



Sac Osage Electric Cooperative

News

A Touchstone Energy® Cooperative 

October 2021

P.O. Box 111, 4815 E HWY 54
El Dorado Springs, MO 64744
Telephone: 800-876-2701
Visit us on the Web - www.sacosage.com



New Line Extension Costs Go Into Effect In 2022

A change in the Sac Osage Electric Cooperative's line extension policy will go into effect January of 2022. Line extension refers to the addition of new wire and/or poles to provide a new electric service. The policy change is necessary to recover the rising costs of materials and expenses for new service installation.

The line extension policy now reads as follows:

1. Permanent

Single-Phase Service for Dwellings and Small Commercial Accounts

For service extensions requiring poles to be installed for adequate service, the Cooperative will provide the following:

Electric service for a permanent dwelling consisting of four or more rooms placed on a permanent foundation (less than four rooms is considered a cabin) or a small commercial account. To qualify as a permanent dwelling the foundation of the dwelling must be completed before construction of line extension is started by the Cooperative. The determination of permanent or temporary will be made by the Sur-

veyor/Staking Technician, who after a visual check of the site and verbal communication with the applicant, is most qualified to determine if the installation should be considered as permanent or temporary.

All line extensions:

Overhead: \$4.00 per foot
Underground: \$5.50 per foot

Should the service be terminated within the first twelve months those remaining months times the applicable minimum monthly bill shall be added to the final bill.

2. Non-Permanent

Single-Phase Service for Outlet Boxes, Cabins, Pumps, Recreational Accounts and/or Other Classes of Consumers not Considered Permanent

For service extensions to any of the above, the following charges shall apply:

Overhead
Minimum - - - - - \$500.00*
All line extensions - - \$5.00 per foot



Sac Osage lineman readies new 3-Phase service.

*The minimum charge also applies to temporary service extensions requiring only a new pole in line. The minimum charge does not apply to service extensions requiring only the addition of a meter loop or other equipment to an existing pole.

Underground
Minimum - - - - - \$1,000.00
All line extensions - - \$7.50 per foot

Should the service be terminated within the first twelve months those remaining months times the applicable minimum monthly bill shall be added to the final bill.



Dan Hackleman stakes new service

Retired Services Policy

Idle services ten years or older shall be systematically retired. Upon retirement, applicant requesting service shall abide by current line extension policy.



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Sac Osage Offers Electrical Safety Education

Sac Osage offers a free educational presentation. We would love to visit your group with our presentation and interactive display. We cover three main areas in the 40 minute presentation.

Safety:

- Watch out for power lines
- What to do in case of an electrical accident
- Fire prevention
- Storm Safety

Efficiency:

- Why do CFL's make cents?
- What can everyone do to save energy?
- Why do we need to make energy conservation a priority?

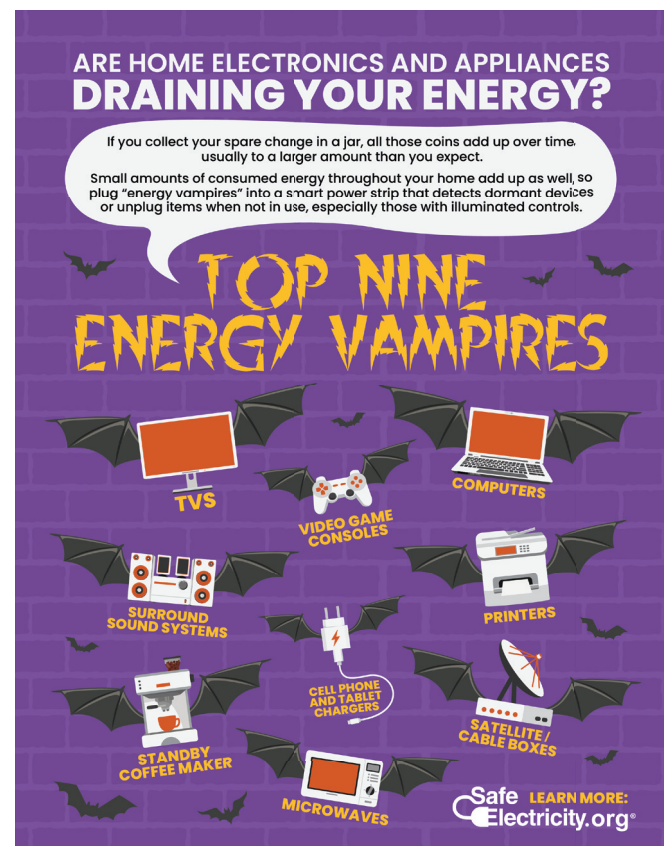
Generation:

- What's a watt?
- Where does energy come from?
- What does it take to power everyday household items?

We use a power point presentation with pictures and video for the safety and energy efficiency and the Energy Bike to talk about generation and give the kids a chance to interact. The format can be changed to fit your timing and space needs.

To schedule a time please contact Aaron Ash or Janna Dody at 1-800-876-2701 or by e-mail: aash@sacosage.com or jdody@sacosage.com.

We hope you will take advantage of this free service that we are eager to provide to the communities we serve.



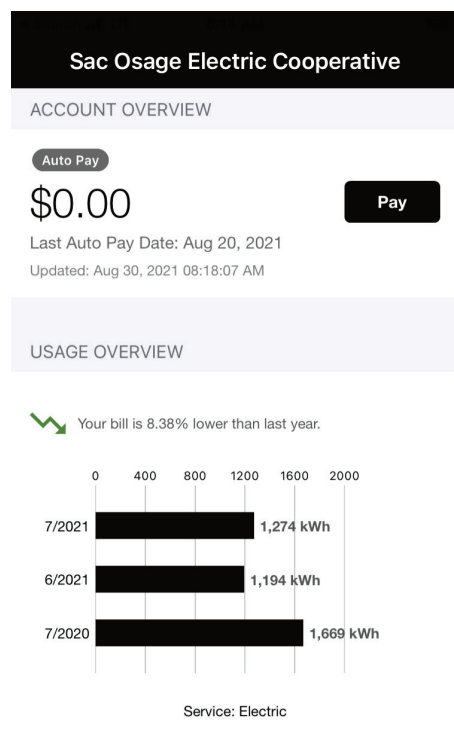


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American Express Now Accepted for Electricity Payments

In a continuing effort to make it as easy as possible for members to pay their bills, Sac Osage Electric Cooperative has now added American Express as an acceptable payment method. Previously the cooperative has accepted Visa or Mastercard for credit/debit card payments. The addition of American Express will apply across all of the payment methods where Sac Osage currently accepts card payments.



The SmartHub home screen gives easy access to make a payment and see usage information.

Smart Hub is Sac Osage Electric Cooperative's billing app and on-line portal. There, members can pay bills, and also access a host of services.

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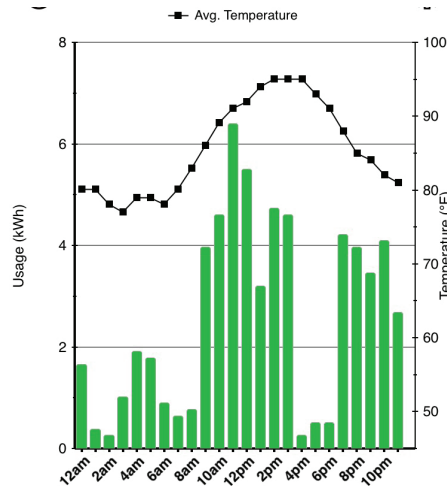
SmartHub

National Information
Solutions Cooperative

OPEN



Members can search for this icon in their app store.



Besides being convenient for payments, the SmartHub app allows members to see hourly usage.

Members can see past billing statements. They can access daily and even hourly usage information. Members can schedule a payment (now including American Express) or sign up for Auto Pay, that automatically pays the electric bill on the 20th of each month. The SmartHub App can be downloaded through a phone's app store. It can also be accessed at www.sacosage.com through the Online Bill Pay button. Notifications can be set up for e-mail or text message alerts regarding outages, bills due, and payments posted.

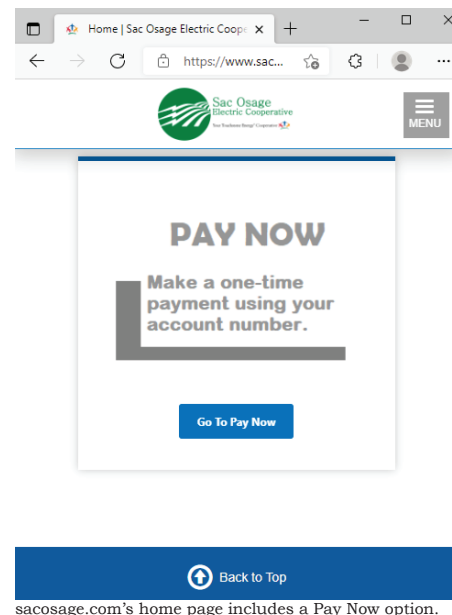
Sac Osage accept electric bill payment by phone. Members can call 866-999-4573, 24 hours a day with their account number to make a payment or check the balance on their account. Payments can be made through a checking account, Visa, MasterCard, or now American Express. Members using the phone payment system for the first time will have to set up a personal identification number (PIN) by calling the office at 800-876-2701.

Payment can be made in the offices of Sac Osage Electric Cooperative headquarters two miles east of El Dorado Springs on 54 Highway. The office accepts cash, check, or credit cards (now including American Express).



Cooperative headquarters at 4815 E 54 Highway, El Dorado Springs, MO.

A One-time payment method is also available through the cooperative website www.sacosage.com. Look for the "Pay Now" section. It will accept payment by check, Master Card, Visa, and now American Express.



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sacosage.com's home page includes a Pay Now option.

The cooperative is glad it can now offer American Express through its payment channels. Members will benefit from this added service.



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First Members to Get Fiber in Early 2022

Sac Osage Electric Cooperative and its partner, Conexon Connect, continue to make strong progress in our mission to bring the fastest fiber broadband service available to our members. In December, we will begin installing our first trial customers! The

feedback provided by these “friendly” volunteers will play a crucial role in helping us refine our service and processes to ensure a smooth and successful launch of the fiber broadband network to others. By Q1 2022, we plan to have fiber internet and HD-

quality phone service available to the El Dorado substation which serves members in the area directly south of El Dorado Springs to CC highway. Keep up with the latest progress at the Connect Powered by Sac Osage Facebook Page.

Fiber is More Than Fast Internet... A Lot More!

The speed and reliability of fiber broadband is no secret. While other providers tout their “fast speeds” of 50–100 Mbps, Connect’s 100% fiber network will offer symmetrical upload and download speeds 20x–40x

faster – up to 2 Gigabits (2,000 Mbps)! But blistering internet is just the beginning. Fiber broadband from Connect, powered by Sac Osage Electric Cooperative, also includes powerful parental controls, robust

home network security, and more! We’ll be sharing the details on these options over the next few months.

Pre-Register for Connect Service Today!

Connect, powered by Sac Osage Electric Cooperative, will be available in your area soon! Be one of the first and take advantage by pre-registering today. Simply visit Sac Osage Electric Cooperative’s Connect webpage at ConexonConnect.com/SacOsage and provide your information. Pre-registering ensures you’ll be one of the first to know when we near your neighborhood; it is not a commitment to subscribe to any services.

As Sac Osage Electric Cooperative and Connect continue to work toward transforming our area into one of the most well-connected areas of the country, we want to remind everyone that the unrivaled speed and reliability of fiber is worth the wait! Stay tuned for more updates!

