



Sac Osage Electric Cooperative

News

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A Touchstone Energy® Cooperative 

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No Rate Increase as Sac Osage Reviews Demand Rate Structure

In April 2019 SOEC became one of a few Cooperatives in Missouri to implement a demand rate structure. Prior to the change Sac Osage had a four part declining rate structure starting at 19.96 cents per kilowatt hour (kWh) and dropping down to 8.66 cents per kWh once members had used more than 1,000 kilowatt hours. The old rate structure had been used for years to cover the Cooperative's costs, but it did not accurately correspond to the way Sac Osage was charged for energy by its power provider. With the development of new metering and billing technology, Sac Osage was able to

implement a demand structure that would more fairly bill members for the cost of electricity.

The demand rate structure was constructed to send proper price signals allowing members to better see how their usage affects overall expenses encouraging wiser energy use. The rate was designed to reward a customer with a steady, consistent usage pattern throughout the day while minimizing electric energy usage during the peak usage hours of 6:00 to 9:00 AM and 4:00 to 7:00 PM. This consistent usage can be measured as the load factor.

Sac Osage believes the demand rate structure has been a success. Members have been able to adjust their usage to take advantage of the demand rates. The Cooperative's load factor has improved from 43.35% to 49.00%. The Cooperative has still been able to cover its costs through the new rate structure, but members who have been able to make those adjustments have seen an overall reduction in their electric bill compared to the old rate structure. With the same rate structure in place for 2021, there will be no increase in electric rates this year.

Sac Osage Adds Security Layer for Phone Payments

Members who pay their electric bill over the phone with a credit card will notice a change in April. Payment will now require a personal identification number (PIN). If the Cooperative has the member's social security number on file, members can set up the PIN the first time they make a payment. Otherwise, members will need to call the Cooperative offices during business hours to set up their PIN.

Members who have used a checking account to make a payment by phone will already have a PIN on file.

The change for credit card payments is necessary to secure the transactions for members. Sac Osage also has an on-line one-time payment option at www.sacosage.com, or members can pay through the SmartHub app.



Learn About Electric Vehicles on Cooperative website

Electric Vehicles (EV) are becoming more common. EV operation can be three to five times cheaper than gasoline and diesel powered cars. Sac Osage has a website designed to help members decide if an electric vehicle is right for them:

sac-osage.chooseev.com/home/
or link from www.sacosage.com



Pay By Phone at 866-999-4573



Be Aware of Planned Outages with SmartHub

Sac Osage Electric Cooperative wants to keep our members informed. Traditionally, that has been the role of Sac Osage News. For more than eighty years it has chronicled new cooperative programs, staff turnover, and rate changes. With more than a month between the time articles are written and when they end up in the hands of readers only slow, major changes can be written about here. Now the Cooperative has new tools to keep members informed of things that come up in the short term or that impact only a part of the membership.

SmartHub has been around for several years. Many members are familiar with it as a way to pay their electric bill or to track their daily usage and hourly demand. But signing up for SmartHub also gives the cooperative and members another way to communicate other issues.

Members can change SmartHub settings and manage notifications. They can receive notifications through email and text messages. These notifications can now include outage updates.

In late February, the Cooperatives generation and transmission utility informed Sac Osage that rolling black-

outs might happen in its service territory. Thankfully these blackouts did not occur, but the Cooperative had little time to inform members who would be impacted. Sac Osage used social media and its website to warn members of the possibility of a planned outage, but with SmartHub outage notifications turned on, the specific members affected could be notified by text and e-mail.

Planned rolling blackouts have not happened in Sac Osage territory, but other planned outages do occur. At times line sections will have to be temporarily disconnected to do service upgrades or to safely remove a hazard from the right-of-way. Through SmartHub members can receive some advanced warning that these outages are taking place and how long they can be expected to last.

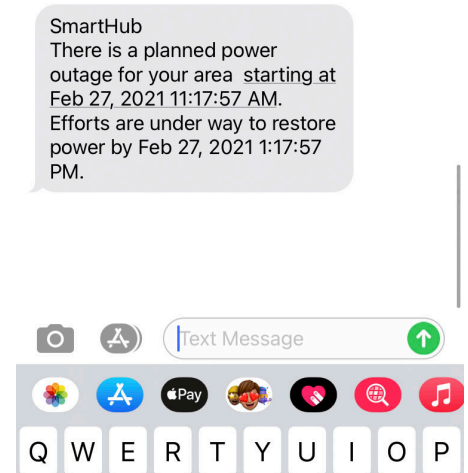
Members can receive all the benefits of SmartHub by clicking on the "Online Bill Payment" section of the Cooperative website, or downloading the SmartHub app through their phones' app store. Members currently signed up should check their settings under "Manage Notifications" to confirm they are receiving messages through e-mail and/or text notifications.

Ground Source Heat Pumps Save Energy And Money



A ground source heat pump uses 25-50 percent less electricity than conventional heating or cooling systems. It allows for design flexibility and can be installed in both new and retrofit situations. They provide excellent "zone" space conditioning, allowing different parts of your home to be heated or cooled to different temperatures and they are durable and highly reliable. Sac Osage has available rebates on new ground source heat pump installations. Get more information at www.sacosage.com.

May is Budget Billing Catchup Month



Members can sign up to receive SMS text notifications of outages as well.