

Energy United Electric Cooperative, Inc.

Your Touchstone Energy® Partner 

Connection

October 2017

Integrity

Accountability

Innovation

Commitment to Community

Exciting news for cooperative members



One of the many benefits of being part of a cooperative is that you are a member-owner. With October being national cooperative month, I wanted to share some exciting news with our membership.

First let me say, your membership in United Electric Cooperative matters because it entitles you to certain benefits. Besides reliable, affordable electric service, some of the benefits United Electric provides our members are home energy audits that help you find ways to lower your electricity usage, college scholarships for your children and grandchildren, the Co-op Connections card which offers you local and national discounts. You receive the Rural Missouri magazine because you're a member of United Electric and we want you to stay informed of the important co-op news and events.

Another reason that your membership matters is because you own United Electric. As a member-owner, all margins are eventually returned to you in the form of capital credits. Since we are a non-profit business, we allocate our margins back to our members. This is based on the revenue from the previous year which is why you receive a credit on your bill every May for the general retirement of capital credits.

Due to the success of United Service's in the communication

services, your board of directors have voted to conduct an early retirement of margins for 2016. We want our members to share in the success of United Services. Whether that success is by receiving communication services, or the financial savings it creates at United Electric, we want you to reap the benefits of the success.

In December, \$500,000 dollars will be returned to the you, the members in the form of a check. The amount for each member will be figured by the percentage of revenue each member paid to United Electric. You will receive the balance of 2016's margin at the time of natural retirement of the capital credits allocated from 2016. In addition to your patronage check, you will also receive the yearly general retirement credit on your bill in May.

When United Services was formed, the main focus was to investigate and pursue those projects that improve the quality of life of our member-owners and help provide financial security to the Cooperative. One of our long-term goals for United Services is to make sure each member has access to high speed internet service. With the success of United Fiber and our wireless and satellite internet services, we feel we are on the right track. Although United Service's is a for profit business, the cooperative principles and values are still instilled in their business model. All profits are returned to the cooperative and eventually to the members of the cooperative.

The bottom line: Your membership matters because you matter to United Electric Cooperative. We hope the check you receive in December gives you a little taste of how much we appreciate your support.

MEMBER APPRECIATION

PANCAKE BREAKFASTS

CHRIS CAKES WILL BE SERVING PANCAKES FROM 6 A.M. TO 9 A.M.

FRIDAY, OCTOBER 13 AT MARYVILLE OFFICE

FRIDAY, OCTOBER 27 AT SAVANNAH OFFICE

Attention High School Juniors: Win an expense paid trip to Washington D.C.



For yet another year, United Electric Cooperative is giving two high school juniors the opportunity of a lifetime - an expense paid trip to our nation's capitol!

For over 50 years, the Rural Electric Youth Tour has given high school juniors across the nation the opportunity to spend six days in Washington, D.C. learning about our nation's history and government while experiencing our nation's capitol first hand.

Rural electric cooperatives throughout the country sponsor delegates on the tour which includes high school juniors from more than 40 states. Cooperatives from across Missouri will send approximately 100 delegates, with two of those delegates representing United Electric Cooperative.

While on the Youth Tour, delegates will have the opportunity to meet with their senators and representatives. They will visit many of Washington D.C.'s historical landmarks including the Lincoln Memorial, the Tomb of the Unknown Soldier and the Iwo Jima Memorial. Delegates will also visit national houses of government including the Capitol Building, the United States Supreme Court and the National Archives. Also on the agenda are visits to some of Washington D.C.'s most famous landmarks including Mt. Vernon, Arlington National Cemetery, the Smithsonian Museum, the Ford Theatre, the Washington Monument and the Washington Cathedral.

In addition to the Youth Tour, two students will have the opportunity to win an expense-paid trip to the Missouri Cooperative Leadership Conference in Jefferson City, MO. This three-day conference brings together some of the top young leaders to focus on how electric cooperatives work, teach leadership skills and experience our local government at work.

The agenda includes nationally known speakers and a day at the Missouri State Capitol. Other activities include a barbecue and fun team competitions.

To compete in the Youth Tour and Leadership Conference contest, students must submit a 2-3 minute You Tube video on "The top three things I can do to save energy." The video link must be emailed to Pat Walter at United Electric Cooperative at pwalter@ueci.coop by 4:30 p.m. on November 17.

Videos will be judged and scored on knowledge of subject, originality, content, and creativity. The top six finalists will be invited to show their video and be interviewed by a panel of three judges. Interviews will be scored on speaking ability, knowledge of subject, content, and presentation of self. Interviews will be held on December 13 at the cooperative's headquarters in Maryville.

Each finalist's combined video score will be added to each of the interview scores for a final contest score. The top two video and interview scores will be United Electric's Youth Tour delegates and the winners of an expense-paid trip to Washington, D.C. The video and interview that receives the third and fourth highest score will be United Electric's Cooperative Leadership Conference delegates and the winners of an expense-paid trip to Jefferson City.

Next year's Youth Tour is June 8-14, 2018 and the Cooperative Leadership Conference is July 18-20, 2018.

United Electric Cooperative is excited to provide our high school juniors the opportunity to learn about our government and rural electric cooperatives.

For more information on the contest please visit our website at www.ueci.coop or contact Pat Walter toll-free at 1-800-748-1488.

COMING SOON!

A digital version of the Energy Connection will be available on our website beginning with our November issue!

United Electric and United Services to offer scholarship opportunities to local youth

United Electric Cooperative and United Services recognize the importance of education. In today's economy, it is often difficult for students to afford to continue their education following high school which is why we will be offering two scholarships to deserving seniors. We hope to help make attending college a little more affordable for students in our cooperative service territory.

The scholarship program is available to any graduating high school senior who is the dependent of a cooperative member-owner. The scholarship funds can be used at a four-year or two-year college or university, as well as a technical or trade school.

United Electric will offer the "Empowering our Youth" Scholarship. This scholarship will require entrants to write a 600-word essay, typed and double-spaced on the topic. "Of the seven cooperative principles, which do you feel is the most important for United Electric Cooperative to follow?"

The United Services scholarship, "Connecting our Youth"

will also require a 600-word typed essay on the topic "Describe ways in which broadband Internet access improves the lives of rural residents. "What challenges exist in providing broadband Internet in rural areas?" The applicants for this scholarship must be pursuing a technology related degree.

Both scholarships will be \$1,000 scholarships. The winning students will be presented with a certificate, however, the scholarship funds will be paid directly to the school they plan to attend.

Scholarship applications are available at your high school counselors office or you can download the application on our website at www.ueci.coop.

For questions regarding the scholarship program, or to have an application mailed to you, please contact our office at 1-800-748-1488.

We are excited to offer this opportunity to our local area youth and hope to help make a difference in their lives.

Program Helps Low Income Families With Heating Bills

LIHEAP Information

The Low-Income Home Energy Assistance Program (LIHEAP) is designed to assist low-income families who need help with their heating bills. Applications for the program will be accepted weekdays on a first-come, first-served basis from November 1, 2017 through April 15, 2018 – or as posted at a local office.

Eligibility

This program is not designed to pay a household's total energy costs; instead, LIHEAP is designed to provide assistance in the payment of residential heating costs. Your family may qualify for this program if your household income falls within the guidelines shown.

At the time you apply, providing you have brought all necessary documentation with you (proof of income for the last 13 weeks and a copy of your heating and electric bills), you will be told whether you are eligible and if so, for what amount that you might qualify. This initial determination is subject to review and totally dependent on the availability of federal funds. In most cases, benefits will be in the form of a credit applied to your heating bill by your utility company.

Households who reside in subsidized housing that are individually metered, and responsible for paying their primary heating

costs, are eligible. Subsidized households that are master metered are usually not eligible to receive assistance benefits.

Residents of any licensed medical facility (hospital, skilled nursing facility or intermediate care facility), publicly operated community residence or emergency shelter are ineligible unless they are paying a vendor directly for their primary heating source.

2017-18 LIHEAP Guidelines

Size of Household	Household Income
1	\$21,105
2	\$28,420
3	\$35,735
4	\$43,050
5	\$50,365
6	\$57,680

**For family units with more than eight members, add \$7,315 for each additional family member.*

Proof of Income – Attach documents that offer proof of total household gross income from all sources. Must have complete proof of income to process your application.

Fixed Income – This income may include: Social Security Benefits, Supplemental Security Income, Aid to Families with Dependent Children or Family Investment Program, Veteran's Assistance, Unemployment Insurance, or Pensions. Please send a copy of your most recent

check.

Wage Earners - Attach copies of your check stubs for the three months preceding the date of application, or a copy of your federal income tax return.

Self-employment / Farmers – A copy of your most recent federal income tax return. If you receive interest or dividend income, alimony or child support, it will also need to be verified.

TANF (FIP) and SSI Recipients – Your Medicaid number is on your Medicaid card. The numbers needed are immediately following your name and number in the "Attach Aid" type box.

Attach a copy of both your heating and electric bill or any other documents showing your account numbers or energy suppliers.

For More Information

Iowa Residents Contact:

Matura Action Corp.
Mt. Ayr: (641) 464-2401
Bedford: (712) 523-3144

Missouri Residents Contact:

Division of Family Services
Energy Assistance Unit,
Jefferson City: 1-800-392-1261

To contact the Customer Service Section of the Iowa Utilities Board

By Telephone: Statewide Toll Free 1-877-565-4450
Des Moines local dialing area 515-281-3839
By Fax: 515-281-5329
By e-mail: iub@max.state.ia.us - In "subject" area note "Customer Service"

By Regular Mail: Customer Service
Iowa Utilities Board
350 Maple Street
Des Moines, IA 50319-0069

The Iowa Utilities Board general number is 515-281-5979. Please use this number for all business other than customer information and concerns, or if you are unsure which staff member to contact.

Iowa Members RECare

A program called "RECare" has been established to help low-income Iowa families weatherize their homes. RECare allows you to make a one-time contribution or a monthly pledge. The monthly pledge can automatically be added to your bill. The funds collected will be distributed by a local community action agency. The money stays in the area - Members Helping Members.

YES! I want to be a part of **MEMBERS HELPING MEMBERS** and contribute to RECare.

Monthly Pledge

- \$1.00
 \$2.00
 \$5.00
 Other \$ _____
 One Time Contribution \$ _____

Account No. _____

Name _____

Address _____

City, State, Zip _____

Gough joins fiber team



Rachel Gough was recently hired as Sales Representative for the cooperative's subsidiary United Fiber.

As Sales Representative Rachel will be promoting United Fiber product lines and securing orders from existing and prospective customers through a relationship-based sales approach.

Rachel is a graduate of Penney High School and received a Bachelors degree in Public Relations and Organizational Communication from Missouri Western State University.

Rachel previously worked at Rolling Hills Auto Plaza, Kelly's Pub and Buffalo Wild Wings. Rachel resides in St. Joseph and has a pet turtle named Frankie. She enjoys making jewelry, photography and like any woman, eating pizza.

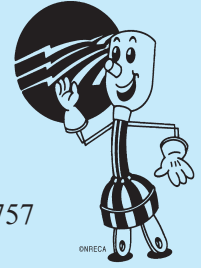
We welcome Rachel to the United Fiber team and are very excited to see what the future holds for her at United Fiber.

United Electric Cooperative, Inc.

1-800-748-1488

Maryville Office

30208 US Hwy. 136
P.O. Box 757
Maryville, MO 64468-0757
Fax (660) 582-2837



Savannah Office

401 N. Hwy. 71
P.O. Box 319
Savannah, MO 64485-0319
Fax (816) 324-3157

Website - www.ueci.coop

Facebook-[UnitedElectricCoop](https://www.facebook.com/UnitedElectricCoop)

Twitter-[@UnitedElecCoop](https://twitter.com/UnitedElecCoop)

Chief Executive Officer

James Bagley

Board of Directors

Gary R. Hull, *President*
John C. Redman, *Vice-President*
Jerry J. Fine, *Secretary*
John B. Killgore, *Treasurer*
Pat Hardy
Phillip Jensen
Deborah Knadler
Karl Noellsch
Jon Runde
John Schenkel
Frank Schieber
Allan Schneider

Complaints resolution process

If you have a complaint about United Electric Cooperative, please contact our Member Services Department toll free at 1-800-748-1488 or visit our cooperative office at 30208 US Highway 136 in Maryville, Missouri or 401 North Highway 71 in Savannah, Missouri.

If your electric service is in Iowa and your complaint is related to United Electric Cooperative's service rather than its rates and United Electric does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-515-725-7321 or toll free 1-877-565-4450, by writing to 1375 East Court Avenue, Room 69, Des Moines IA 50319-0069, or by email to customer@iub.iowa.gov.

If you have any questions about the cooperatives complaints resolution process, please contact us toll free at 1-800-748-1488.

Co-op Connection Card Deals

For many of us, Northwest Missouri is the only place we have ever called home. Just like you, United Electric Cooperative has deep roots in our community. Those roots are strongly supported by the small businesses that boost our local economy.

One of the ways that your co-op supports small businesses is through the Co-op Connections Card Program. It's a free benefit for United Electric members. With the card you can save on lots of things, from carpet cleaning, to yearly subscriptions and just about everything in between. I bet you didn't know that we have several local discounts. Below is a list of the local businesses that are participating thus far. New local businesses will be added as they sign up for the program.

Busy B Carpet Cleaning (Maryville) 10% off carpet or air duct cleaning	Clayton Paper (St. Joseph) 25% off catalog price	Maryville Daily Forum (Maryville) \$15 off yearly subscription
Shelton Siding (Savannah) Free Upgrade to 366 Advanced Low-E with Self Cleaning Glass	Hy-Vee-Maryville (Maryville) \$5.00 Two Entrée Chinese Meal \$5.00 Any Breakfast menu item \$6.00 All you can eat Salad Bar \$1.00 off Caribou Coffee at Hy-Vee gas	Byergo Angus (Rosendale) 5% off any purchase
Cutting Edge Supplements (St. Joseph) Buy one smoothie get the second half price 10% off any supplement	Boulders Inn & Suites (Maryville) 20% off nightly rate stay	Edson's Meat Processing (Stanberry) 5% off meat processing order
Hutch's Heating & Cooling (Union Star) Free whole house humidifier with new heating & cooling system from Hutch's	Maysville Laundromat (Maysville) 10% Off your drop off laundry bill	Subway (Maysville & King City) 25% off value meal
		Swan Plumbing (King City) \$15 Off Service Call

But that's not all; there are many more opportunities to save! To search for national discounts or to find out more about your card, visit www.ueci.coop and click on the Co-op Connections Card link or call us at 1-800-748-1488.

Another benefit of the Co-op Connections Card is the prescription savings. Show your card at participating pharmacies and receive a discount on prescriptions. For a list of all of the pharmacies currently participating visit <http://www.connections.coop/healthy-savings>.

Whether you are running errands or enjoying a night out, remember to shop local and save – all you have to do is show your card at participating retailers! It's just another member benefit brought to you by United Electric Cooperative.