


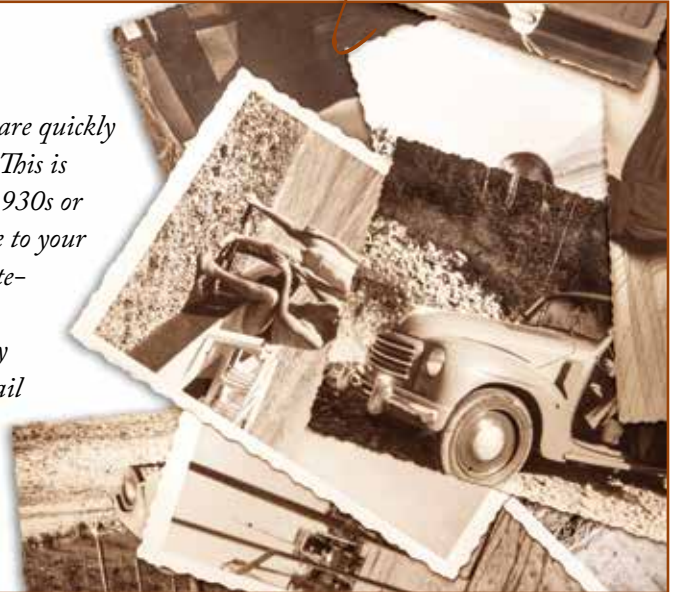
# Norris Electric

Your Touchstone Energy® Partner 

# News

## Tell Us Your Story!

*As Norris Electric is celebrating 80 years of service, we are quickly losing those people who remember the lights coming on. This is when electricity was first delivered to them in the late 1930s or early 1940s. If you remember when electricity first came to your area, we would like to hear from you. Tell us of the excitement. Tell us how your life was changed. Tell us if you or your relatives were instrumental in getting electricity to your area. Share your memories with our readers. Mail your story to: My Story, Norris Electric Cooperative, 8543 North State Hwy 130, Newton, IL 62448 or email to [questions@norriselectric.com](mailto:questions@norriselectric.com). We will print as many as space allows.*



### *Mildred (Allee) Weaver shares her story*

I was about 12 or 13 years old (summer of 1943 or 1944). We lived about 4 miles East of Birds, Ill., and then about a half mile south. Member Max Allee.

I remember the day only too well. I was helping do the laundry – running clothes through a wringer on the washing machine run by a gasoline motor.

I bent over to be able to see what the service man was doing. My head got too close to the wringer, it caught my hair, pulling my head toward the wringer, killing the motor. Needless to say, I screamed just as he flipped the switch. He told my mother I scared two years off his life.

I couldn't stand to comb my hair for several days.

My future in-laws lived about 2 or 3 miles west of us, and they did not have service until after I was married in July 1950.

### *My Story by Mary Arney Miller of Clark County, Ill.*

My age was 6 or 7. In the early 1940s electric poles were set along the road by my parent's farm 6 miles S.E. of Martinsville, Ill. When WWII broke out, wire was frozen, and we looked at the empty poles for several years. Just after the war, a new house was built, fully wired. For three months, we still used the old kerosene lamps.

My mother was in St. Louis helping her brother who was in the hospital. The night she came home, the passenger train made a special stop in Martinsville to let her off. When she arrived at the farm, every light in the house, barn and shed were brightly lit. Why she asked. Because she had said when we got electricity, she wanted every light on the farm turned on.



# Back Page

## 1 Payment Options

We accept payments through the mail, over the phone 24 hours a day and in person at our Newton office. For added convenience, ask about setting up an automatic draft from your checking or savings account.

## Norris Mobile App and Online Bill Pay (FREE)

Search for Norris Electric App in the app store. Online and mobile access allows you to manage your account and monitor your usage. Call our office to set up your online account.

## 2 Useful Tools

Members have the option to have their statements emailed to them the same day they are printed. Online access provides options to set up email and text message alerts along with payment reminders. Also see your daily usage and manage your energy usage. Our website offers outage map information to keep you informed of service interruptions. Like us on Facebook/Twitter to stay informed on how your Co-op is serving you and your community.

## 3 Update Account Information

The paystub information on the front page shows the current phone number we have on file. The home number is used as the primary contact number for your account. Making payments through our automated phone system can automatically link to the number you are calling from, if it is listed on your account, speeding up your payment process. Your cell number can be used to set up alerts and reminders. Listing your cell provider will ensure the text messages go out properly.

### QUESTIONS?

Call our office toll free 1-877-783-8765  
Monday thru Thursday, 7am - 5pm

Billing Questions: [billing@norriselectric.com](mailto:billing@norriselectric.com)  
Capital Credit Questions: [capitalcredits@norriselectric.com](mailto:capitalcredits@norriselectric.com)  
Internet Questions: [wildblue@norriselectric.com](mailto:wildblue@norriselectric.com)

AFTER HOURS NUMBER: 1-877-783-3221

### OUTAGE PRODECURES

- ✓ When your power goes off, check your meter.
- ✓ If the meter has a numeric display, check your breakers.
- ✓ If there is not a display on your meter, report the outage by texting or calling toll free 1-877-783-3221.
- ✓ If you call, please have the LINE\*POLE # information for the location that is out of power.
- ✓ To text, you must be registered through our website.

### USEFUL TOOLS

- E-Bills** - Members monthly bills can be sent to their email address. This eliminates lost bills and late payments.
- Daily Usage Charts** - Members can view their daily/hourly kWh usage on our website, but it will require a password. This tool will help monitor electricity consumption.
- Outage Map** - Members can view our outage map from our website. This gives our members an idea of where the outages are located and how many members are affected.
- Facebook/Twitter** - Be sure to like us on Facebook and Twitter to receive current outage information and news.
- Alerts and Reminders** - Members can receive a text or email when their bill is due or when a payment is received.

### 1 PAYMENT OPTIONS

#### AUTOMATIC DRAFT

Each month our office will automatically draft your checking or savings account the day before it is due. You will never have to worry about your bill again!

#### ONLINE PAYMENTS ON OUR WEBSITE

[www.norriselectric.com](http://www.norriselectric.com)  
Please call our office for a password.

#### PAY-IN-PERSON

Stop by our office at 8543 N St Hwy 130 in Newton, IL  
Monday through Thursday 7am to 5pm to pay in person.  
An after-hours drop box is also available.

#### PAY-BY-PHONE

Call our office at 877-783-8765 to pay 24 hours a day by check, credit card or debit card.

#### MOBILE APP

Download our app through your app store by searching for Norris Electric.  
Please call our office for a password.

#### MAIL

Mail payment to 8543 N St Hwy 130 - Newton, IL  
Please allow up to 10 days to receive the payment.

### PAST DUE AMOUNTS

The due date on your bill only applies to the current charges. Any past due amount should be paid immediately to prevent the possibility of having your service disconnected. If past due amounts are not paid, your service will be subject to disconnection, which could include additional charges. The disconnect date on your bill is the only notice you will receive.

### UPDATE YOUR ACCOUNT INFORMATION

If you are making a change, please check the box on the reverse side of this payment stub.  
**\*\* FOR ACCOUNT NAME CHANGES - PLEASE CALL THE OFFICE MONDAY THROUGH THURSDAY 7AM TO 5PM \*\***

Home Phone \_\_\_\_\_  
Cell Phone \_\_\_\_\_ Provider \_\_\_\_\_  
Email Address \_\_\_\_\_  
New Mailing Address \_\_\_\_\_  
City, State and Zip Code \_\_\_\_\_

**May is National Electrical Safety Month**  
This month, we encourage all members to take extra time to plug into safety.

**#ElectricalSafetyMonth**

# Our Directors

The map shows the following directors assigned to counties:

- Effingham County:** Gilbert Garbe
- Cumberland County:** Ted Helmink
- Clark County:** Justin Parcel
- Effingham County:** Gordon McClure
- Jasper County:** Dave Sheppard
- Crawford County:** Gary Buser
- Crawford County:** Kurt Holscher
- Richland County:** Dean Dietrich
- Lawrence County:** Ron Viehman
- Lawrence County:** Scott Weiss
- Wabash County:** Dan Strine

## Help us reduce your costs

**A**re you paying your electric or internet bill by credit card or debit card? Did you know that every time a credit or debit card is used, Norris Electric pays a fee? It is true. Norris Electric pays a percentage of the total amount charged to your card. In order to keep members' costs low, we encourage you to review other payment options.

- Mail your check to the office
- Set up recurring bank draft from your checking or savings account
- Make a payment at one of the convenient local banks

- Set up electronic payment from your bank to be transferred to Norris Electric
- Pay by e-check from our automated phone system
- Pay online with e-check at [www.norriselectric.com](http://www.norriselectric.com)
- Download the Norris app on your smartphone and pay by autopay or e-check
- Make check or cash payment in our office

Please contact the office to make changes that will reduce costs for everyone.