

Norris Electric

Your Touchstone Energy® Partner 

News

Local students represent Norris Electric during the nationwide Youth to Washington Tour

What do you get when 71 students from 27 Illinois electric and telephone cooperatives join more than 1,800 of their peers across the United States? You get the National Rural Electric Cooperative Association (NRECA) Youth to Washington Tour.

Two local students were selected from a diverse group of applicants to represent Norris Electric Cooperative to enjoy an all-expense paid trip to Washington, D.C. from June 8-15 as part of the annual Youth Tour.

The 2018 Youth Tour delegates from Norris Electric included Seth Bailey of Palestine and Arianna Goss of Sainte Marie.

The students toured Capitol Hill and met with U.S. Senator Dick Durbin and Congressman John Shimkus. They also visited historical and cultural sites including Arlington National Cemetery, the Supreme Court, Newseum, Royal Embassy of Saudi Arabia, a variety of memorials and the U.S. Capitol. Among fun activities the students enjoyed were the Marine Corps Sunset Parade, the Smithsonian Museum and an assembly of Youth Tour participants from across the nation.



Pictured from left – Arianna Goss, Congressman John Shimkus and Seth Bailey.

“Youth Tour is a great opportunity that changes these students’ lives,” says Tamara Phillips, manager of Norris Electric. “This experience helps prepare them for their futures.

After touring our nation’s capital, meeting congressional representatives and learning firsthand how our

government works, they return home with valuable knowledge and memories that will last a lifetime.”

Since 1964, the nation’s cooperative electric and telephone utilities have sponsored more than 60,000 high school students to visit Washington, D.C. To learn more about the Youth to Washington Tour, go to www.youthtour.coop.

Member Warning: Doxo.com

There is an online bill pay website that appears to be affiliated with Norris Electric Cooperative, but it is not. We are not in partnership with this company and have not authorized them to use our materials. Doxo.com is a third-party website that allows people to pay their electric bills via their site. However, doxo.com may charge the member extra fees, and

Norris Electric cannot control when we will receive the member payments from Doxo.com. This could potentially result in a late payment from the member or even disconnection due to non-payment.

Norris Electric offers secure online bill pay as well as other billing payment options, including a mobile site that makes it easy to view and pay

your electric bill with your smart phone or tablet.

Our members matter, and our promise is to continue to look out for you. That's why we've created options for paying your bill that are convenient, secure and trustworthy, and that's why we're asking our members to be alert about this issue.

Payment Methods

Norris Electric has several different payment options for our members. Check out the list below and select the best one to suit your lifestyle.

- **Automatic Draft** – Each month, Norris Electric 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 Online** – This option is set up by your bank. An electronic payment

will be transferred to Norris Electric from your bank.

- **Over the Phone** – You may choose to call the office anytime (during business hours or after hours) and pay your bill using our automated system.
- **Online Payments** – You can make secure payments on our website at www.norriselectric.com.
- **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 can pay at the office during the hours of 7 a.m. to 5 p.m. Monday through 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.

Your opinion matters to us!

Every other year, the Association of Illinois Electric Cooperatives (AIEC) conducts a statewide member survey project on our behalf. You may be randomly selected to participate in the project. You could receive the survey via mail, be given a link to complete the survey online or receive a telephone survey. People who complete the survey by one of the above-listed methods will be entered in a drawing to win a bill credit.

Neither the AIEC or the survey vendor, Inside Information, will not

ask for credit card information or sell or share your private information. They will provide us with the anonymous survey results, and we will evaluate the information that is gathered to help improve our service to you.

The more completed survey questionnaires we receive, the more accurate the information will be, so if you're selected to participate, please take the time to answer the short survey. We anticipate that survey questionnaires will be distributed in August and September.



Please contact us with any questions you may have about this.

Automatic Draft is one of our many options of payment methods. Each month, Norris Electric will automatically draft your checking or savings account the day before it is due. You will never have to worry about your bill again. If you would like to sign up for automatic draft, fill out the attached form and mail it in to the office...it is as simple as that!

Norris Electric Cooperative **Authorization Agreement for Direct Payments (ACH Debits)**

I (we) hereby authorize NORRIS ELECTRIC COOPERATIVE to initiate debit entries to my (our) Checking Account indicated below at the depository financial institution named below, hereafter call DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Depository

Name _____ Branch _____

Address _____

City _____ State _____ Zip _____

Routing Number _____ Account Number _____

This authorization is to remain in full force and effect until NORRIS ELECTRIC COOPERATIVE has received written notification from me (or either of us) of its termination in such time and in such manner as to afford NORRIS ELECTRIC COOPERATIVE and DEPOSITORY a reasonable opportunity to act on it.

Name(s) as it appears on checking account

(please print)

Signature(s) _____

Address _____

Call Back Phone Number if Bank doesn't Approve
Please include a void check with this agreement.

Office Use Only

Name on Electric Bill _____ Date _____

Billing Acct Number _____ Cycle _____

_____ Cycle _____

_____ Cycle _____

What is Grid Resiliency?

Resiliency of the grid is one of the most popular concepts being talked about in the electric industry today. This concept recently made headlines in the wake of Hurricanes Irma and Maria, which caused extraordinary damage to Puerto Rico's electric grid resulting in the longest sustained outage in U.S. history. Lack of resiliency became the go-to phrase to describe Puerto Rico's grid. Here in Illinois, what does grid resiliency mean for you?

Resiliency is many things – it's reliability in your electric service, it's our ability to efficiently restore your power, it's being able to meet the demands of new technology and it's how we serve you with various generation sources without skipping a beat. Ultimately, resiliency is how we deliver on our promise to improve the quality of life for our member-owners.

When it comes to having a resilient electric grid, it begins with a system that is designed and built to withstand high winds, powerful

storms, cybersecurity threats and other disruptions that could result in outages. A resilient grid is also flexible and adaptable by allowing different types of generation – such as wind, solar, coal and hydro – to seamlessly work together to provide you with safe and reliable power. The way our systems react to advancements in technology – from demand response investments to serving the needs of electric vehicles – all factor into the resiliency of our grid.

Resiliency is a 24/7, 365-days-a-year task. Whether it's the power lines, substations or generation facilities on our grid, it takes proactive maintenance and investment to keep them running smoothly. With thousands of consumers without power for months, the lack of resiliency in Puerto Rico's power grid wasn't solely caused by hurricane damage; it was the result of years of neglect in taking care of their system and preparing for a worst-case scenario.

In a similar way to how we maintain our vehicles with regular oil changes,

inspections and tire rotations, a grid must also be properly maintained. Throughout the year, we regularly conduct pole and line inspections. Our goal is to find a problem before it becomes one. For example, if we find a weak pole that has damage from termites, we replace that pole. Doing so ensures that pole is as strong – or as resilient – as it can be.

Living in Illinois, we know that significant power outages can occur, especially as we enter spring and summer storm season. We're at the mercy of Mother Nature, and we have confidence in the resiliency of our system to recover from the situation with as little disruption as possible.

In the dictionary, resilience is defined as “the ability to bounce back, recover quickly and go back into shape or position after being stretched.” When it comes to providing our member-owners with resilient service, this is what we work toward – day in and day out!

The village of Dieterich, Ill. is celebrating their **QUASQUICENTENNIAL** August 17 – 19, 2018 at Dieterich Liberty Park.

Norris Electric is joining in on the fun.

Norris Electric will be hosting bucket rides Saturday, August 18 from 1 p.m. – 4 p.m. (weather permitting).

Norris Electric is also sponsoring Touchstone Energy Hot Air Balloon Tethered Rides (weather permitting) on Sunday, August 19 from 5 p.m. – 8 p.m.



Come join in on the fun...hope to see you there.

Check out Dieterich's Quasquicentennial Celebration Facebook page for detailed event information.