and life-enhancing services.



CALL CENTER

Available Monday - Friday

7:30 AM to 7 PM

800.264.7362

765.342.3344

LOCATION

300 Morton Avenue

Martinsville, IN 46151

Open Monday - Friday

7:30 AM to 4:30 PM



Follow us on
Facebook, Instagram,
and YouTube for
events, safety tips
and cooperative news.

