



2111 N. Von Minden Road
PO Box 490
La Grange, TX 78945
(979)968-3181
www.fayette.coop

NEW MEMBER

HANDBOOK



Welcome to
Fayette Electric Cooperative



New Member Handbook

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New Member Handbook

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Welcome to Fayette Electric Cooperative

Dear New Member:

Welcome to the Fayette Electric Cooperative family! We're excited to have you join a community built on connection, cooperation, and service.

As a member-owner, you're part of something unique — a not-for-profit electric cooperative that puts people over profits. Your voice matters here, and you have the opportunity to shape the future of your co-op through voting and participation in meetings.

This handbook is your guide to the services, programs, and benefits that come with membership. Whether it's learning about energy efficiency, understanding your bill, or finding ways to get involved, we're here to make sure you get the most out of your co-op experience.

We share updates through *Texas Co-op Power* magazine, our Facebook page, local newspapers, and on our website. If you ever need help or have a question, please reach out — we're always glad to assist.

Sincerely,

Doug Lambert
General Manager and CEO

About Us

Fayette Electric Cooperative was formed in 1937 to bring electricity to rural Fayette County, where power lines simply didn't exist. It all started with a group of local farmers, a \$5 membership fee, and a shared vision to improve life in their community. Within a year, funding was secured to build the first 100 miles of line, and by late 1938, the first members saw their homes and farms light up for the very first time.

From those humble beginnings, we've grown into a cooperative serving more than 10,600 members across Fayette, Bastrop, Lee, Washington, Austin, Colorado, and Lavaca counties. Today, we maintain over 3,000 miles of energized line and remain committed to providing reliable, cost-effective electricity while supporting the communities we serve.

Our history is rooted in service, and our future is focused on innovation, efficiency, and keeping members at the heart of every decision we make.

Membership Has Its Privileges

Fayette Electric Cooperative is locally owned by members and governed by an elected board of directors who live and work in the communities they serve.

District meetings are held each year on a rotating basis. The purpose is to elect a nominee for director-candidate for your district who is then officially elected by members at the Annual Meeting held on the third Wednesday in July.

FEC is not-for-profit; margins above and beyond the cost of doing business will be returned to you as Capital Credits when the board of directors determines it is financially feasible, and we meet the financial requirements stated in our loan documents.

FEC helps members manage their electric bills with air conditioning rebates and the SmartHub app.

Members of FEC agree to purchase electric service from FEC and to comply with, and be bound by, the Articles of Incorporation, the Tariff, the Bylaws, the member handbook, and all policies and procedures of FEC.

FEC's Bylaws may be accessed [here](#).

Membership Agreement

FEC is a member-owned electric cooperative, which means you must first become a Member to receive service.

If you are requesting service at a location that is already connected, or that has had electricity in the past but is currently disconnected, you must complete FEC's [Application for Membership and Electric Service Agreement](#).

If you need service at a location where FEC does not currently have poles, lines, or equipment, you are also required to complete the [Application for Membership and Electric Service Agreement](#) before power can be provided.

Service cannot be completed until the agreement is signed by FEC along with the corresponding fees.

Membership Agreement continued

The agreement must be signed electronically, either by responding via email or by visiting our office at **2111 N. Von Minden Road, La Grange, TX 78945**.

If you have questions or need assistance, please call our office at **(979) 968-3181** or **(866) 968-3181**.

Starting Electric Service

If you are in FEC's service territory, you can apply for co-op membership and electric service by calling us at **(979) 968-3181** or **(866) 968-3181** or by visiting our office at **2111 N. Von Minden Road, La Grange, TX 78945**. Or, you can request service [here](#).

To start service at a location where FEC power is already available, please allow up to seven business days for connection, or sooner if possible.

To start new service in a location where no electric service is available, call **(979) 968-3181** or **(866) 968-3181** or click [here](#). We will work with you to determine where poles, lines and equipment should be placed, provide an estimate for material costs, and construct the job after your payment for materials is made.

Applicable fees may be paid with cash, check, money order, or credit/debit card.

Deposit Requirements

When applying for electric service, if required, a deposit will be based on your account type.

If you transfer service to another location within our service area, a new deposit is required. When you close your existing account, we will apply your deposit and accrued interest to the final amount due and transfer any remaining credit balance to your new account.

Residential Service Deposits

The minimum deposit for permanent residential service is \$300.00 **OR** an amount equivalent to one-sixth of the estimated annual electric bill.

A deposit will be required on entities such as partnerships or trusts unless a favorable credit reference is provided by another utility in the name of the entity.

Once paid in full, your deposit is held until:

Your account is final billed **OR**

We receive 12 consecutive bills without disconnecting service for nonpayment and without receiving a late payment more than twice. You must also pay the current bill on time.

Your deposit and interest will be automatically refunded as a credit to your account on the 13th month. No interest applies if we refund the deposit within 30 days.

Your deposit is not a prepayment of your bill. You must still pay each month for all energy used on the premises.

Deposit Requirements continued

Commercial/Industrial Service Deposits

A deposit is required for commercial and industrial accounts unless a positive credit reference from another electric utility is provided in the account's name.

The minimum deposit for permanent commercial service is \$300.00 **OR** an amount equivalent to one-sixth of the estimated annual electric bill.

Your deposit is held until:

Your account is final billed **OR**

We receive 24 consecutive bills without disconnecting service for nonpayment and without receiving a late payment more than twice. You must also pay the current bill on time.

Your deposit is not a prepayment of your bill. You must still pay each month for all energy used on the premises.

Privacy Policy

The Federal Trade Commission's Red Flags Rule, passed in November 2007, requires certain businesses that maintain covered accounts, including utilities, to implement a written identity-theft prevention program designed to detect the "red flags" of identity theft in day-to-day operations and establish a program to identify, prevent, and mitigate its damage.

Because FEC maintains accounts for its members and allows the members to pay for service after it has been rendered, it is considered a creditor and is subject to the Red Flags Rule.

For questions about FEC's privacy policy, call **(979) 968-3181** or **(866) 968-3181** or write to **Fayette Electric Cooperative, PO Box 490, La Grange, TX 78945**. You may request a printed copy or find more information [here](#).



Your Electric Bill

Easy Bill Pay Options

We offer several convenient ways to pay your bill:

- **Online:** Log in or create a SmartHub account to manage your payments or use our Pay Now feature for quick, no-login payments.
 - **Automatic Payments:** Set up recurring payments online or through our automated phone system using MasterCard, Visa, Discover, American Express, or a bank draft.
 - **Mobile App:** Download the free SmartHub® app for iPhone or Android from the App Store or Google Play.
 - **By Phone:** Call **(844) 971-1048** anytime to use our automated 24/7 voice payment system. Payments are accepted using a credit or debit card or a check. Contact FEC's consumer service department to establish a PIN before paying by check.
 - **By Mail:** Send your payment to **Fayette Electric Cooperative, PO Box 490, La Grange, TX 78945**. Include your account number and payment stub. No cash, please — we are not responsible for cash sent by mail.
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A Past Due Bill

A member has 16 days from the date the monthly bill is issued to pay. That payment due date is noted on the bill. Payments received after 16 days are considered delinquent and will result in a late payment fee. If the payment is delinquent, FEC will send a notice by mail or email about possible discontinuation of service. Once that notice is issued, the member has 10 days to pay his or her electric bill or service will be discontinued.

If electric service is discontinued because a bill was not paid, service will not be reconnected until the member pays the full amount owed, in addition to a service interruption fee and a deposit, if applicable. Reconnect payments may be made by logging in at fayette.coop or on the SmartHub app or by calling **(844) 971-1048**. Payments may also be made at our office during normal business hours.

Payment Assistance

The State of Texas Comprehensive Energy Assistance Program offers aid for those who need help paying their electric bill. A list of providers is available [here](#).

Information is also available on our website [here](#).

To Cancel Electric Service

Members should provide the following information in person at our office or by calling **(979) 968-3181** or **(866) 968-3181**.

- The service address, Fayette EC account number or meter number.
- Personal identification may be required.
- The date electric service should be discontinued; **AND**
- A forwarding address and telephone number.
- To cancel service online, click [here](#).

Your request will not be processed until an FEC representative contacts you in 1-2 business days.

Statement of Non-Discrimination

Fayette EC provides equal employment opportunities to all employees and applicants without regard to protected status: race/ethnicity, color, national origin, ancestry, sex/gender, gender identity/expression, sexual orientation, marital/parental status, pregnancy/childbirth or related conditions, religion, creed, age, disability, genetic information, veteran status, or any other protected status.

Additionally, Fayette EC is committed to employing and advancing in employment qualified minorities, women, individuals with disabilities, and protected veterans (including, but not limited to, disabled veterans, recently separated veterans, Armed Forces service medal veterans, and active-duty wartime or campaign badge veterans). Equal Employment Opportunity is the law.

Meters

Ownership

The Cooperative shall retain ownership of all materials and equipment installed by the Cooperative for the extension of service to the Member and retains the right to service others from any line or any extension without refunding any part of the Aid To Construction cost or crediting any bill.

Meter Tampering

Tampering with Fayette EC's metering or electrical equipment is illegal, dangerous and costly to all Fayette EC members. If you suspect someone is tampering with a Fayette EC meter or other electrical equipment, please call us at **(979) 968-3181** or **(866) 968-3181**, visit our office, or email us at **electric@fayette.coop**.

Meter Loops

FEC provides specifics about amp size and meter loop requirements for requested electric service. A meter loop may be purchased from a local electrician or business, or Members may provide their own. Should a Member provide his or her meter loop, it is their responsibility to ensure the meter loop is at the job site and completely assembled according to FEC's specifications. This must be done before the construction of electric service or upgrades to service begin.

A list of meter loop specifications is available at our office or can be accessed [here](#).

Meters continued

Attachments to Cooperative's Poles

No posters, banners, placards, signs, light fixtures, radio or television antennas, satellite dishes, basketball backboards, fences, structures, electric conductors not owned by the Cooperative, or any other type of foreign object may be attached to or installed on the Cooperative's poles, property, or equipment.

Any person who violates this provision shall be notified and requested to remove all foreign objects and/or equipment from the Cooperative's property.

If the Member fails to remove said foreign objects immediately, the Cooperative will remove said foreign objects and/or equipment and bill the person for the cost incurred. The Cooperative may remove any foreign objects and/or equipment from the Cooperative's property and equipment without notice and without liability to the owner of said foreign objects.

Automatic Meter Reading

FEC installs meters that are read electronically.

Member Wiring

FEC accepts no responsibility and assumes no liability for the adequacy of the member's installation or damages and/or injury as a result of inadequate apparatus or equipment, incorrect wiring, faulty material or workmanship, or any other deficiencies or defects in the wiring and/or equipment on the member's premises.

Reporting an Outage

To report a power outage 24 hours a day, 7 days a week, call Fayette Electric Cooperative Inc. at one of the following numbers: **(979) 968-3181** or **(866) 968-3181**.

When a call is received to report an outage, our outage management system uses your telephone number or account number to identify the account and location without power. When power is lost, most do not know their account number by memory and therefore use their phone number when reporting an outage to the automated system. It is essential to keep your phone number and email address current on your account for ease of reporting the outage with the automated system and for receiving notifications.

If you've changed your phone number lately, give us a call at **(979) 968-3181** or log in to your SmartHub® account and click **"Contact Us"** to update your records. Current e-mail addresses are also important if we need to contact you regarding a billing matter. It may save you some time and frustration later. If you are already registered with SmartHub, you can log in and update your email address on your own.

Did you know you can also report a power outage and view our Outage Map in the SmartHub app? [Enroll Now](#)

View our Outage Map [here](#).

Planned Outages

FEC maintains more than 3,000 miles of power lines, which requires ongoing work. To ensure our crews can work safely and efficiently, power may occasionally need to be interrupted for scheduled maintenance. Members affected by a planned outage may receive an automated phone call in advance. Updates will also be posted on our website and on the Cooperative's Facebook page.

Residential Critical Care and Chronic Condition Members

All FEC members count on us to provide reliable electric service, but none more than those who rely on life-sustaining electrically powered medical equipment. If this is you or someone who permanently resides at your home, you may be eligible for our Residential Critical Care and Chronic Condition Program.

Our Residential Critical Care and Chronic Condition Program is a registry of residential service locations where people rely on life-sustaining electrically powered medical equipment. When planned outages or service interruptions for nonpayment are scheduled, we will make all reasonable efforts to provide advance notice so preparations can be made.

To apply, download the application [here](#).

Or request an application by calling Fayette Electric Cooperative at **(979) 968-3181** or **(866) 968-3181**.

You may also pick up an application at FEC's office located at **2111 N. Von Minden Road, La Grange, TX 78945**, and return it in person or by mailing it to FEC's Member Service Department at **PO Box 490, La Grange, TX 78945**.

Tree Trimming

To maintain safe and reliable electric service, FEC trims trees and removes vegetation too close to power lines within our easements or rights-of-way. Trees near power lines can contribute to outages and, in some instances, be dangerous. To request tree trimming or to report a hazard, call our office at **(979) 968-3181** or **(866) 968-3181** or fill out a tree trimming request [here](#).



The SmartHub App

Our website and free mobile app let you do business with Fayette EC anytime, anywhere.

Create an online account [here](#) to track your energy use, pay your bill, and report outages.

If you are a new user, please click on **“Don’t have an account? Register now,”** and follow the prompts.

You can also download the SmartHub app on your smartphone or mobile device from Apple’s App Store or Google Play. On the app’s launch screen, click on **“Don’t have an online account? Register now.”**

For either sign-up method, you will need your account number. Find it on your billing statement or call our office at **(979) 968-3181** or **(866) 968-3181**, and we will be happy to look it up for you.

Your Digital Dashboard

On the home page of our website, you will see quick links in the center of the page. Click **“Pay Your Bill”** to manage your account services and pay your bill with one click. If you prefer to make a payment without logging in, navigate to the top of the page to the **Pay Now** button.

Billing and Payments

Once you are logged in to SmartHub, navigate to the **“Bill & Pay”** tab. Here, you can enroll in our **Auto Pay Program**, view your **Billing History**, use our **Budget Gauge Tool**, **Make a Payment**, and view your **Payment History**.

Usage

Under the **“Usage tab,”** you can view things like **Usage Comparison**, **Usage Explorer**, and **Usage Tracking**.

Contact Us

Under the **“Contact Us”** tab, you can see a map of our **Office Location**, **Report a Power Outage**, **Report an Issue**, and **Track Issue Status**.

Youth & Community Programs

At FEC, we adhere to the 5th Cooperative Principle, “Education, Training and Information” by making educational opportunities available to our employees, directors, members, and the public. We offer a variety of programs and activities for members and future members, including:

- Academic Scholarships
 - Trade and Technical School Scholarships
 - Youth Tour to Washington, D.C.
 - Safety demonstrations as requested
 - First Responder Safety Training Around Electricity
-

Connect with Fayette EC

Fayette.coop

Do business 24/7 with our virtual member service center. Create an online account, pay your bill, study your energy usage, set up automatic payments, sign up for paperless billing, outage notifications, and more.

Outage Map

Track the number, size, location and status of outages in real time across our service area on the outage map [here](#).

Texas Co-op Power Magazine

Monthly news and features about the cooperative and its service area are featured on FEC's pages in the center of *Texas Co-op Power* magazine, which is mailed to all co-op members at no cost. Downloadable pdfs are available [here](#).

Social Media

Get updates on Facebook about major power outages, emergency alerts, FEC news, photos, interesting energy information, and energy-saving tips.

Facebook: @fayettecoop

Instagram: @fayetteelectric

YouTube: Fayette Electric Cooperative



Dolly Parton's Imagination Library

FEC is proud to partner with Dolly Parton's Imagination Library. Each month, the Imagination Library will provide an age-appropriate book for each registered child, free to the family.

Children from birth to age five who are registered with the program will receive a high-quality book each month delivered directly to their home. Currently, this program is available to those living in the 77975, 78941, 78945, 78949, 78956, 78959, 78962, and 78963 zip codes. You do not need to be a member of Fayette EC.

Parents of children from birth to age five are encouraged to register their children [here](#). If you have any questions about enrolling your child in the program or donating, please contact Tracy Denton at **(979) 968-3181** or at **tracya@fayette.coop**.

Fayette EC's Service Territory & Office Location

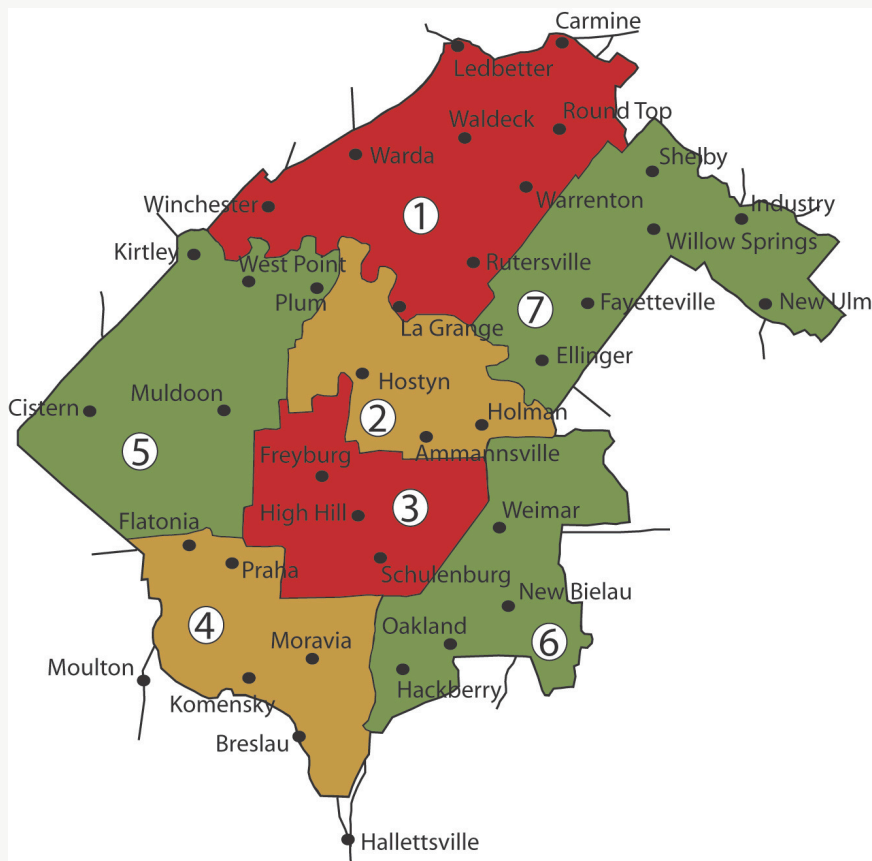
FEC provides electricity to members in all or parts of seven counties, including Austin, Bastrop, Colorado, Fayette, Lavaca, Lee, and Washington counties. We have proudly served our membership since 1937. To view a map of our service territory, click [here](#).

FEC's office is located at 2111 N. Von Minden Road in La Grange. Here, members can pay their electric bills or get help with co-op-related matters — from new service connections to information about saving energy.

Lobby and Drive Thru Hours:

Monday - Friday, 8 a.m. - 5 p.m.

Closed on major holidays.



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