



MIDSTATE CONNECTION

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

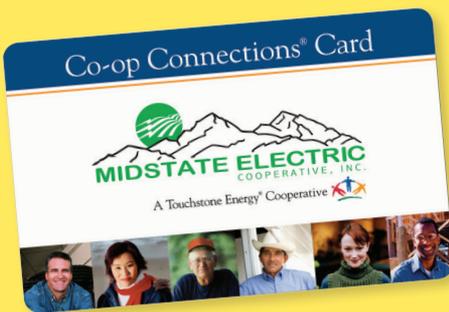
Business Hours: 541-536-2126
After Hours Outages: 800-752-5935

Operation Round Up®

MEC members can support worth-while projects throughout the co-op's service area by rounding up their 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. Specific dollar amounts added to your monthly electric bill and one-time donations by cash, check or debit card are welcome.



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 \$1,008,930 since June 2009.

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

MESSAGE FROM THE GENERAL MANAGER

As an electric cooperative, our top priority is to provide safe, affordable, and reliable power to our consumer-members.

Because we are a co-op, our mission is to enrich the lives of our members and serve the long-term interests of our communities--and this mission has never been more critical than in recent months. One of the seven principles that guides all co-ops is "concern for community." To me, this principle is the essential DNA of Midstate Electric Cooperative and it sets us apart from other electric utilities.

October is National Co-op Month, and electric cooperatives across the country are highlighting the many ways we "Power On." Keeping this theme in mind, I recognize the essential role we play in serving our communities.

Who would have fathomed in March, that the novel coronavirus [COVID-19] would have such an unprecedented effect on our communities and our nation? The changing circumstances due to the pandemic have created challenges in the way we have been able to operate.

As an essential service, and to ensure reliability of your power supply, we modified our operations to safeguard business continuity. Our line crews were separated from other employees and even from each other. Crewmen were assigned to permanent crews and report to separate locations at the headquarters facility. Separation of office employees for social distancing took place. To the extent possible, employees are working from home. For employees unable to work from home due to technical and corporal limitations, working areas were established per CDC guidelines. We also temporarily closed our lobby to the public to ensure the health and safety of our employees and our members. In addition, we made the difficult decision to cancel

our in-person annual meeting. For the health and safety of everyone, we believe these measures were prudent courses of action.

Even though COVID-19 required changes in how we were able to interact, it did not change what we do. Line crews still respond to outages, work continues with service orders, bills are processed and mailed, and our employees are available to answer your questions and concerns during business hours at 541-536-2126.

In support of our members impacted by COVID-19, MEC temporarily suspended late fees and disconnections. We worked with members to receive energy-assistance from local agencies and have helped them with special payment plans. We also offered payment assistance through our RELIEF FUND—a fund made possible through member/employee kind donations.

I remind you of these efforts not to boast about MEC but to explain how much we care about our members and communities. We have seen other local businesses rise to meet similar challenges during this time, because that is what communities do. While the challenges caused by COVID-19 have been daunting, I am inspired to see how everyone is pulling together.

Thank you for your continued support. We will continue to "Power On".



Dave Schneider,
General Manager

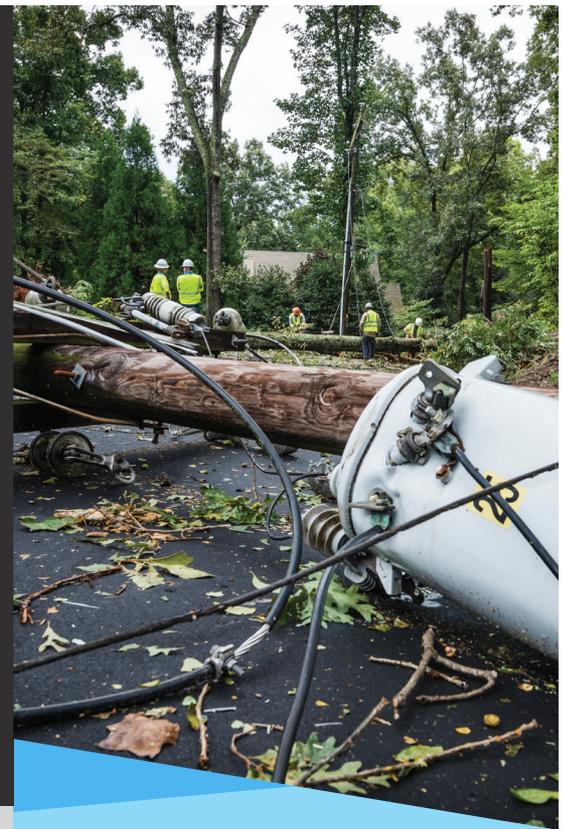
Friends Stay Connected



Then. Now. Always.
We're proud to power your life.
October is National Co-op Month.



#PowerOn



SAFETY REMINDER

Fall is upon us and winter is just around the corner. Winter weather increases the chance of downed power lines.

If you see a downed power line, keep yourself and others away. Do not ever try to help by moving downed wires or cutting trees off power lines. If a power line is blocking the entrance to your driveway, do not attempt to drive over it.

Immediately report downed power lines by calling 911 and then MEC at 800-752-5935.

Join MEC in celebrating by entering the Co-op Month Contest – 2 Ways to Win

Complete this coupon and return it to MEC by November 9, 2020 to be entered into a drawing for a \$100 electric bill credit.

Return to: MEC Marketing Department, PO Box 127, La Pine, OR 97739

Winners will be notified.

✂

CO-OP MONTH CONTEST

Name _____ Phone _____ MEC Account # _____

Address _____

_____ City _____ State _____ Zip Code _____

Or LIKE US on Facebook during the month of October to be entered into a weekly drawing for a \$100 electric bill credit. One credit will be awarded per week to a member who has LIKED US on Facebook.

9 \$100 Credits will be Awarded – 5 Coupon Winners AND 4 Facebook Winners

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



Congratulations!

2021 Member Calendar Contest Winners



Cover- Harvey Barragar

January
Michelle Corse

February
Cambria Ann Nofziger

March
Mike Gardelius

April
Theron Johnson

May
Eric Nelson

June
Stephen Brons

July
Wes Perrin

August
Andrea Wampler

September
Carolyn Waissman

October
Shelly Couch

November
Gloria Cone

December
Harvey Barragar

- Thank you to all who entered this year's contest. -