

# Answering the Call for Convenience and Service



## MESSAGE FROM ASSISTANT GENERAL MANAGER PAULA FARQUHAR

**HILCO ELECTRIC COOPERATIVE IS CONSTANTLY LOOKING** for ways to improve in all areas, including member services. All of us have busy lives and look for ways to make life easier. As new technology becomes available, HILCO investigates these innovations and how they can benefit members. We have made many positive changes over the previous few years that we hope provide members with convenience and the best possible service.

Many members enjoy the convenience of paying their bills using credit and debit cards. However, they don't enjoy paying the convenience fees associated with that service. HILCO heard you loud and clear! Members now may pay via these methods for free. Along with using credit and debit cards for automatic draft, credit card and debit card payments may be made in the office, using the automated telephone number, or online for no additional fee.

HILCO offers the convenience of applying for service online. For new members who do not want to physically visit an office or submit a notarized application, applications may be processed via HILCO's website. Potential members expressed a desire for this convenience, and HILCO made it happen.

HILCO offers the option of prepaid accounts for members who want the control of scheduling payments and managing their usage on a daily basis. Members can receive account balance alerts via text, email or both. Having a prepaid account also allows members the ability to avoid paying deposits and late fees that are associated with traditional accounts.

HILCO offers real-time outage information on its website. Members can utilize this service to see if there are outages in their area and track the progress of outage restoration as it happens. Members find this helpful when trying to determine if their power interruption is part of a larger issue or isolated to them. As an added convenience, outages may be reported online or through the automated phone system.

To better serve members in our southern region, HILCO opened an office in Elm Mott. It is on the service road on the west side of Interstate 35 west at exit 343. This is a full-service office that processes payments, establishes accounts and provides all other types of member service. It also has a propane tank filling station.

Another great convenience offered by HILCO is SmartHub. Members can use this feature on HILCO's website or through an app on their devices to pay bills online, schedule automatic payments, manage account notifications, report outages, submit questions, request address changes and obtain account information instantly. It also allows members to enroll in and manage Operation Round Up donations.

HILCO listens to the members' calls for convenience and service. It is our pleasure to serve you and provide new features to make your lives easier. We will continue to strive to improve your co-op and your quality of life.



### BOARD OF DIRECTORS

Joseph (Joe) Tedesco, President, *District 4*  
 Bill Allen, Vice President, *District 5*  
 Janet (Jan) Smith, Secretary-Treasurer,  
*District 7*  
 Leroy Huff, *District 1*  
 Margaret Hill, *District 2*  
 Ron Roberts, *District 3*  
 George Thiess, *District 6*

Operating in Dallas, Ellis, Hill, Johnson  
 and McLennan counties

### GENERAL MANAGER AND CEO

Debra A. Cole

### COOPERATIVE OFFICES

#### Itasca Headquarters

115 E. Main St. • P.O. Box 127  
 Itasca, TX 76055  
 (254) 687-2331  
 1-800-338-6425

#### Elm Mott

298 S. Conally Drive  
 Elm Mott, TX 76640  
 (254) 829-1448

#### Midlothian

300A Silken Crossing  
 Midlothian, TX 76065  
 (972) 723-2900

#### Whitney

4581 FM 933  
 Whitney, TX 76692  
 (254) 694-5237  
 1-888-850-6551

## CONTACT US

For information during office hours  
 and outages after hours:

### CALL US

**(254) 687-2331** local or  
**1-800-338-6425** toll-free

### EMAIL

**hilco@hilco.coop**

### FIND US ON THE WEB

**hilco.coop**



Representing HILCO bottom left to top: Austin Seiler, Toby Amerson, Derick Allen, John Prescott. Right bottom to top: Michael Zamzow, Zach Hillberry, Stephen Ketchum, Brett Harlin

# Team HILCO Ready To Rodeo

Eight HILCO apprentices will compete and showcase their skills at the annual Texas Lineman's Rodeo at Nolte Island Park in Seguin. The event will take place July 15, beginning with the flag-raising ceremony and continuing throughout the day. Good luck, guys!

## INDEPENDENCE DAY CELEBRATIONS

### July 3-4

#### Waxahachie

Crape Myrtle Festival and Parade July 3, concert and fireworks at Waxahachie Sports Complex. July 4, parade downtown.

### July 4

#### Waco

Fourth on the Brazos Celebration. Indian Spring Park. Fireworks 6:30-11 p.m. Free.

#### Waco

BSR Cable Park. Live music with Brett Hendrix Band at 7 p.m. Barbecue and bake sale fundraiser. Visit BSRcablepark on Facebook for more information.

**HILCO EC will be closed Tuesday, July 4, in observance of Independence Day!**

## BILLING SCHEDULE

Payments are due by close of business at 5 p.m. on the due date.

### CYCLE 1

Billing Date ..... July 5  
Due Date ..... July 21

### CYCLE 2

Billing Date ..... July 11  
Due Date ..... July 27

### CYCLE 3

Billing Date ..... July 18  
Due Date ..... August 3

### CYCLE 13

Billing Date ..... July 19  
Due Date ..... August 3

### CYCLE 4

Billing Date ..... July 25  
Due Date ..... August 10

**MESSAGE FROM THE HILCO ELECTRIC COOPERATIVE BOARD OF DIRECTORS**

# Electric Cooperatives' Policy Priorities

**AT HILCO ELECTRIC COOPERATIVE**, providing you with safe, affordable and reliable electricity is our top priority. Our members might be surprised to know just how much of the work we do in our communities is affected by what lawmakers do in Washington, D.C. That's why co-ops across the country join together in making sure our congressional representatives know what's important to co-ops and their members.

We do this, in part, through our membership in the National Rural Electric Cooperative Association, the national service organization that works on Capitol Hill and before federal agencies to represent the interests of the nation's more than 900 electric cooperatives. Here are some policy priorities for NRECA and America's electric co-ops in the next couple of years.

**Strengthening Rural America**

Electric cooperatives built the infrastructure that brought electricity to rural Americans by securing federal loans through the Rural Electrification Act of 1936. Today, co-ops provide power to 42 million Americans in 47 states. We know that growing a vibrant rural economy is essential to America's success and prosperity, and we continue to count on the federal government for support.

The U.S. Department of Agriculture has long been a partner in helping co-ops fund a variety of activities, including electric infrastructure improvements and expansion of rural economic opportunities. Co-ops will work to further strengthen our relationship with the USDA in 2017 and beyond.

In 2018, Congress is scheduled to produce a new farm bill. Co-ops will track this closely to ensure that updates of our nation's agricultural and rural policies strengthen rural America without putting undue burdens on rural Americans.

**Improving Infrastructure**

One of the themes that ran through last year's presidential campaign is the need to improve the nation's infrastructure. Electric co-ops have been in the infrastructure development and improvement business for decades and hope to work with leaders in Washington to continue this important progress.

Co-ops continually improve the cyber- and physical security of our systems, and have been leaders in developing and using smart-grid technologies. Here again, a strong public-private partnership remains essential, particularly in the area of cybersecurity.

Electric cooperatives also support a wide range of research activities to help improve our nation's energy infrastructure. The U.S. Department of Energy and other agencies remain key partners in advancing this research.

These are just a handful of examples of co-ops' major policy priorities over the next couple of years. America's electric cooperatives are working just as hard in Washington as we are here at home to keep the electricity flowing and enhance the quality of life for our members. Let your voice be heard at the HILCO EC 2017 Member Picnic and Annual Meeting. We look forward to seeing you there.



**SAVE THE DATE!**

**HILCO EC ANNUAL MEETING**

**Thursday, September 28**

***HILCO Electric Cooperative Board of Directors***



Joseph Tedesco  
President

Bill Allen  
Vice President

Jan Smith  
Secretary-Treasurer

Ron Roberts  
Director

Margaret Hill  
Director

George Thiess  
Director

Leroy Huff  
Director

# HILCO Awards \$15,000 in Scholarships

**HILCO ELECTRIC COOPERATIVE IS PROUD** to award scholarships to 25 area graduates who will begin college this fall. These recipients were chosen from more than 66 applicants within our five-county service area. The contestants were asked to write an essay on the importance of good leadership, and winners were chosen by a panel after a blind judging procedure.

For 80 years, HILCO Electric has taken an active role in the communities we serve. We proudly support the academic endeavors of our local students. HILCO is able to offer scholarships by the use of unclaimed money from the state, designated to be used for a scholarship program.

We would like to thank all of the high school seniors who participated in our 2017 Scholarship for Excellence Contest and wish you all the best of luck in your future endeavors.

Scholarships recipients not pictured are: **Brady Brunett** of Aquilla High School, **Madison Vandersale** of Maypearl High School and **Georgia Capell** of Midlothian High School.

## ***Congratulations Class of 2017!***



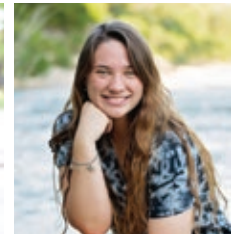
**Chandley Sargent**  
Itasca HS



**Anna Taylor**  
Waxahachie Prep



**Callie Pittman**  
Itasca HS



**Callie Ferguson**  
Whitney HS



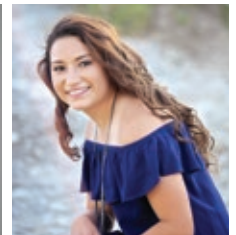
**Cameron McCartney**  
Gholson HS



**Carolina Segura**  
Red Oak HS



**Chris Merimon**  
Aquilla HS



**Christian Runyon**  
Itasca HS



**Danielle Nors**  
West HS



**Garret Sulak**  
Abbott HS



**Haley Wylie**  
Rio Vista HS



**Jacob Mudd**  
Aquilla HS



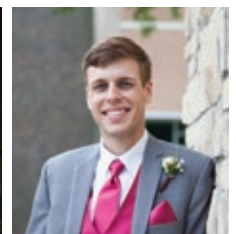
**Jennifer Murray**  
Itasca HS



**Kory Webre**  
West HS



**Laci Keel**  
Gholson HS



**Lance Brem**  
West HS



**Liana Wottrich**  
Whitney HS



**Madeline Watson**  
Home School



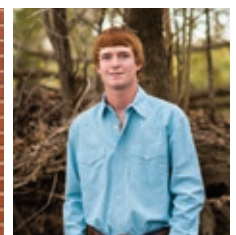
**Marsha Ellis**  
Gholson HS



**Mondray Matus**  
West HS



**Peter Curran**  
Midlothian HS



**Johnny Beam**  
Whitney HS



# Your Contributions Matter in Your Communities

**Your volunteer Operation Round Up Trust Board representatives and HILCO members are:**

**DEBBIE BROOKS**  
Chairwoman

**MIKE KUHLMANN**  
Vice Chairman

**GORDON PICKETT**  
Secretary-Treasurer

**ANA FUENTES**

**SHELLEY COX**

**JOAN GAMBLE**

**MIKE CREECH**

**THE OPERATION ROUND UP TRUST BOARD** met in April to review applications for the first quarter of 2017. Five organizations were awarded a total of \$11,141 April 11 at the HILCO Electric Cooperative office in Itasca.

HILCO directors and employees have been overwhelmed by the generosity of our members who voluntarily agreed to have their bills rounded up to help others in our communities. The extra nickels, dimes and quarters are hardly missed individually, but, together with other member contributions, they do so much good for organizations in our service area. Thank you, HILCO members, for your big hearts!

Deadlines to submit applications are on the last day of each quarter. Our next deadline is noon, August 15. Applications must be received by this date to be considered for funding of this quarter.

HILCO members may have their name added to or removed from Operation Round Up by calling our office at 1-800-338-6425.



**Campfire Creek Therapeutic Riding Center**  
HILCO Director Joe Tedesco and Jill Howard



**Veterans Partners**  
HILCO Director Ron Roberts, Donna Pickett, Gordon Pickett and HILCO Director Bill Allen



**Dinah Weable Breast Cancer Survivors**  
HILCO Director Margaret Hill, Diann Wilson, Pat Smith, Ray Weable and HILCO Director Joe Tedesco



**Common Ground Ministries**  
HILCO Director Leroy Huff, Jim Jordan and HILCO Director Joe Tedesco



**Meals & Wheels**  
HILCO Director George Thiess, Cathy Martin and HILCO Director Janet Smith

# Cooperative Members Making a Difference Through Operation Round Up

**WHEN EMILY OLIVER ANSWERED HER CALLING** to minister to children, she knew in her heart she had to provide a service to children and adults with special needs. She wanted to use equine therapy to help riders improve cognitive, physical, emotional and social well-being.

Oliver recalls discussing with her husband, Bobby, how they were going to provide the services she felt called to provide, and all she could say was, “I don’t know, but we have to do it.” That was more than 12 years ago. The couple began looking around for items they needed to get the project started. They spoke with their neighbor, and he let them borrow his round pen. Then they found their first horse, named Doc. More things began to fall into place with a donation of a saddle and sand for the corral. Word of mouth from friends, family and strangers helped the Campfire Creek Therapeutic Riding Center in Waxahachie come alive.

At Campfire Creek, every horse’s authentic spirit harmonizes with the riders’ tender spirits to bring about extraordinary results. Oliver explains that Doc is a wonderfully patient horse who does very well with the riders who fidget or move a great deal or who are scared. The volunteers witness a small miracle every time a child or adult who may have never spoken responds in a way that’s never been seen before or reacts in such a positive way that it brings joy to the families and riders.

Oliver claims that CCTRC would not be able to function without tremendous support from its volunteers.

When asked, “What do you spend most of your time on at CCTRC?” Oliver responded, “The relationships. If the riders and their families don’t know or feel you genuinely care, they will not respond well to the therapy.” She added that at CCTRC, the staff focuses on the riders’ abilities rather than their disabilities.

CCTRC also offers its Creek House to host camps and art lessons for riders and their families. CCTRC operates Tuesdays, Thursdays and every other Saturday, weather permitting, and is open to clients from 3 years old and up with diagnoses of ADD/ADHD, autism, cerebral palsy, Down syndrome, developmental delay, behavioral issues, learning disabilities, spina bifida, spinal cord and brain injuries, and stroke. The center also serves veterans and first responders dealing with post-traumatic stress disorder.

If you would like more information on Campfire Creek Therapeutic Riding Center, please call (972) 937-7265 or email [oliver@ectisp.net](mailto:oliver@ectisp.net), or visit [campfirecreek.org](http://campfirecreek.org).

One of the seven cooperative principles of HILCO EC is Concern for Community. As members of HILCO’s Operation Round Up program, your contributions continue to touch the lives of citizens throughout HILCO EC’s service area. If



you would like to participate in Operation Round Up, you can check the opt-in box on your paper bill before sending it back to the co-op; you also may contact our office at 1-800-338-6425 or visit our website at [hilco.coop](http://hilco.coop) to sign up.

# Seal Ducts To Save Dough

**IN HOUSES WITH FORCED-AIR** heating and cooling systems, ducts are used to distribute conditioned air throughout the house. In a typical house, however, 20–30 percent of the air that moves through the duct system is lost through leaks, holes and poorly connected ducts. The result is a higher utility bill and difficulty keeping the house comfortable, no matter how the thermostat is set.

### How do you know if your home has poorly performing ducts?

- ▶ You have high summer and winter utility bills.
- ▶ You have rooms that are difficult to heat and cool.
- ▶ You have stuffy rooms that never seem to feel comfortable.
- ▶ Your ducts run through an attic, crawl space or garage.
- ▶ You find tangled or kinked flexible ducts in your system.

A duct system that is well designed and properly sealed can make your home more comfortable, energy efficient and safe.



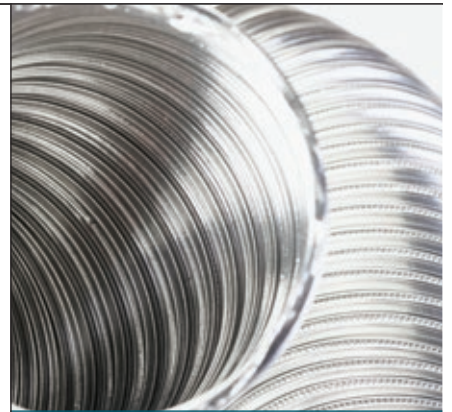
Sealing cracks and ducts can save you a bundle and keep your house cool and comfortable.

Because ducts are usually concealed behind walls, floors or ceilings, repairing them can be difficult, but there are worthwhile improvements you can make.

Some homeowners choose to take on duct sealing as a do-it-yourself project. Start by sealing air leaks using mastic sealant or metal tape and insulating all the ducts that you can access. Despite its name, never use duct tape because it is not long-lasting.

Also, make sure that the connections at vents and registers are well sealed where they meet the floors, walls and ceiling. These are common places to find leaks and disconnected ductwork. 1717510

Many homeowners choose to work with a professional contractor for duct improvement projects. Most heating and cooling equipment contractors also repair ductwork.



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## Power Tip

Periodically inspect your dryer vent to ensure that it is not blocked. This will save energy and could prevent a fire. Manufacturers recommend using rigid venting material—not plastic vents that may collapse and cause blockages.

## Win a \$50 Bill Credit!

As you're reading your *Texas Co-op Power*, look for the "hidden" account number in the local HILCO pages in the center of the magazine. If it's YOUR electric account number, call us before the end of July—you have won a \$50 credit on your HILCO electric bill!



**(254) 687-2331**

or

**1-800-338-6425**

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# CONGRATS ON \$100 MILLION!

## Touchstone Energy® Cooperatives

congratulates the nation's electric co-ops for saving their members more than **\$100 million** on prescriptions!

Thank you for demonstrating Commitment to Community by giving your members the gift of Co-op Connections.

## The One Card That Does It All®



Find all the ways to save at [www.connections.coop](http://www.connections.coop)  
or contact [kmarkwardt@hilco.coop](mailto:kmarkwardt@hilco.coop)  
or [dedwards@hilco.coop](mailto:dedwards@hilco.coop)