

Member Guide



DEMCO

A Touchstone Energy[®]
Cooperative



DEMCO.org

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

Welcome to
DEMCO
your local electric
cooperative.



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 114,400+ 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

- 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**

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

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. Lobby service available at locations as listed below. 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 S. 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.

Register YOUR MyDEMCO ACCOUNT

Visit DEMCO.org to register your MyDEMCO account. It's quick and easy to set up! Activate bill alerts, set up notifications and preferences, and access your account information from anywhere at any time.

Here's how to register your MyDEMCO account:

1. Online go to: DEMCO.org
2. Click the link: "Log In/Register"
3. Follow the directions for establishing your MyDEMCO account.

More information and FAQs at DEMCO.org/MyDEMCO

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. To avoid late fees, pay your electric bill by the due date.

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.

Scheduled Maintenance

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.

YOUR MONTHLY ELECTRIC BILL

1. Find what you need at first glance

Your electric account number, service address of the account where the electric service is provided, due date, and amount due are now conveniently located at the top of your DEMCO bill. Please note, any text in red requires your immediate attention.

2. Important Messages

Find important messages, news and information about your co-op. Keep up with new programs, benefits and events by reviewing the front and back sides of your bill each month.

3. Your energy use explained

See how much energy you've used in detail! Your DEMCO bill itemizes current charges and provides a summary of your electricity usage. Compare your usage to each month's usage for the past 13 months.

4. Choose how you pay

If you pay by mail, return this portion with your bill payment each month. Make sure the DEMCO address shows though the return address envelope window. Convenient payment options are listed just above the payment stub on the back of your bill.

Visit us online at DEMCO.org
Phone: 1-844-MYDEMCO
(1-844-693-3628)

Member Name: JOHN DOE
Account # 99999

1 Billing Date: 04/4/2021
Current Bill Due Date: 05/05/2021

2 Total Amount Due: \$70.00
Due Date: 05/05/2021

3 Service Address: 8811 ANYPLACE DR
Rate: 0000000000
Reading Dates: 03/15/21 - 04/15/21

Category	Rate	Usage	Amount
Energy Charge	848 kWh @ 0.058842	47.72	\$2.81
Power Cost Adjustment	848 kWh @ 0.00284	2.42	\$0.24
F/C/R Rate Plan	848 kWh @ -0.00017	-0.14	-\$0.14
General City Residential			\$2.88
Monthly Fee			\$1.19
Other Charges			\$0.00
Total Current Charges for this Account			\$70.00

Energy Usage Comparison: This Month (448 kWh @ 24¢/kWh), Last Month (703 kWh @ 24¢/kWh), Last Year (582 kWh @ 24¢/kWh), Avg Daily Use (13 kWh), Avg Daily Cost (\$2.00), Avg Daily High (79°F)

4 Account Number: 99999
Current Charges Due: 05/05/2021
Total Amount Due: \$70.00
Current Due Date: 05/05/2021

DEMCO PAYMENT PROCESSING
PO BOX 95000
BATON ROUGE LA 70895-9000

202130000444440000700000000734041420214

For a large-scale view and detailed information about bill statement features, visit DEMCO.org/Member-Services/Understanding-Your-Bill.

Paying YOUR BILL

EASY WAYS TO PAY YOUR BILL



AUTO PAY

Set up a recurring auto-payment via bank draft or debit/credit card at DEMCO.org.



ONLINE

Pay via computer, smart phone or digital device.

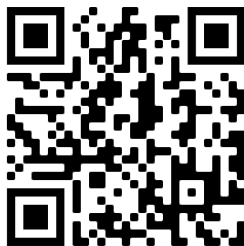


BY PHONE

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

Use your smart phone camera to scan the QR Codes

Easy PAY NOW Feature!

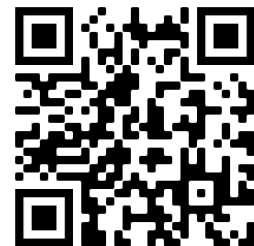


Drop Off



Third-Party Pay Stations

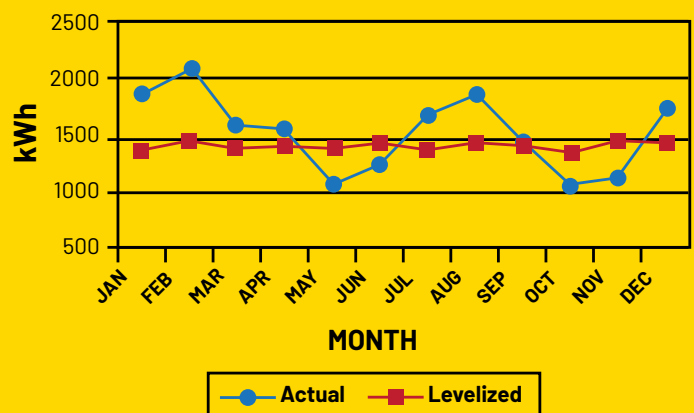
(\$1.50 fee per transaction)



Levelized Billing

Levelized billing is calculated based on your 12-month usage average, always rolling forward, and adjusting based on your month-to-month usage. This billing program helps to avoid high bills that can often occur due to seasonal high usage. 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/About-Us/Member-Guide.

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.

3 EASY WAYS TO REPORT AN OUTAGE:

Using the automated methods below, your outage will be reflected on the DEMCO outage map, which is updated every 5 minutes.

- 1) Use the free MyDEMCO mobile app
- 2) Visit DEMCO.org (click Report Outage)
- 3) CALL 1-844-MyDEMCO #1 (1-844-693-3626)

Please be aware that DEMCO may call you to alert 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: Transmission towers and lines must be repaired and restored, in order for us to receive and transmit power from to our substations for distribution.

Step 2: Local distribution substations are next in the order of restoration operations, since correcting issues at this level can restore power to hundreds or thousands of members.

Step 3: Main distribution lines, which deliver power from the substation to large groups of members in our towns and communities, are inspected. Repairs are made to restore main distribution lines which deliver power from the substation to large groups of members. These lines

also service critical infrastructure such as hospitals, water towers and sewer treatment plants.

Step 4: Lateral taps, which branch from the main line to streets and neighborhoods are repaired.

Step 5: Individual service lines between your house and the transformer on a nearby pole is the last step in restoration. All repairs and restoration must occur in a particular order, from transmission, substations, main distribution lines and lateral taps, in order to power up your home or business.

[DEMCO.org/Storm-Center/Power-Restoration](https://www.demco.org/Storm-Center/Power-Restoration)

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.

DEMCO Website

Visit 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.

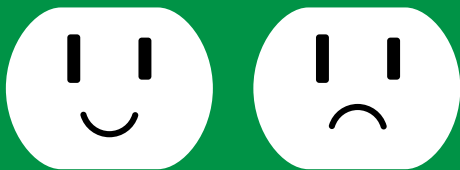
Social Media

Connect with DEMCO on Facebook, Instagram, Twitter and LinkedIn to follow day-to-day and storm-related news and information.

CO-OP CONNECTIONS[®] PROGRAM

DEMCO.org/Member-Services/Co-op-Connections-Program

Co-op Connections[®] Program is free and exclusive to DEMCO co-op members to access thousands of discounts. DEMCO is proud to present you with this money saving opportunity through your co-op membership.



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. If it ever fails to stop a power surge from entering your home through the meter, damaged electronics are **warrantied up to \$50,000**.

For more info visit DEMCO.org/Member-Services/Meter-Based-Surge-Protection or call 225-262-2921.



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.

If you participate in Operation Round-Up, you will see 'RoundUpAmt' in the current service detail section of your monthly bill. If you'd like to participate in the program you can sign up in your MyDEMCO account portal or call 1-844-MyDEMCO, #3. You can opt-out the same way.

To apply for assistance or for more information, visit [DEMCO.org/Community/DEMCO-Foundation](https://www.demco.org/Community/DEMCO-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.





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[DEMCO.org](https://www.demco.org)

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09/2023