Welcome to Umatilla Electric Cooperative!

Inside, you will learn about the benefits of being a cooperative member, how the cooperative is managed and how you can share in its success.

Our access to public preference power helps keep your electric bills among the nation’s lowest, and our carbon-free energy sources protect the environment today and for future generations.

As a not-for-profit corporation, UEC returns money to our cooperative membership as part of our “Capital Credits” program. We have been returning money to our members annually since 1960.

As a corporate citizen and a business owned solely by our members, we believe in making meaningful investments in our home communities.

Electric cooperatives have a long history of providing reliable service at the least possible cost to rural Americans. UEC has provided that service to the people of Umatilla and Morrow counties since the 1930s.

Thank you for joining Umatilla Electric Cooperative. We look forward to many years of “keeping the lights on” for you!

Robert Echenrode,
General Manager and CEO
ABOUT UMATILLA ELECTRIC

We are a member-owned business that sells energy, invests in and supports other services to improve the quality of life in our communities. We work hard to provide over 10,000 homes and businesses the most reliable electric service at the lowest cost possible.

UEC is a Touchstone Energy Cooperative, a national alliance of local, consumer-owned electric co-ops serving more than 40 million members every day.

Welcome to the cooperative! As a member-owner you have special benefits. But do you know what they are?

Electric Co-op Member

- Pays for electricity at-cost
- Nationally reports an average of 82% overall satisfaction with utility services
- Surplus revenue from past years are allocated and returned to members in the form of capital credits
- Enjoys the democratic right to an equal say as other members in governing co-op business practices

Utility Customer

- Pays for electricity for utility provider profit
- Nationally reports only an average of 75% overall satisfaction with utility services
- Surplus revenue earned by utility provider is pocketed by investor or owners as profits
- Has no voice in business practices or has a say limited to the number of shares held
BEING A MEMBER

Your membership comes with some great perks.

Capital Credits

One of the greatest benefits of membership is Capital Credits. UEC operates at cost—collecting just enough revenue to run and expand the business. When we have money left over, it’s not pocketed as profit—it’s allocated back to members as capital credits.

Since we paid our first Capital Credits in 1960, more than $65 million has returned to members.

Annual Report

Each April, UEC publishes an Annual Report. This document details the activities of your cooperative over the preceding year, financial reports and facts as well as the meeting minutes from the previous Annual Meeting. This information is available year-round at either of our office locations or on our website.

Ruralite Magazine

Every month you will receive the Ruralite magazine. The magazine provides an avenue to share interesting co-op stories, new products and services, and provide expert advice on anything energy related.

Know Your Rights

UEC is governed democratically by its members, and operates under the Articles of Incorporation, Bylaws, and Rules and Regulations. We encourage you to learn more about your member rights by calling us to request a copy of these documents. You may also find the Bylaws and Rules and Regulations on our website.
Rebates

Residential, commercial and industrial members are eligible for a variety of rebates. Please visit our website for a complete list of available rebate programs and for information about the requirements and how to apply for them. Questions can be directed to our Member Services line or sent by email to: Member.Services@UmatillaElectric.com.

Residential Rebates
- ENERGY STAR rated appliances
- Clothes washer rebate
- Heating and cooling equipment

Commercial Rebates
- Commercial lighting
- Refrigeration compressors, evaporators and condensers
- Heating and cooling systems

Irrigator Rebates
- Water/pressure management
- System automation
- Electric motor and variable speed drive (VSD/VFD)

Energy Saver Loan Program

Umatilla Electric is committed to ensuring our members have access to energy efficiency measures that can save money on their electric bill. UEC offers a low, 1.99 percent on-bill financing program for qualified improvements. Check out our website for details or call (541) 567-6414.

Weatherization Assistance

Umatilla Electric offers Energy Efficiency and Conservation programs for both your home and business. These programs can help you save energy and money. The Residential sector includes electrical energy used in a residential setting, including manufactured homes. Business owners can find incentives for verified energy savings for those looking to make efficiency improvements or upgrades to your farm or facilities.

There are program options for commercial, irrigation and industrial customers of all sizes and budget levels; retro-fit and new construction. By participating, businesses in the commercial sector can save money, energy, and increase their bottom line.

According to a recent U.S. Department of Energy study, weatherization measures saved an average of 32% on a typical American home’s energy bill.
HYDROPOWER ACCOUNTS FOR MORE THAN 70% OF UMATILLA ELECTRIC’S PURCHASED POWER. ACCESS TO THIS CONSISTENT RENEWABLE RESOURCE ALLOWS US TO KEEP RATES LOW.

Renewable energy programs enable even more savings.

Energy Smart Industrial

The ESI program works with industrial facility members through UEC to deliver cost-effective energy efficiency in all industrial sectors. There are program options for industrial users of all sizes and budget levels. By participating, businesses in the industrial sector can save money and energy, and may increase productivity and profitability.

Irrigation - Agriculture Programs

UEC’s program offers incentives for verifiable energy savings to members looking to make efficiency improvements or irrigation system upgrades. By participating, you can save money, energy, and increase the bottom line. Pre-approval for custom projects is required prior to ordering or purchasing qualifying equipment or service.

Net Metering

Members can connect their own renewable energy generation system to the power grid and offset their electric needs through self-generation. Thinking about solar? Give us a call, we’re happy to help you out.

UmatillaElectric.com • 800-452-2273
Is an Electric Vehicle Right for You?

Energy costs to operate a typical Battery Electric Vehicle (BEV) run $590 a year, and Plug-in Hybrid Electric Vehicles (PHEV) cost about $720 a year in energy costs.

Maintenance costs will be far less in a BEV, as there are few moving parts and the design is less complex than other vehicles. PHEV’s do have both electric and combustion components, but they may still have lower maintenance costs than a conventional vehicle. That’s because some components, such as the brakes, get less wear than those on conventional gas-powered vehicles. Hybrids are similar, with both combustion and electric components.

And don’t forget a federal tax credit as well as an Oregon tax credit may be available. The amount depends on the model and battery size installed in the car.

Umatilla Electric offers a $200 rebate for members installing a Level 2 charging station.

Questions can be directed to our Member Services line or sent by email to: Member.Services@UmatillaElectric.com.
Looking to grow your business? Your cooperative can help.

Program Overview

Umatilla Electric Cooperative plays an active role in the development of our rural communities. Through the creation of a Revolving Loan Fund, UEC is seeking to improve the quality of life in rural areas.

Eligibility

In general, eligible projects for loans can include any business venture, governmental public body, or entities involved in a community or economic development project that promotes job creation and/or provides needed community services that benefit rural areas, including loans to for-profit businesses and loans to not-for-profit entities. Uses of UEC’s Revolving Loan Fund proceeds may be for land, fixed assets, machinery and equipment, or working capital needs. Working capital loans will only be considered in conjunction with the purchase of other assets as previously specified.
Understanding your bill is easy.

What is the basic charge on my bill?
The basic charge 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 Summary – This section shows your total amount due, previous balance and payments.

Important Account Information – This box will note any past due amount, which is due immediately, or any other account specific information.

Meter and Readings – This row presents your meter number, number of days in the billing cycle, meter readings, and rate schedule.

Current Charges – This sections details current charges, including the basic charge, energy usage and taxes.

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 as well as the effect weather has on your electric bill.

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, via SmartHub, by mail, at our office kiosks or at MoneyGram location.

UCARE – Donations provide financial assistance to members who have trouble paying their heating bills. Contributions are matched by UEC.
Choose the payment option that’s right for you.

CALL our Secure Payment line (888) 480-9709 to make a secure payment.

DROP OFF your payment at our Hermiston or Boardman KIOSKS. Available 24/7 for cash/credit/debit or ACH payments.

Pay with SMARTHUB, a free account management tool. Available on our WEBSITE or download the app.

Set up a monthly AUTOMATIC PAYMENT from a personal bank or credit/debit account through SmartHub.

Pay your bill with cash at MONEYGRAM locations locally or nationwide, including all Walmarts.

STOP BY an office location or MAIL your stub with a check or cash payment to:

Umatilla Electric Cooperative
PO Box 1148
Hermiston, OR 97838

Flexible Billing Options

To better accommodate our members, UEC offers special billing options that can make your life a little easier.

Budget Billing
Budget Billing takes the average monthly bill amount and sets this as your monthly payment amount. Avoid the seasonal peaks and know exactly what you’re going to pay every month.

PowerUp Prepay
With a PowerUp Prepay account, you pay what you want, when you want. When your account runs low on funds, you simply pay more on your account. No deposit, no late fees, and easier budgeting for your wallet.
With SmartHub, you can:

- Sign up for new service
- View or pay your bill
- Report an outage
- Monitor energy usage
- Access multiple accounts
- Receive email and text alerts
- Set up Auto-Pay
- View service requests
- Sign up for paperless billing
- Contact us about our services

SmartHub is a free management tool that allows you to access your Umatilla Electric Cooperative account information on the web or through almost any mobile device, including Apple and Android smartphones and tablets. Visit our website to learn how to sign up via the web or download the app from the App Store or Google Play.
As a member of Umatilla Electric Cooperative, you automatically receive discounts on products and services from participating local and national business with your free Co-op Connections Card.

With Co-Op Connections You Get:

- **Great discounts from more than 100 businesses in your community, including dining, shopping, automotive and much more. Use the card to support store owners in your neighborhood.**

- **Big savings when you shop online.**

- **Printable coupons for groceries that update daily.**

- **Discounts on most prescriptions at over 60,000 participating pharmacies, discounts on eyeglasses, contact lenses, eye exams and LASIK. Up to 40% discount on dental care such as cleanings, x-rays, root canals, crowns and orthodontics. PLUS, additional savings on chiropractic visits, lab tests, imaging scans and hearing aids.**

Show your card at participating locations and start saving! Visit UmatillaElectric.com or Connections.coop for a complete list of discounts.
Co-ops foster communities.

As a cooperative, Umatilla Electric embodies and promotes democratic principles. We strongly encourage all our members to exercise their rights and privileges as members to get involved in the cooperative and in their community.

Annual Meetings
Each April, Umatilla Electric holds an annual meeting free to all members. The night features board member elections, information on our performance and plans for addressing the numerous challenges and opportunities facing the electric utility industry, as well as prizes and entertainment.

Member Appreciation Week
In honor of National Cooperative Month, the first full week of October is UEC Member Appreciation Week. Visit our offices for food and prize giveaways and watch our Facebook page for chances to win bill credits.

Legislative Action Campaign
We are committed to working with our members on issues you care about. Join Umatilla Electric in the ORECA Action campaign to receive email alerts on important legislative issues that may affect your electric bill. Assure your voice is heard. Sign up online at ORECA-Action.org or visit our website for details.

Community Meeting Room
Our Hermiston and Boardman offices have meeting rooms Available for community business meetings, for a fee, Monday - Thursday, 7:30 a.m. - 5:00 p.m. Call (541) 567-6414 for details.
Co-ops support youth education.

College Scholarships
Umatilla Electric awards scholarships to deserving students every year in support of their academic success at a community college, university or trade school of their choice. Students of members can apply on our website.

Youth Tours
UEC sponsors high school students every summer to travel to Washington, D.C. for the Rural Electric Youth Tour and to the College of Idaho for a Youth Rally. Applications are available on the our website and via Facebook.

Hydromania Summer Science Camp
Designed for students who have completed the 4th or 5th grades, this fun-filled summer camp focuses on science, water, our environment and energy. The camp includes hands-on experiments and activities, field trips and interaction with other students.
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. For safety tips, please visit our website.

Before You Dig

Before You Dig

Know what’s below. Call before you dig.

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

Electrical Safety Demonstration

Umatilla Electric Cooperative stresses safety education. Upon request, we will present an electric safety demonstration for schools, scout troops, civic groups and other organizations within our service territory. The demonstration involves the use of a realistic model that will leave a lasting impression on children and adults alike.

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.
IN CASE OF POWER OUTAGE

We’re here for you when it matters most.

What To Do If the Lights Go Out.

1 Verify that your entire house is out. You may have just blown a fuse or tripped a breaker.

2 Check your meter. Take a look at your meter to help determine where the problem is. If you have a digital display, a blank screen means the problem is on the coop’s side. When you see something displayed on the screen, this means power is getting to the meter and the problem is within your home.

3 Report the outage. If you believe the problem is on the co-op side, call us to report at (888) 465-5701 or log on to SmartHub to report the outage online. If you operate a generator, be sure it is on an isolated circuit to prevent danger to crews working on the lines.

4 Check our Outage Map For real-time updates on the outage and estimated time to restoration, check the outage map available on our website at: https://outageviewer.UmatillaElectric.com

Call (888) 465-5701 To Report An Outage or report from the SmartHub App

In Case of Large Outage Situations

For outage updates, please visit our website or our Facebook page. Our social media channels are not monitored 24/7, so members should only report outages by calling UEC directly or through the SmartHub app.
The Umatilla Electric Cooperative Board of Directors is elected to set policy and rates. Umatilla Electric members can depend on the Board to represent their interests, UEC Directors are also members of the cooperative. UEC’s service area is divided into seven voting districts with a representative from each district. Directors serve a three-year term, with elections held each spring on a rotating basis.

Our Service Territory

Umatilla Electric Cooperative serves a large portion of the Columbia Basin and Blue Mountain country of Northeastern Oregon. The cooperative’s territory begins in Morrow County, west of Boardman, and covers much of Umatilla County surrounding the cities of Hermiston and Pendleton and into the Blue Mountains.

Boardman
Irrigon
East Irrigon and Umatilla
Columbia / Stanfield
Wheatland / Buttercreek / Pilot Rock
East District - Weston Mountain / Mission / Meacham
Hermiston
The Seven Cooperative Principles are the backbone of our association.

UEC was founded in 1937 to improve quality of life and foster communities through the power of electricity. The Seven Cooperative Principles are designed to ensure resources are dedicated to the benefit of all consumers. Guided by these principles, we don’t just power lines—we power lives.
To report an outage:
CALL (888) 465-5701
OR VIA SMARTHUB

OFFICE HOURS
Monday - Thursday
7:30 a.m. - 6:00 p.m.

LOCATIONS
Hermiston Office
750 W. Elm Ave.
(541) 567-6414

Boardman Office
400 N.E. Eldrige Dr.
(541) 481-2220

TOLL FREE
1-800-452-2273

www.UmatillaElectric.com

Se Habla Espanol

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