



Your Touchstone Energy® Cooperative 

A Member-Owned  
Cooperative

800-489-7405

[www.firstelectric.coop](http://www.firstelectric.coop)

## 15 nonprofits receive donations from Operation Round-Up

Thanks to members who participate in Operation Round-Up, \$16,000 was donated to 15 local organizations in December.

These members volunteer to have their bill rounded up to the next even dollar amount each month. That money — an average of \$6 a year — is used for donations to local organizations and for college scholarships.

You can join Operation Round-Up by calling 800-489-7405 during regular business hours or by clicking Enroll on the “Community” tab at [www.firstelectric.coop](http://www.firstelectric.coop).

Donation recipients include:

### Cleburne County

- Breakin Bread, \$500
- Community Action Program for Central Arkansas, \$500
- Disabled American Veterans, Chapter 57, \$1,500
- Single Parent Scholarship Fund of Cleburne County, \$1,500
- Wilburn Fire District, \$1,500

### Grant County

- Single Parent Scholarship Fund of Grant County, \$1,000
- Literacy Council of Grant County, \$500

### Lonoke County

- Lonoke County Single Parent Scholarship Fund, \$1,500

### Perry County

- Hollis Improvement Council, \$500

- Morrilton Human Relations Council, Inc., \$1,500
- Rose Creek Community Building, \$1,000

### Pulaski County

- Jacksonville Historical District, \$1,000

### Saline County

- Lake Norrell Area Fire Protection District, \$1,500
- Paron Community Center, \$1,000
- Saline County 4-H Foundation, \$1,000



Volunteers from Morrilton Human Relations Council prepare trays for their Meals on Wheels program.

## Joint vs. Single Membership

People who are served by First Electric Cooperative can have a joint or single membership.

A single membership lists one name on the account and bill. Only that person will be able to inquire about specific account information or make changes to his or her service. In addition, only the person listed may vote in the cooperative’s annual election, and any capital credit refunds will be issued in only that person’s name.

A joint membership has two names listed on the account and bill. This is most often a spouse. Both people may inquire about

account information or makes changes to the service. Although only one vote is allowed per membership, either may cast the vote. Both are entitled to receive any capital credit refunds issued to the account.

Members who would like to add or remove a person from their account may call 800-489-7405 during regular business hours. A member service representative will be able to explain what form and document(s) are needed to make the change. Documents might include a valid photo ID, divorce decree or death certificate.

## Energy Audits

Improving your home's energy efficiency can save you money on energy costs and make your home more comfortable. An energy audit gives you a breakdown of beneficial improvements. Here's how they work:

### Diagnostic Energy Audit

Trained and certified First Electric marketing representatives use a blower door test to measure the tightness of your home. Results could indicate openings in the home's envelope or ductwork.

If indoor and outdoor temperatures are far enough apart, a marketing representative can use an infrared camera to detect thermal deficiencies. The images can point to missing or inadequate insulation.

If the blower door test shows moderate to severe leakage, marketing representatives can test the duct system specifically using special equipment. With these results, you can know if professional duct-sealing could be needed.

### Walk-through Energy Audit

Marketing representatives inspect the inside, outside, crawl space and attic of your home. They look for missing or inadequate insulation, caulking around windows and weatherstripping around doors.

They check the age and condition of the heating and cooling system. Also, ductwork is visually inspected for any damage that could allow conditioned air to escape.

Lighting and appliances are other areas they review. They can help you decide whether it is cost effective to upgrade to a more energy efficient product.

Schedule an energy audit by calling 800-489-7405, visiting a co-op office or emailing [helpdesk@fecc.coop](mailto:helpdesk@fecc.coop).

## Surge Protection

### Service plan offers financial protection from power surges

Computers, refrigerators, TVs, washing machines, phones and heat pumps are only a few of the electronics and appliances that can be damaged by electrical surges, such as those caused by lightning strikes.

First Electric members can enroll in Surge HELP® for financial protection from surge damage for their homes' electronics and appliances. The Surge HELP® (Home Electronics Loss Protection) plan is offered to members through Dominion Products and Services Inc.

Making a claim is hassle-free. The toll-free claims number may be called 24 hours a day, seven days a week. The plan also covers up to \$125 in diagnostic/service fees for a valid claim.

Other Surge HELP® benefits include:

- Protection for electronics and appliances starts for as little as \$3.95 a month. (See plan coverage levels at right.)
- The homeowner is reimbursed up to the program limit if damaged equipment can't be repaired.
- No hidden fees.
- No equipment or installation required.

To enroll in Surge HELP® or get more information, please call 877-727-2938 or visit [DominionEnergy.com/FECC](http://DominionEnergy.com/FECC).



#### Plan Coverage Levels

- |                 |                                  |
|-----------------|----------------------------------|
| • \$3.95/month  | up to \$1,000/year in protection |
| • \$5.95/month  | up to \$2,000/year in protection |
| • \$7.95/month  | up to \$3,000/year in protection |
| • \$9.95/month  | up to \$4,000/year in protection |
| • \$11.95/month | up to \$5,000/year in protection |

*Please note: Payments are billed by Dominion Products and Services Inc. on an annual basis.*