

Member Guide



A Touchstone Energy®
Cooperative



Powering Life & Community

WELCOME TO DEMCO

Powering Life & Community.



About Us

Our story began in 1938 when local communities came together to bring light and power where there was none.

They didn't have access to electricity like in big cities, but they had the tenacity to build something different – a member-owned cooperative to power local homes, schools, and businesses.

Back then and still today, DEMCO is more than just an electric company –

We are your neighbors, your family, and your friends.

Board of Directors

DEMCO.org/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 co-op 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, DEMCO's mission is to enhance the quality of life for our members, employees, and communities by safely providing reliable and competitively priced energy services.

Local service and a local presence ~ we're powering lives and communities, and that's the cooperative difference. The decisions about your co-op are guided by 13 DEMCO members, elected to serve and 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.

Sincerely,

Mark Phillips

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. Drop box available at all district offices; payments transact on the next business day.

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.

GALVEZ

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

GREENSBURG

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

LIVINGSTON

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

ST. FRANCISVILLE

6843 US Highway 61
St. Francisville, LA 70775
Lobby service Mon.-Fri.

ZACHARY

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

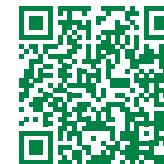
Don't get LEFT IN THE DARK.

ACCOUNT ACCESS | BILL PAY | OUTAGE REPORTING



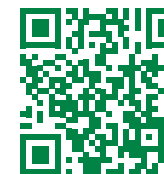
A step-by step guide to register your account online or using your mobile device.

REGISTER ON MOBILE



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

REGISTER ONLINE



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

Activate THE FEATURES YOU WANT.



This handy guide provides step-by-step instructions for using all the self-service features in your MyDEMCO account portal. You can set up notifications, navigate MyDEMCO features, report outages, monitor usage, and manage account information, all in one place.



To view this guide or to download a PDF, scan this QR code.

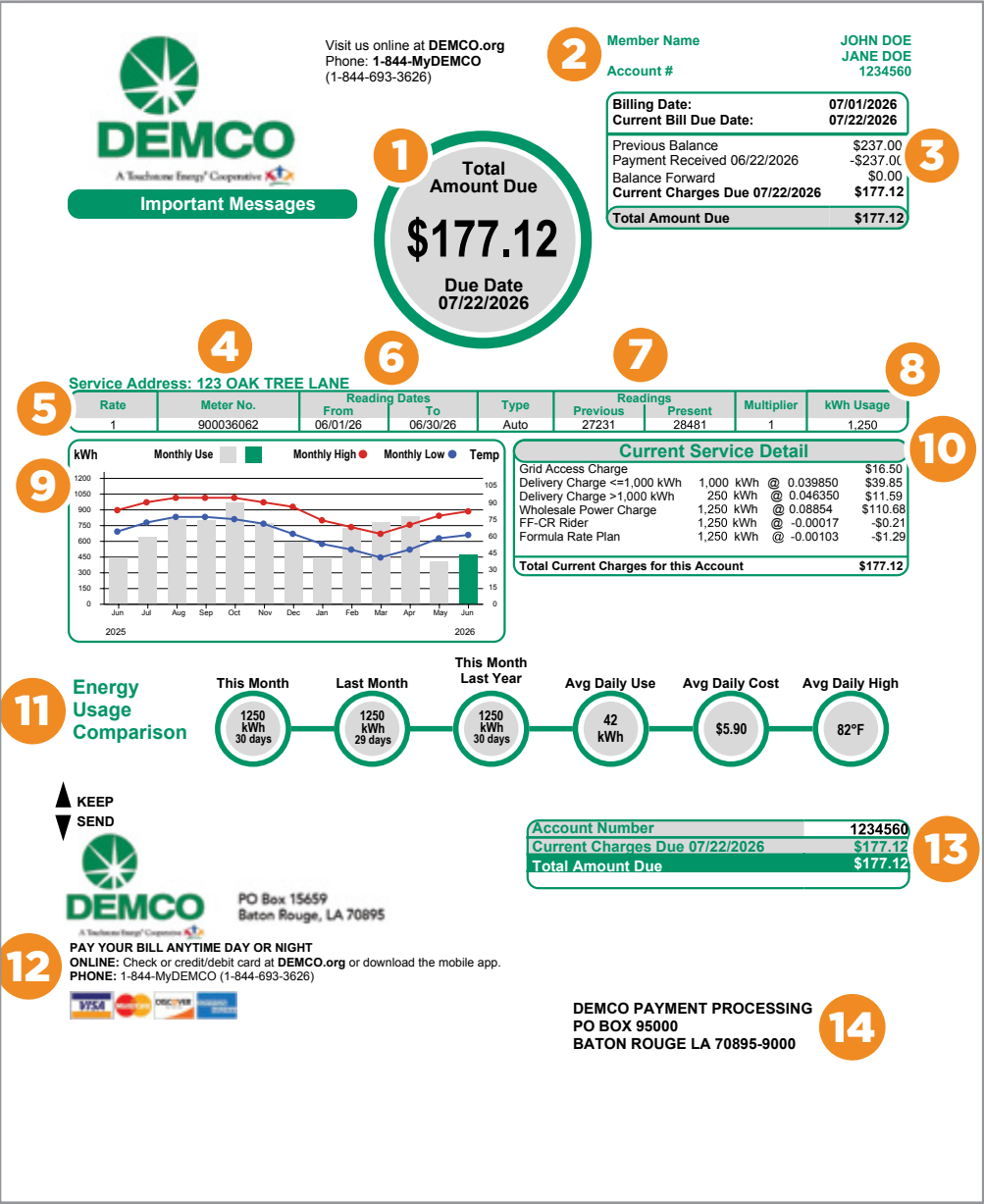


The 1-844-MYDEMCO (1-844-693-3626) phone system offers 24/7

self-service account management. Pay bills, report outages, and check account information at your convenience. Local member service representatives are also available Mon.-Fri., 8 a.m.–4:30 p.m., to assist you. A Spanish-language phone menu is available for Spanish-speaking members.

YOUR MONTHLY ELECTRIC BILL

For a large-scale view and detailed information about every charge on your bill, visit [DEMCO.org/UnderstandingYourBill](https://demco.org/UnderstandingYourBill)



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 on the number of days in the month.

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 to ensure easy access for DEMCO personnel.

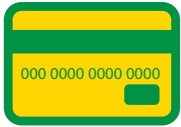
1. The amount you **owe** and the date it is **due**.
2. The **name(s) authorized** on the account, and **account number**.
3. The **previous balance**, the date a payment was received, and the current charges due.
4. The **service address** and **meter number**.
5. This **number** correlates to your rate schedule in **DEMCO's rate book**.
6. The **meter reading dates** of this billing period.
7. The **meter reading** for this billing period.
8. The **kilowatt hour usage** for this billing period.
9. This bar graph shows your **energy usage trend** from month to month.
10. **Current Service Detail**:
 - The **grid access charge** is a fixed monthly fee for each active meter connection to DEMCO's electric system. The amount varies by rate class and phase of service.
 - The **delivery charge** is a usage-based charge for electricity delivered through DEMCO's electric system.

The first 1,000 kilowatt-hours are charged at 3 cents each.

Over 1,000 kilowatt-hours is charged at 4 cents each.
 - The **wholesale power charge** is a shared expense among all co-op members. This charge is based on your rate class and kilowatt-hour usage.
 - The **formula rate plan** is an annual rate adjustment to help align rates with the actual cost of service. It adjusts each July and appears on the bill as a charge or credit.
11. 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.
12. **Convenient ways to pay your bill** by phone, online or using the MyDEMCO mobile app.
13. The **current charges due**, total amount due, and amount due if you miss your payment due date.
14. If using a **check to mail your payment**, please include this **payment slip**.

CONVENIENT WAYS TO PAY YOUR BILL

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



AUTO PAY

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



Third-Party Pay Stations

(\$1.50 fee per transaction)

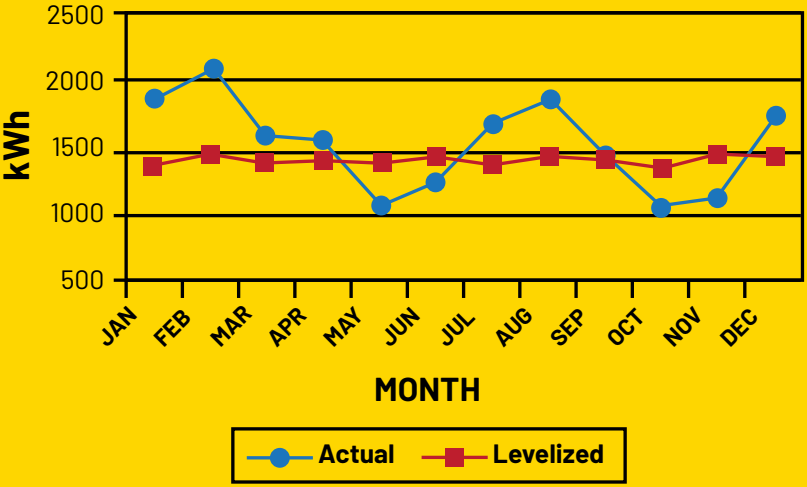


LEVELIZED BILLING

Levelized Billing can help smooth out seasonal spikes in your electric bill by averaging your energy use over time. Instead of paying more during extreme weather months, your bill is calculated using a rolling 12-month average of your actual electricity usage. This results in more consistent monthly payments, making budgeting easier—especially for those on fixed or limited incomes.

To learn more or enroll, visit [DEMCO.org/Levelized](https://demco.org/Levelized).

Levelized Compared to Actual



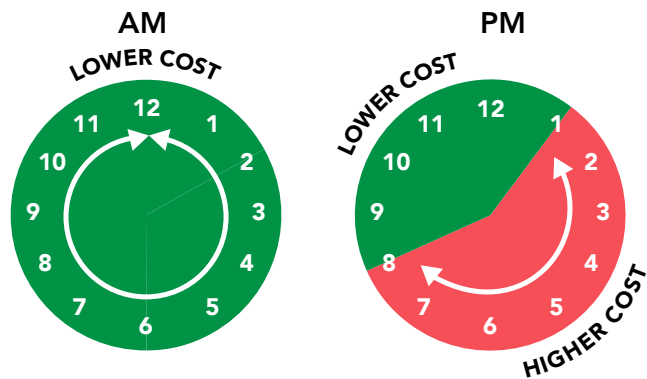
NOTE: Levelized Billing does not lower your total energy costs. It simply spreads them more evenly throughout the year.

RESIDENTIAL TIME-OF-USE RATE

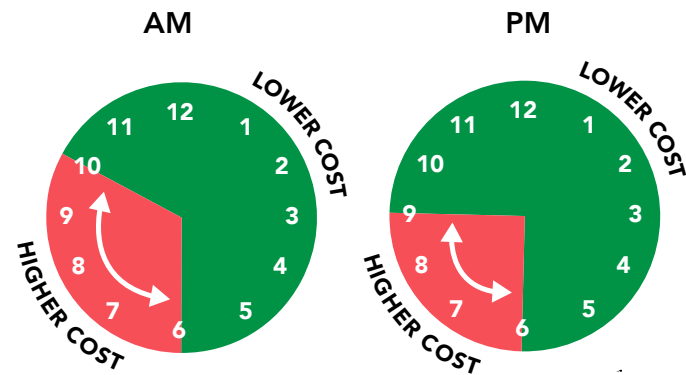
12-month Opt-In Required

FOR MEMBERS WHO CAN SHIFT ENERGY USE TO OFF-PEAK HOURS.

MAY THROUGH OCTOBER



NOVEMBER THROUGH APRIL



Residential TOU rates are based on two designated seasons: Summer & Winter, with six months identified in each. TOU rate enrollment requires using electricity during TOU off-peak and super-off-peak times to reduce your energy costs.

Comparing Standard Residential Rate to Residential Time-of-Use Rate: Common Appliances & Estimated Cost for 1 Hour Usage

CLOTHES DRYER Standard Rate: \$0.20 TOU Rate Off-Peak: \$0.17 Super-Off Peak: \$0.03	AIR CONDITIONING Standard Rate: \$0.14 TOU Rate Off Peak: \$0.12 Super-Off Peak: \$0.02	DISHWASHER Standard Rate: \$0.06 TOU Rate Off Peak: \$0.05 Super-Off Peak: \$0.01
WASHING MACHINE Standard Rate: \$0.02 TOU Rate Off Peak: \$0.02 Super-Off Peak: <\$0.01	MICROWAVE Standard Rate: \$0.05 TOU Rate Off Peak: \$0.04 Super-Off Peak: \$0.01	ELECTRIC OVEN Standard Rate: \$0.12 TOU Rate Off Peak: \$0.10 Super-Off Peak: \$0.02

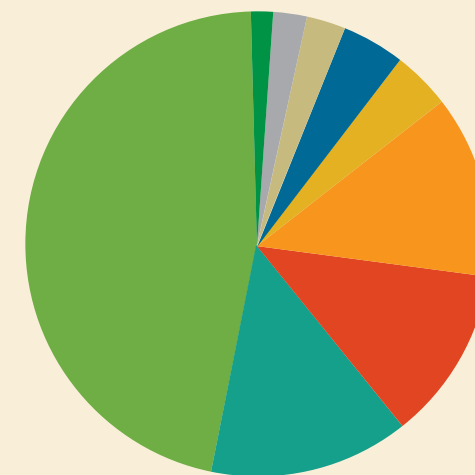
Rates calculated using the DEMCO delivery charge $\leq 1,000$ kWh, and not including the wholesale power charge. All estimated costs of energy end-use appliances typically found in residential homes are approximations based on average wattage. Actual wattage of products varies depending on product age and features, such as ENERGY STAR® rating. Check your manufacturer's booklet, the nameplate on the appliance or the Energy Guide Label for exact wattage.

Learn More & Evaluate your potential savings!
Use the online calculator at [DEMCO.org/Time-Of-Use](https://demco.org/Time-Of-Use).

CONSERVE ENERGY & SAVE MONEY



TOP ENERGY USERS IN YOUR HOME



COOLING AND HEATING:
47% of energy use

WATER HEATER:
14% of energy use

LIGHTING:
12% of energy use

WASHER AND DRYER:
13% of energy use

REFRIGERATOR:
4% of energy use

ELECTRIC OVEN:
3-4% of energy use

TV, DVD, CABLE BOX:
3% of energy use

DISHWASHER:
2% of energy use

COMPUTER:
1% of energy use

On average, 35-45% of a home's electric bill goes to heating and cooling, according to the U.S. Department of Energy. Try these tips to reduce the power you use and save on your bill.

YEAR-ROUND SAVING TIPS

- Setting your thermostat to 78° in summer and 68° in winter can save you 3-5% on your bill.
- Setting your hot water heater temperature to 120° can save energy.
- Washing clothes in cold water can save an estimated \$66/year based on 300 loads per year.
- Using dryer balls and low heat setting can use less energy.
- Using ceiling fans to cool people instead of rooms can save energy.
- Sealing up any leaks around windows and doors can prevent energy loss.
- Checking your insulation can prevent energy loss.
- Using blinds and curtains can regulate the temperature of your home.
- Using the microwave to cook or using your outside grill can save energy.
- Investing in an energy-efficient variable speed pool pump and reducing run time can reduce your pool expense by an estimated 75%.
- Closing blinds and drapes can keep your home insulated from harsh outside temperatures.

HVAC SYSTEMS & EQUIPMENT
Check and replace filters as needed.

ELECTRONICS
Unplug inactive electronics.

WINDOWS AND DOORS
Seal for any gaps in closure.

LIGHTING
Switch to LED or CFL light bulbs.

WATER HEATER
Set temperature to 120°F.

APPLIANCES
Switch to energy-efficient models.

AIR SEALING
Locate and seal any air leaks.

INSULATION
Seal gaps with expanding foam.

Download your DIY Home Energy Audit Checklist at
[DEMCO.org/PowerSmart](https://demco.org/PowerSmart).

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.

REPORT YOUR OUTAGE USING ANY METHOD BELOW

Visit [DEMCO.org](https://www.demco.org) and click 'Report Outage'

Text OUTAGE to 225-261-1177

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

Download the MyDEMCO mobile app

Using the automated methods, your outage will be reflected on the DEMCO outage map, which is updated every 3 minutes.

Please be aware that DEMCO may call 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 utility lines..... Call 811
Call at least 3 business days before work begins

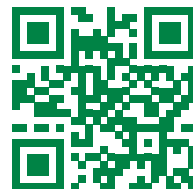
After a Storm

System repairs and service restoration begin after damage assessment. Meticulous attention to safety and process protocols is necessary for the safety of crews, our members, and the communities we serve.

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.

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



Planned Outages

Whenever system maintenance requires a planned outage in your area, DEMCO will notify you by phone, email, or text. To receive these notifications, make sure your contact information is up to date in your MyDEMCO account.

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/ATL](https://www.demco.org/ATL)



DEMCO Website

Visit [DEMCO.org](https://www.demco.org) to access many tools and resources to help inform and help you - our valued co-op member. Create your MyDEMCO account to 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.



Read co-op news and blog posts at [DEMCO.org/News](https://www.demco.org/News).



Powerful PROTECTION

Meter-Based SURGE PROTECTOR

The meter-based surge protector is designed to redirect over-voltage power surges (often from lightning) to the ground, preventing over-voltage power surges from entering your home. For just \$7.95/month (plus tax), warrantied items may be reimbursed in the event of a failure of the surge protector up to \$50,000.



The following items are eligible for reimbursement in the event of a failure of the surge protector or related equipment as determined by the DEMCO Energy Services technician and manufacturer:

Televisions
DVD or Blu-Ray Players
A/V Receivers
Streaming Devices
Computer
Laptops
Tablets
Printers
Cordless Phones
Modems
Routers
Stereo/CD Players
AM/FM Radios
Gaming Systems

Large Appliances*:
Washers
Dryers
Refrigerators
Stoves
Dishwashers
Small Appliances*:
Blenders
Coffee Makers
Toasters
Indoor Grills

*A full list of items covered can be provided upon request.

THE DEMCO FOUNDATION

A NONPROFIT CHARITABLE SUBSIDIARY OF DEMCO

Funds for the DEMCO Foundation are raised through a voluntary program called Operation Roundup®. Approximately half of DEMCO members participate each year, with an average annual contribution of \$6.00 per participating member. Since its inception, the DEMCO Foundation has granted over \$6.5 million to assist DEMCO members in times of hardship. DEMCO takes great pride in the DEMCO Foundation, as it provides a meaningful way for our members to give back to the community.



The DEMCO Foundation has helped families remain in their homes through rent and mortgage assistance. Types of assistance granted include rent or mortgage, school uniforms, scholarships, prescription medication, home repairs related to accessibility or energy-saving repairs, emergency relief for house fires and natural disasters.

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:



Rent or
Mortgage
Assistance



Accessibility
Repairs



Prescription
Assistance



Uniform
Assistance



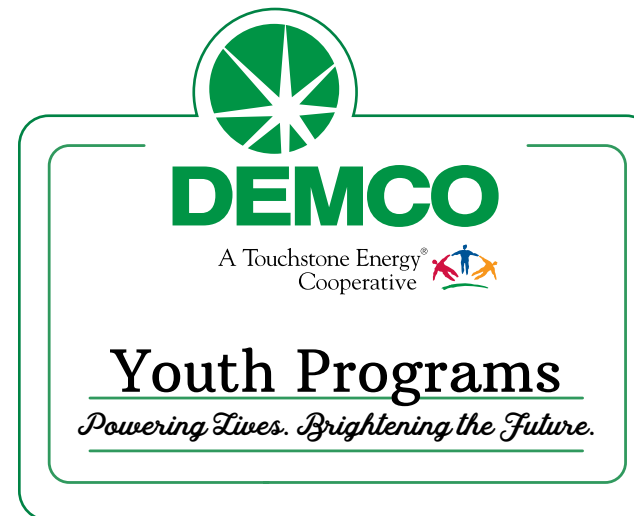
Energy-
Saving
Repairs



Scholarship
Program

To apply for assistance or for more information, visit
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.



Investing in youth demonstrates our commitment to co-op members, education, and the communities we serve.

For a full description of these Youth Programs, visit **DEMCO.org/Youth-Programs**

**Dolly Parton's
Imagination Library**
(Ages Birth to 5)

**DEMCO Class Talks &
Career Fairs**
(6th-12th grade)

DEMCO Fire in the Wire
(PreK-8th)

**DEMCO Foundation
School Uniforms Program**
(PreK-12th grade DEMCO-member
students)

**DEMCO Bucket Truck
Demonstrations**
(PreK-8th)

**DEMCO Scholarship
DEMCO Foundation
Scholarship**
(College Students-
DEMCO member-students)

DEMCO Magic Show
(PreK-5th)

**DEMCO Youth Cooperative
Ambassador Program (YCAP)**
(9th & 10th grade students)

Dolly Parton's IMAGINATION LIBRARY

Inspire a **LOVE** of Reading

“You can never get
enough books into the hands
of enough children.”



Register your child to receive a
free book every month through
Dolly Parton's Imagination
Library!

Children are eligible from birth
to age five, with no cost or
obligation to their families.



SCAN HERE
TO REGISTER
AND LEARN
MORE

This program is
proudly sponsored
by DEMCO, your
local electric
cooperative.
Participation is
free, and you do
not need to be a
DEMCO member
to enroll.

**UNIVERSAL
ACCESS TO BOOKS**
Donations help cover the cost of gifting
books to children from birth to age five
no matter the family's situation.

FAMILY BONDING
Reading together provides
caregivers and children valuable
opportunities to strengthen
emotional bonds.

COMMUNITY EMPOWERMENT
Children who develop strong
reading skills early on are more
likely to succeed academically and
in life.



LEARN MORE ABOUT
DOLLY PARTON'S IMAGINATION LIBRARY
AT **DEMCO.ORG**.





Providing safe, reliable, and competitively priced energy services to co-op members since 1938.

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