



A Touchstone Energy® Cooperative 

MIDSTATE CONNECTION

Office Hours: 7:00 am-5:30 pm, Monday-Thursday
Closed Fridays & Holidays

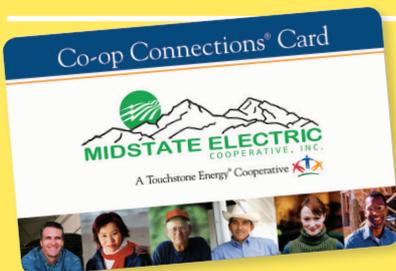
Business Hours: 541-536-2126
After Hours Outages: 800-752-5935

Operation Round Up®

You can support worthwhile projects in MEC's service area by rounding up your monthly electric bill to the next whole dollar. Every penny donated is used to support charitable causes and nonprofit community services and programs.



Are you in Operation Round Up®? If not, call 541-536-2126 option 3 to sign up. Single donations are welcome. Simply mail a separate check, indicating it is for Operation Round Up® to PO Box 127, La Pine, OR 97739.



Touchstone Energy® Co-op Connections® Update

The Co-op Connections Card is a money-saving member benefit program that provides valuable local and national discounts. The most widely used benefit of the card, the pharmacy discount, has saved members \$1,008,093 since June 2009.

For more information or if you need a Co-op Connections Card, call 541-536-2126 option 5.



Message from General Manager, Dave Schneider

Midstate Electric Cooperative continues to monitor and follow the advice from the Centers for Disease Control (CDC), World Health Organization (WHO) and our state and local government in protecting one another from contracting and spreading COVID-19. We are implementing lessons learned from others to slow the spread of the virus.

Lobby Closed to Public

In response to the Governor's actions to contain the spread of COVID-19, we have closed our office lobby to the public, but rest assured we are still open for business. COVID-19 may necessitate changes in how we interact, but it will not change what we do. Line crews will still respond to outages, work will continue with service orders, bills will still be processed and mailed, and you can still speak to our employees regarding any questions or concerns about your bill or service by calling 541-536-2126.

Although our payment kiosk and drop box are available at the office, I would encourage you to consider other payment options to avoid leaving the safety of your home. Payments can be made by calling 541-536-2126 option 2 or by managing your account via SmartHub (standard billing) or MyUsage (prepaid billing) on our website, www.mse.coop. If you need help, give us a call and one of our member service representatives will walk you through it.

Disconnects and Payment Assistance

MEC has suspended late fees and disconnection of service for both our standard and prepaid member accounts. Members will still be responsible for paying for the energy used but will have time to work with us during this difficult time. If you are having trouble paying your bill, please call us at 541-536-2126 for available options including community assistance programs.

In the spirit of the community working together, members wanting to help others affected financially by the COVID-19 can contribute to MEC's Relief Fund by giving

us a call. These funds help members that are having trouble paying their power bills.

Keeping the Lights On

The key to keeping the lights on is healthy employees. We are thankful no one at MEC has tested positive for COVID-19. We continue to follow preventative measures to decrease the risk.

The line crews have been separated from other employees and even from each other to limit possible spread of the virus. Crewmen have been assigned to permanent crews and are reporting to separate locations at the headquarters

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facility or taking trucks home at night and reporting directly to the job site. When not enough company vehicles are available to ensure the CDC recommended social spacing, crewmen are being paid mileage to use personal vehicles.

Separation of the office employees for social distancing has taken place. To the extent possible, employees are working from home. For employees unable to work from home due to technical and corporal limitations, we have established working areas per CDC guidelines, and cleaning and sanitizing procedures have been increased.

Please take care, stay well and know that we will continue to operate and provide the highest-quality service possible.

Thank you for your continued support through this difficult time. We will keep your lights on.



Holiday Closing for Memorial Day, Monday, May 25

Friends Stay Connected



No In-Person Annual Membership Meeting Will be Held

The following letter will be mailed to the entire membership in May:

Dear Member:

The Board of Directors of Midstate Electric Cooperative (MEC) has changed how the co-op will hold the 2020 Annual Meeting of its membership. In compliance with the Governor's mandates limiting travel and meetings to protect citizens from the COVID-19 virus, there will be no in-person meeting of the membership that had been scheduled for May 9.

MEC's bylaws require a meeting of the membership in April or May and an election of the Board of Directors. For purposes of the election, MEC will hold a limited meeting after the regular Board of Director meeting on May 26. Board elections will take place by mailed-in ballot only. Ballots will be sent to the membership in May. Ballots returned by the morning of May 26 will be counted.

In lieu of the traditional in-person gathering of the membership, the counting of the ballots for election of the Directors will take

place after the regular Board of Director meeting in May. The results of the election will be posted on MEC's website. The Annual Auditor's Report will be published in the Ruralite Magazine. There will be no other business matters or actions taken at the limited annual meeting other than those necessary for the election of the Directors.

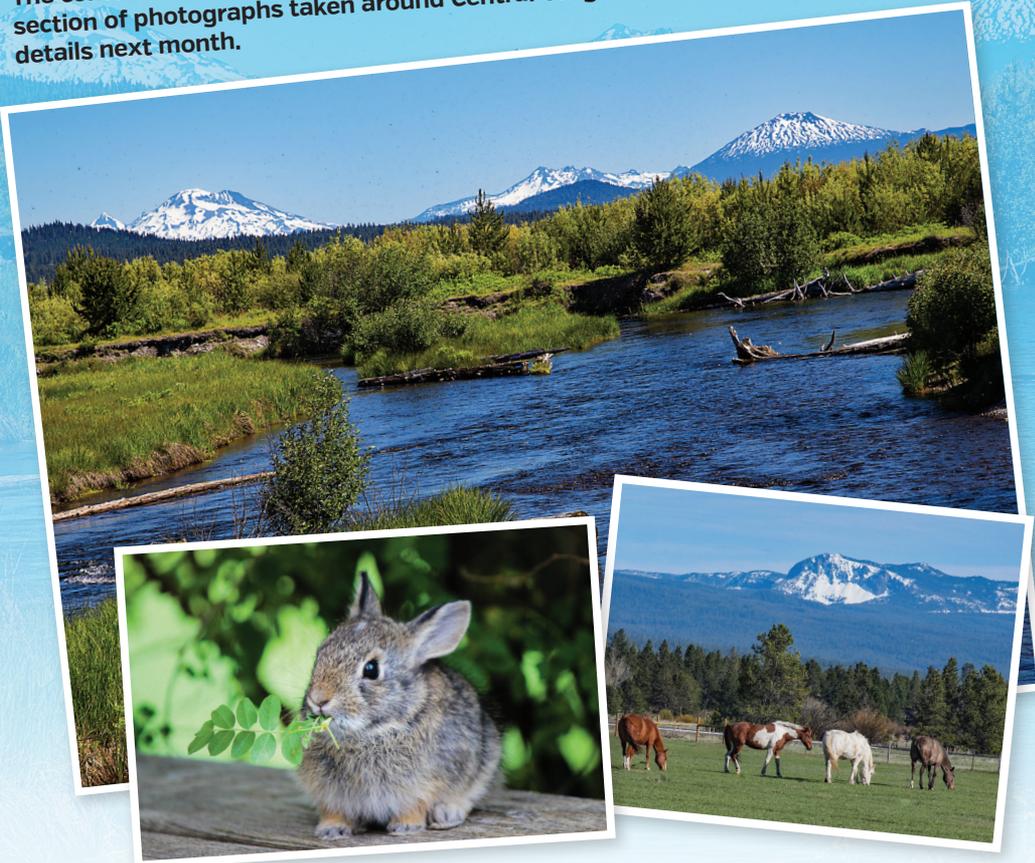
The entire Board is deeply saddened to have to cancel the public gathering portion of our Annual Meeting for the first time in our cooperative's history. It's a tradition we look forward to each year.

We encourage all members to stay home, stay safe and to keep our democratic processes strong by voting for your Board of Directors by mail.

Thank you,
Vic Russell
Secretary-Treasurer

Be on the Lookout for a GREAT SHOT!

The MEC 2020 Member Calendar Photo Contest Begins in June. The contest theme for this year will be an open theme which allows for a nice cross section of photographs taken around Central Oregon. Watch for complete rules and details next month.



MEC's Scholarship Program Deadline

EXTENDED

Due to school closures due to COVID-19 and counselors/staffs attention focused on online/distance learning platforms, the 2020 scholarship application process has been extended to Monday, June 1. The application is available at www.mse.coop.

For additional information, call 541-536-2126 option 5.



The Center of Member Engagement

Manage your electric account 24/7 by accessing SmartHub at www.mse.coop.

With SmartHub, you can:

- Pay your bill online
- Monitor energy use
- View billing history
- Receive notifications via email or text message
- Report outages and track outage restoration progress
- Check MECs news feed

