

It's amazing what we learn through listening and observation

New products and services are more likely to gain the satisfaction of consumers when their introduction follows market research.

Here at Owen Electric, we've provided members with a mobile application, enabling you to access your account 24/7, from your tablet or mobile phone.

Our members are using the app to conduct routine business with us, like online bill payments, and they're using our outage texting service to report power outages and receive updates.

These mobile services are just new ways of connecting with people, like the Member Services representatives you reach when you call us, or greet you from behind the counters at our office. They help us offer quality services you expect us to provide.

Our goal is to find ways to help you control energy costs. That's

why we communicate with you about energy efficiency tips and programs, as well as ways we can work together to help ease the burdens on your wallet.

We offer a Time of Use rate program designed to help avoid high-cost energy by reducing overall demand during peak use periods, and PrePay Service to help you budget better. If you haven't signed up, ask us about it—we're ready to listen.

Listening improves understanding, builds trust, strengthens relationships and fosters cooperation. It's also crucial to collaboration and success.

That's why Owen Electric still loves face time with our members. Our annual meeting is a social event for our whole co-op family. We hope you'll make plans now to join us in June at Grant County High School for an evening of co-op business, fun and prizes.

So, how do we serve you better in 2018? The same way many of us try to serve community, society and family



WAY-HOME STUDIO

better, each day—by listening. In our offices, on telephones, through social media exchanges and in our face-to-face meetings, we're ready to listen.

When you have questions about energy efficiency, electrical service or any of our products or services, just ask us. When we know just what you want, we're in a better position to deliver successful results. So, drop in and see us, we're always glad to hear from you.

Contact our Member Services representatives for any questions concerning your account, bill pay or rebate programs at (800) 372-7612.

Report power outages via text by sending OECTEXT to 85700.

Mark Stallons
President/CEO

ELECTRICAL SAFETY THIS WINTER



SPACE HEATERS

SAFETY VS. CONVENIENCE

With the hustle and bustle of the holidays just ending, we'll do just about anything to make things easier on ourselves. The convenience of electric space heaters is great, but don't forget about safety. Follow these tips to avoid fire and electric shock hazards.

TIPS FOR SAFE SELECTION & USE OF ELECTRIC SPACE HEATERS

- Make sure the space heater has been tested to the latest standards and is certified by a nationally-recognized testing laboratory, such as Underwriters Laboratories (UL).
- Use only portable space heaters that have an automatic "tip-switch," which will cause it to turn off automatically if the heater is tipped over or not upright.
- Make sure it has a guard around the flame area or heating element.
- Place the heater on a level, hard, nonflammable surface; do not place on rugs or carpets, near bedding or drapes, or on tables or countertops.
- Keep the heater at least 3 feet from bedding, drapes, furniture or other flammable items.
- Turn the space heater off if you leave the room, and never leave a space heater on while sleeping or if you leave home.
- Keep children and pets away from space heaters.
- Discard and replace old space heaters that seem worn out. Always check for cracked or frayed cords when pulling them out for the season.



Please mark your calendars for the Owen Electric Annual Meeting, scheduled for Friday, June 15. Please note, 2018 is not an election year; however, we encourage you to join us for a meal, an evening of entertainment, door prizes, and an opportunity to learn more about your Cooperative and participate in Cooperative business.

Owen Electric offers several options when it comes to paying your electric bill—all free of charge and all designed to suit your schedule and needs for convenience!



Paying your bill directly through Owen Electric locations or services, like our app or your online account, is the best way to ensure that your payment is safely and promptly applied to your account. This eliminates the risk of late fees, possible interruption in your service, or the fees that third-party payment providers can charge.

Please beware when using a third-party payment service, which is any company outside of Owen Electric offering bill payment services, that their web site often features the Owen Electric logo and phone number, but are NOT affiliated or endorsed by Owen Electric. In addition to service fees these third-party payment services charge, timely payment is NOT guaranteed; therefore putting members who use this service at risk of late charges or interruption in service depending on the status of their account at the time of payment.

Our Member Service Representatives are available daily to answer any questions you may have by calling 800-372-7612. Our online, app, and Telelink services are available 24/7 for payments.

Download our app, OEC Mobile, on
Apple iTunes or the Google Play store.



800-372-7612 • www.owenelectric.com



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859-472-2600

Virtual Office
www.owenelectric.com

This institution is an equal
opportunity provider.



Chris Back, lineman,
visited Piner Elementary's
Career Day program to
speak about his job.



Kenny Widener, serviceman,
visited Owen County Christian
Preschool to talk to them about his
job and demonstrate some of the
equipment he uses daily.



Washington Youth Tour applications are due in
or postmarked by the end of business Friday,
February 16, 2018 to any of our offices or to
Member Services and Marketing, Owen Electric,
PO Box 400, Owenton, KY 40359.