

# Member Guide



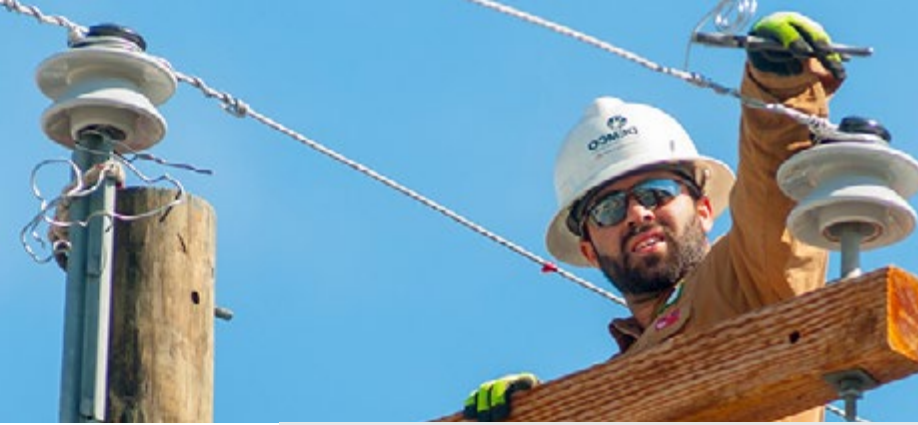
**DEMCO**

A Touchstone Energy<sup>®</sup>  
Cooperative 



DEMCO.org  
1-844-MyDEMCO (1-844-693-3626)

Welcome to  
**DEMCO**  
your local electric  
cooperative.



Dear Member,

When you signed up for electricity with DEMCO, you became a member - someone who has a very important say in how DEMCO is run, how it serves you and the community.

As a not-for-profit electric distribution cooperative, our mission is focused on enhancing the quality of life for members by providing safe, reliable, and competitively priced energy services. DEMCO exists to serve our members.

Local service and attention to the needs of our members is in large part what makes our co-op successful. The decisions about your co-op are guided by a member-elected local board of directors, who represent all members in our seven-parish service area: Ascension, East Baton Rouge, East Feliciana, Livingston, St. Helena, Tangipahoa and West Feliciana.

On behalf of everyone at DEMCO, know that we love what we do, and we love doing it for you—our co-op members.

Very kind regards,

**Randy Pierce**  
CEO and General Manager

## About Us

In 1938 DEMCO membership corporation was established by 750 people who banded together to bring electricity to rural areas. Now one of the largest electric co-ops in the country, DEMCO powers 117,500+ meters in seven parishes: Ascension, East Baton Rouge, East Feliciana, Livingston, St. Helena, Tangipahoa, and West Feliciana.

## Board of Directors

[DEMCO.org/About-Us/Board-Directors](http://DEMCO.org/About-Us/Board-Directors)

- DISTRICT 1 Ascension Parish - **Elinda Taillon**
- DISTRICT 2 East Baton Rouge - **Jill McGraw**
- DISTRICT 3 East Baton Rouge - **Randy Lorio**
- DISTRICT 4 East Baton Rouge - **Steve Irving**
- DISTRICT 5 East Feliciana Parish - **Mike Anderson**
- DISTRICT 6 East Feliciana Parish - **Glenn DeLee**
- DISTRICT 7 Livingston Parish - **Leslie Falks**
- DISTRICT 8 Livingston Parish - **Dennis Lott**
- DISTRICT 9 Livingston Parish - **Daniel Berthelot**
- DISTRICT 10 St. Helena Parish - **Richard 'Dickie' Sitman**
- DISTRICT 11 St. Helena Parish - **Tresa Byrd**
- DISTRICT 12 Tangipahoa Parish - **Melissa Dufreche**
- DISTRICT 13 West Feliciana Parish - **Kevin Beauchamp**

# DEMCO MEMBER SERVICE CENTERS

**Hours of Operation: Mon.-Fri. 8am-12pm;  
and 1pm-4:30pm.** All locations close daily for lunch, 12-1.

*Drive-thru service available at all locations Mon.-Fri. Drop box available at all district offices; payments transact on the next business day.*

**1-844-MyDEMCO (1-844-693-3626)**

**#1- Report Outage or Hazard**

**#2- Billing & Payment Info**

**#3- Start, Stop, Transfer Service/General Inquires**

**DEMCO.org**

### **DEMCO HEADQUARTERS**

16262 Wax Road, Greenwell Springs, LA 70739  
Lobby service Mon.-Fri.

### **DENHAM SPRINGS**

1810 Range Avenue  
Denham Springs, LA 70726  
Lobby service Mon.-Fri.

### **LIVINGSTON**

29444 Frost Road  
Livingston, LA 70754  
Lobby service Mon.-Fri.

### **GREENSBURG**

6823 LA Highway 10  
Greensburg, LA 70441  
Lobby service T. & Th.

### **GALVEZ**

15095 Highway 931  
Gonzales, LA 70737  
Lobby service Wed. & Fri.

### **ST. FRANCISVILLE**

16843 LA Highway 61  
St. Francisville, LA 70775  
Lobby service Mon.-Fri.

### **ZACHARY**

20110 Plank Road  
Zachary, LA 70791  
Lobby service T. & Th.





*Don't get*  
**LEFT IN THE DARK.**

ACCOUNT ACCESS | BILL PAY | OUTAGE REPORTING

A step-by step guide  
to register your **MyDEMCO** account online or using  
your mobile device.

**REGISTER ON MOBILE**

**REGISTER ONLINE**



For a video tutorial showing how to register your MyDEMCO account on your **mobile device**, scan this QR code.



For a video tutorial showing how to register your MyDEMCO account **online**, scan this QR code.

**Electric Bill**

Each month your electric bill is sent a few days after the meter is read. There are approximately 30 days in each billing cycle, but this may vary depending upon the number of days in the month. For easy ways to pay your bill visit [DEMCO.org/Ways-To-Pay](http://DEMCO.org/Ways-To-Pay).

**Electric Meter**

Electric meters are automatically read each month through a remote meter reading system. Periodically, DEMCO may physically read your meter to ensure accuracy and to inspect the Cooperative's equipment serving your property. Please keep the area around your meter clear for easy access to DEMCO personnel.

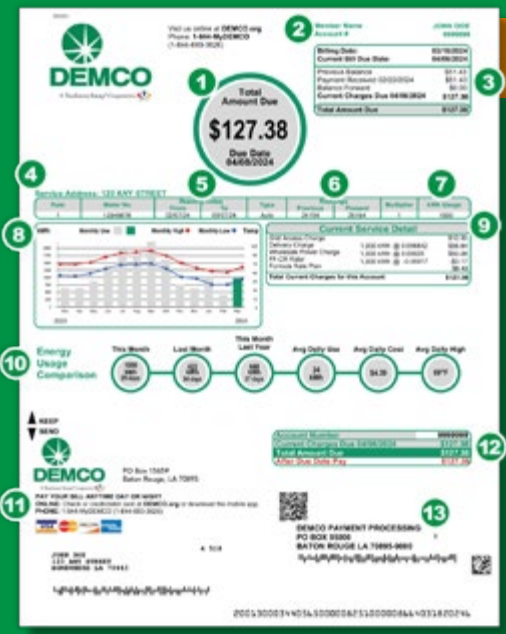
**System Reliability**

DEMCO keeps a regular schedule of tree trimming in right-of-way around power lines. Right-of-way work is performed by DEMCO personnel as well as contractors hired by DEMCO. Initial clearings and subsequent regular maintenance of right-of-way improve electric service reliability and safety for everyone. Your cooperation is necessary and greatly appreciated. Learn more at [DEMCO.org/Reliability](http://DEMCO.org/Reliability).

**Planned Outages**

DEMCO regularly inspects, improves, and monitors system infrastructure and right of way in our seven-parish service area. Whenever we must deenergize the system for maintenance, we will notify you by automated phone call, email, or text message if you register your MyDEMCO account.

**YOUR MONTHLY ELECTRIC BILL**



1. The amount you owe and the date it is due.
2. The name(s) authorized on the account, and account number.
3. The previous balance, the date a payment was received, and the current charges due.
4. The service address and meter number.
5. The meter reading dates of this billing period.
6. The meter reading for this billing period.
7. The kilowatt hour usage for this billing period.
8. This bar graph shows your energy usage trend from month to month.
9. Detailed summary of this month's charges.
  - The grid access charge is the set monthly fee you pay to access the equipment necessary to deliver electricity to your home or business.
  - The delivery charge is the cost of delivering electricity from the power grid to your home or business.
  - The wholesale power charge reflects the cost to purchase energy from our wholesale power provider. This is a pass-through charge to co-op members, without markup.
10. These bubbles show your energy usage for this month, last month, and this month last year; your average daily kWh usage and the daily cost; and the average daily high temperature.
11. Convenient ways to pay your bill - by phone, online or using the MyDEMCO mobile app.
12. The current charges due, total amount due, and amount due if you miss your payment due date.
13. If using a check to mail your payment, please include this payment slip.

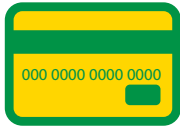
For a large-scale view and detailed information about bill statement features, visit [DEMCO.org/UnderstandingYourBill](http://DEMCO.org/UnderstandingYourBill).

# Paying YOUR BILL

Visit [DEMCO.org/Ways-To-Pay](http://DEMCO.org/Ways-To-Pay)



## EASY WAYS TO PAY YOUR BILL



### AUTO PAY

Set up a recurring auto-payment via bank draft or debit/credit card at [DEMCO.org](http://DEMCO.org).



### ONLINE

Pay via computer, smart phone or digital device.



### BY PHONE

Call 1-844-MyDEMCO, Option #2 (1-844-693-3626)

Use your smart phone camera to scan the QR Codes

### Easy PAY NOW Feature!



### Drop Off



### Third-Party Pay Stations

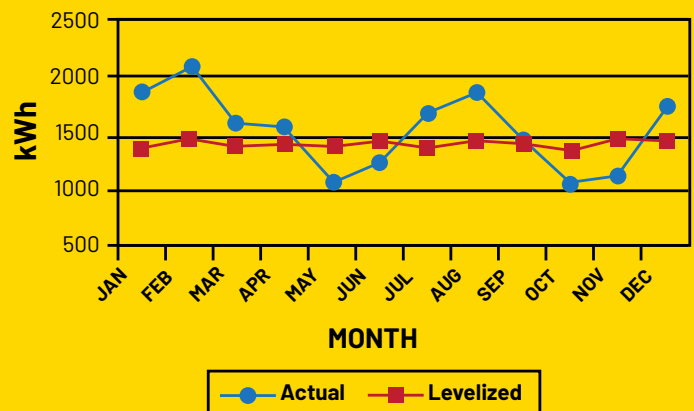
*(\$1.50 fee per transaction)*



## Levelized Billing

Levelized Billing is designed to bill an amount approximately equal to your 12-month usage average. This helps to avoid seasonal variations in your electric bill. It does not reduce your monthly bill, but it helps you manage your budget by annualizing your monthly average. This billing program helps avoid spikes month to month. To enroll or learn more, visit [DEMCO.org/Levelized](http://DEMCO.org/Levelized).

Levelized Compared to Actual



# Outages

## BEFORE YOU REPORT AN OUTAGE

Check lights and appliances in other rooms. If you still have power in some areas, check your circuit breaker box and reset if indicated. If all power is off, check to see if your neighbor's power is also off, which will help us determine how widespread the outage is.

## REPORT YOUR OUTAGE USING ANY METHOD BELOW

Visit [DEMCO.org](http://DEMCO.org) homepage and click 'Report Outage'

Text OUTAGE to 225-261-1777

Call 1-844-MyDEMCO (1-844-693-3626) Option 1

Download the MyDEMCO mobile app available for Android and iOS

Using the automated methods, your outage will be reflected on the DEMCO outage map, which is updated every 5 minutes. Please be aware that DEMCO may call you to notify you to a non-weather related outage, and the number may appear as 225-261-1177.

Life threatening emergency ..... Call 911

BEFORE YOU DIG, to locate underground electric lines ..... Call 811  
Call at least 3 business days before work begins

## After a Storm

Repairs and restoration of service begin after assessment of damage which takes time and meticulous attention to safety and process protocols.

Before debris can be cleared away, flooding/ice/etc. must resolve. Once this is done, crews can safely and properly assess damage, and make repairs to the system.

Off-road equipment is often needed to access damaged lines, poles and infrastructure. Added time is necessary to transport the equipment and manpower the effort.

## The Steps to Restoring Power AFTER A MAJOR POWER OUTAGE

### STEP 1: Inspect Transmission Towers and Lines

High-voltage lines supply power to substations, which serve thousands of members. Repairs at this level are necessary in order to receive the power supply we distribute.

### STEP 2: Examine Local Distribution Substations

Each substation serves hundreds or thousands of members, and correcting issues here can quickly restore power to thousands of members.

### STEP 3: Inspect Main Distribution Lines

These lines deliver power from the substation to large groups of members in towns and communities, including critical infrastructure such as hospitals and water treatment plants.

### STEP 4: Check Tap Lines

Smaller branches from the main power lines that serve streets and neighborhoods. Tap lines deliver power to transformers outside homes, businesses, and schools.

### STEP 5: Address Service Line Issues

Problems between your house and the transformer on a nearby pole are the final step, restoring power to members home by home.

Visit [DEMCO.org/StormCenter](http://DEMCO.org/StormCenter)

# Connect WITH US



## Along these LINES

DEMCO members may subscribe to receive this free bi-monthly magazine in the mail. Get updates and information about your co-op as well as other interesting lifestyle news and features.

Also available online at [DEMCO.org/Along-These-Lines](https://DEMCO.org/Along-These-Lines).



## DEMCO Website

Visit [DEMCO.org](https://DEMCO.org) to access many tools and resources to help inform and serve you - our co-op member. Create your MyDEMCO account, pay your bill, view and report outages, and so much more.



## MyDEMCO Mobile App

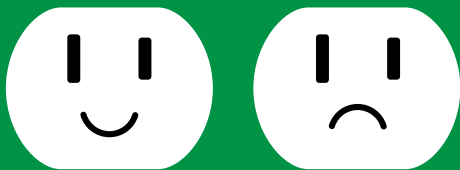
Manage your account on the go. Download the free MyDEMCO app today at the Apple App Store or Google Play. Enable 'Enhanced Alert System' to receive alerts and push notifications.

Social Media     | For news and blog about your co-op, visit [DEMCO.org/News](https://DEMCO.org/News).

# POWERING COMMUNITY

At DEMCO, we cherish the opportunity to be a good corporate citizen. We demonstrate our commitment to community in a variety of ways striving to teach our communities about safety and energy efficiency and our loyalty to being your trusted community partner.

Visit [DEMCO.org/Community](https://DEMCO.org/Community)



## Meter-Based SURGE PROTECTION

For only **\$7.95 per month**, DEMCO will install and maintain a surge protector on the electric meter of your home or shop. This is insurance against losses caused by power surges. If it ever fails to stop a power surge from entering your home through the meter, damaged electronics may be warrantied up to \$50,000. For more info visit [DEMCO.org/Meter-Based-Surge-Program](https://DEMCO.org/Meter-Based-Surge-Program).





# THE DEMCO FOUNDATION

A NONPROFIT CHARITABLE SUBSIDIARY OF DEMCO

Funds for the DEMCO Foundation are raised through a voluntary program called **Operation Roundup®**. Members enrolled round up their monthly electric bill to the nearest dollar, typically donating 50 cents per month, or \$6.00 a year. The small change makes a big change in the lives of members in times of hardship.



The Foundation has helped families remain in their homes through rent and mortgage assistance. Disbursements include scholarships, school uniforms, and assistance for families impacted by a natural disaster, such as flooding, hurricane, tornado, house fire, etc. Funds are also available for medication and medical expenses for the elderly and disabled, as well as for handicap-accessible ramps, and critical home repairs.

## Description of Projects

Through the DEMCO Foundation, members in need can receive assistance for various humane needs. Examples of some types of assistance granted are:



Shelter  
(rent payments,  
mortgage  
payments, etc.)



Pharmacy and  
medical supplies



School Uniform  
Program



Repairs and  
maintenance  
on homes



Other human  
needs

To apply for assistance or for more information, visit [DEMCO.org/Foundation](http://DEMCO.org/Foundation) or call (225) 262-2141.

**NOTE:** For members who need assistance paying your energy bill, there is a federal program that works with community action agencies to help people pay for and keep electric service in their homes, visit Low Income Home Energy Assistance Program (LIHEAP) at [www.lhc.la.gov/energy-assistance](http://www.lhc.la.gov/energy-assistance).



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