



Dear New Member,

Welcome to Pierce Pepin Cooperative Services! Your electric co-op is locally owned and controlled by you—our members—to serve your needs. Our priority is keeping the lights on safely, reliably, and at the best possible price in our local community.

- We focus on you, our consumer member, and delivering safe, reliable energy to you and your family.
- We strive to help our consumer members and the community Live Better® through our programs, services, and charitable giving.
- We belong to our consumer members, so any excess revenues are returned to you in the form of capital credits.

The following pages highlight the programs and benefits PPCS offers you as a member of the cooperative, as well as the ways we serve our communities. More information about each program can be found by contacting us or visiting our website at www.piercepepin.coop.

I encourage you to engage with us on Facebook, Instagram, and Twitter. We share important updates several times a week about our cooperative and respond promptly to comments. I also encourage you to sign up for SmartHub through our website and/or download the SmartHub app to your phone or tablet. SmartHub allows you to manage your electric account, make payments, view your electric usage, sign up for outage notifications, and more.

Again, I want to welcome you as a member of your electric cooperative. We are pleased to be your energy partner. Please contact us with any questions or concerns at **715-273-4355, 800-924-2133** or **info@piercepepin.coop**.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nathan R. Boettcher'.

Nathan R. Boettcher
President and CEO

Convenience

PPCS offers multiple ways to pay your bill, which gives you the convenience your busy life demands. PowerNow! with Prepay, one of our most innovative plans, allows you to monitor your energy use and purchase at your convenience. No bill due dates; avoid late fees, deposits, and other collection costs.

Consistency

Take the guesswork out of your monthly energy bill by signing up for the Even Pay program. Even Pay gives you uniform monthly payments on your energy account(s). The Even Pay amount is based on your average energy use during the previous 12 months.

Cash back

Sign up for paperless billing and receive a one-time \$5 bill credit. You will also receive a monthly \$1 credit on your energy bill. Sign up for the Automatic Payment Plan using your checking or savings account and receive an additional \$1 monthly credit. Residential members' security deposit may be reduced or waived by signing up for Automatic Payment Plan or PowerNow! with Prepay.

PAYMENTS

Ways to Pay



Dial 855-939-3842 and follow the voice prompts to pay with bank account, credit, or debit card.



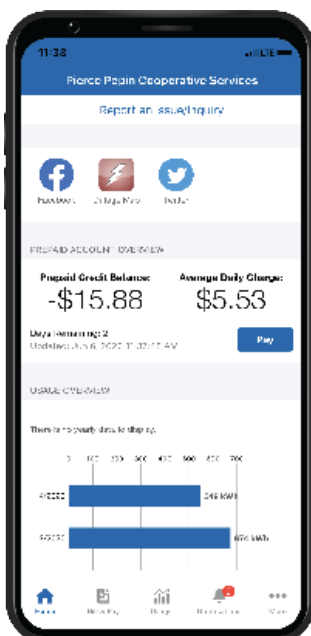
Payments can be dropped off at the box on the west side of the building or at the front desk.



Mail bill stub and check to Pierce Pepin Cooperative Services:
PO Box 25350 St. Paul,
MN 55125-0350



Download the SmartHub app to pay your bill, view usage, and more.



YOUR ENERGY. YOUR TIME. YOUR WAY.

Pay your bill, report outages, check electric usage, contact our office, and more through the SmartHub app.

Putting the power in your hands.

Visit www.piercepepin.coop, choose the "Member Hub", and click "Ways to Pay" to learn more.

QUICK INFO

CONTACT US

✉ info@piercepepin.coop

☎ 715-273-4355
800-924-2133

CALL BEFORE YOU DIG

800-795-0555 or 811

HOURS

Monday-Friday,
8 a.m. - 4:30 p.m.

BOARD OF DIRECTORS

District 1: Gerald Drier
District 2: Edward Hass
District 3: Brian Berg
District 4: John Parkes
District 5: Ann Young
District 6: Ginny Huber
District 7: Roger Wiff
District 8: Brian Bergseng

OFFICE CLOSED

New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving & day after
Christmas Day

REPORTING OUTAGES

Registered SmartHub users can login to SmartHub, text OUT to 768482 or, call 800-927-5705 to report an outage. View our outage map at:
www.piercepepin.coop/power-outages

CORE VALUES

- Accountable
- Innovative
- United
- Safe

FACTS

Organized: **1937**
Total meters: **10,009**
Total members: **7,051**
Miles of line: **1,330**
Accounts/miles of line: **5.7**
Employees: **38**
Service area: **Pierce, Pepin, and parts of St. Croix and Buffalo counties.**

COMMUNITY

Community Programs

Live Better® Community Service Award program, Electrical Line Worker program, Youth Leadership Conference, Operation Round Up®, Dolly Parton's Imagination Library, Power Line Safety Demo, Scholarship Program, Safety Poster Contest, and Arbor Day Tree Planting.

Additional Programs

Focus on Energy

Wisconsin's energy efficiency and renewable resource program offers incentives for lowering energy usage and costs.

Electric Vehicle (EV) Charging

Purchase our charging unit and charge on our EV rate.

Evergreen Program

Evergreen supports renewable energy generation.

Rebates & Incentives

Save money and energy through our *Energy Sense* program.

Load Management Program

This voluntary program allows power for specific appliances to be interrupted, which reduces electrical demand during peak energy use, typically, for a reduced electric rate.

Distributed Generation (DG)

DG is generating electricity at or near the point of use, like solar or wind-powered systems.

CAPITAL CREDITS

When you sign up for service with PPCS, you become a **cooperative member**. Cooperatives are owned by the people they serve and are not-for-profit. Capital credits are excess revenues returned to members. It pays to be a cooperative member.

How Capital Credits Work

1. PPCS tracks your electricity use and what you pay for it each year.
2. We pay the bills for things like power generation, maintenance, and new construction.
3. At the end of the fiscal year, the board of directors determines if there are excess revenues called margins.
4. The cooperative allocates those margins to members as capital credits based upon their electric bill.
5. Your board of directors decides to retire, or pay, the capital credits when our financial conditions permit.

Members with an active account receive their capital credits as a bill credit or by check.

The screenshot shows a PPCS bill with a capital credit of \$10.00 applied to the account. The credit is circled in blue. Below the bill, there is a section for 'Other Ways to Pay Your Bill' and 'Your Account Information'.

OR

The screenshot shows a check from PPCS Member for \$10.00. The check is dated 3/14/20 and is payable to the order of PPCS Member. The amount is written as \$10.00.

Over

\$16.7 million

has been returned to PPCS members.

BROADBAND



Internet Services

Gig - 1,000/1,000 Mbps

Ultra - 250/250 Mbps

Advanced - 100/100 Mbps

What is SwiftCurrent Connect

SwiftCurrent Connect is a wholly-owned subsidiary of PPCS. SwiftCurrent is delivering high-speed internet to western Wisconsin with one goal in mind. SwiftCurrent Connect looks to connect every home that is currently without access to high-speed fiber internet.

What's the big deal about fiber? It provides the fastest speeds, it is the most reliable and secure internet service, and it is great for many connected devices.

Visit www.swiftcurrent.coop to find out more information and sign up for service.



Visit www.piercepepin.coop for more information.