

Welcome Packet



CONTACT US

Physical Location

BARC Electric Cooperative
84 High Street
Millboro, VA 24460-0264

Mail: PO Box 264
Millboro, VA 24460-0264

Phone: 800-846-BARC (2272)
Fax: 540-997-9011

24-Hour Outage Reporting

Fastest: BARC Mobile App

Autocue: 800-846-2272

Online: www.barcelectric.com
then click "Report an Outage"

Email

co-op@barcelectric.com

Website

www.barcelectric.com

Office Hours:

Mon-Fri 8:00 am to 4:30 pm

Holidays

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving (Thur & Fri)
Christmas Day



BARC's Mission

We strive to improve the quality of life in our community.

BARC's Values

Always do the right thing.

Treat others the way you want to be treated.

Service is what we do.

You can count on me.

Excellence in everything we do.

Seek a better way.

SOCIAL MEDIA



WELCOME TO THE COOPERATIVE COMMUNITY

As a cooperative consumer, you are part of a community that looks out for its neighbors. We are led by consumers like you, created for the areas we serve. BARC Electric is focused on improving quality of life by providing affordable, reliable and sustainable energy to our consumers. Additionally, we offer solar solutions through our Solarize BARC program and high-speed Internet and telephone service through BARC Connects.

In 1938, consumers like you organized BARC Electric Cooperative under a core set of cooperative principles to bring electricity to rural Virginia. Now, more than 80 years later, BARC still operates under the same set of principles. We are local and independent, but we are mighty, continuously working to develop new technologies and infrastructure to best serve our consumers. We are always looking for new ways to help our consumers save energy, money and take advantage of technology that improves the way we live.

THE 7 COOPERATIVE PRINCIPLES:



Membership is open to all



Each consumer has 1 vote



Consumers earn patronage capital



Commitment to consumer education



Local utility owned by the consumers



Cooperation amongst cooperatives



Concern for community

BARC plans to become 100% carbon neutral by 2035, for more see the Sustainability Plan insert.

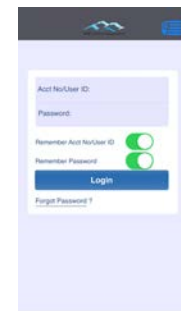
ACCOUNT MANAGEMENT

BARC combines technology and thoughtfully structured programs to best suit our consumers' needs providing tools to manage your electric service.

Managing Your Service:

BARC consumers can manage their account and make electric payments using a variety of solutions that best meet your needs.

- Access **online and mobile** account management, including bill payment on barcelectric.com
 - Set up auto draft bill pay
 - View energy consumption
 - Update contact information
- **BARC mobile**, our personal Android and Apple app
 - Report power outages
 - View your account information
- Credit card payments by phone using BARC's Autocue System
 - Simply follow the guided prompts over the phone



Autocue System
800-846-2272

YOU CAN NOW REPORT POWER
OUTAGES AND MAKE CREDIT CARD
PAYMENTS ON YOUR ELECTRIC
ACCOUNT

Using automated
outage reporting tools
is fast & easy and
keeps the
co-op's costs down.
[Learn more on page 11.](#)

PATRONAGE CAPITAL

Cooperatives are unique. Unlike for-profit companies, consumers own the cooperative, therefore, everyone who buys electricity from BARC Electric Cooperative is a consumer-owner.

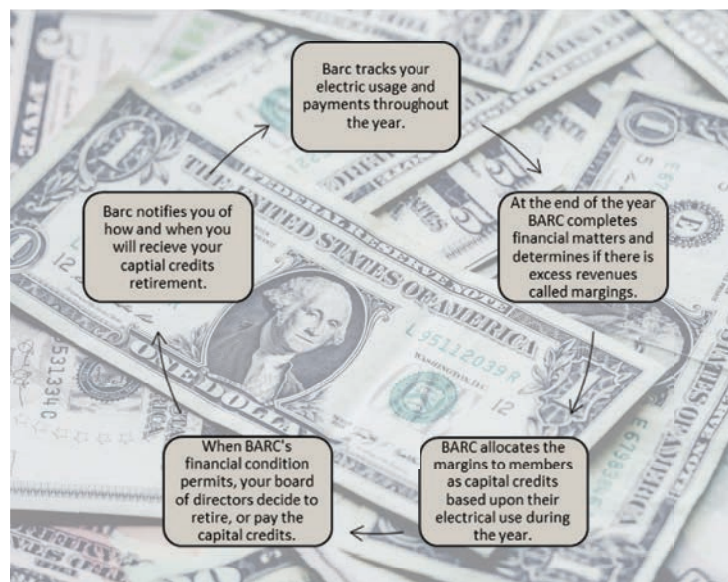
While most utilities provide a good return to stockholder's money, electric cooperatives are not-for-profit organizations that work to provide affordable, reliable electric service at cost. Each year when the financial books are closed, revenue in excess of costs is allocated to the consumers based on the amount of electricity they used that year. This allocation is called patronage capital.

Patronage capital is treated like an investment, a practice that helps consumer electric rates stable. When patronage capital is "retired", the investment is returned to consumers usually in the form of a check or as a credit on their bill.

You can learn more about capital credits and how they work on our website: www.barcelectric.com/capitalcredits.

Patronage capital checks are usually issued at the end of each calendar year near Christmas.

How Patronage Capital Works



ENERGY EFFICIENCY

BARC offers an online tool for electric consumers helping you to conserve energy and ultimately saving money. Our online tools include home energy calculators and an easy-to-use energy audit. These tools provide estimates of energy usage and costs based on the specifics of your home and energy usage habits.



Discover where your energy dollars are going and find out how much you can save just by making a few changes! Look for them in the upper right-hand corner of our homepage. If you have questions, just call us, and we will help you.



ENERGY MONITORS

Ever wonder how much a device or appliance is costing you? Or how much it costs just to keep something plugged in? Our BARC plug-in energy monitors can tell you.

The monitor is simple to use - you simply plug it into the wall and plug your appliance into the monitor. The device will tell you the amount of energy used, along with the cost. The results display on a digital screen. It also offers to program in your exact cost of electricity so you can accurately track usage costs.

We also make your purchase easy with options to obtain one or more monitors for your home or business. The easiest method of payment is to allow us to add it to your next power bill. The monitors sell for \$29.99 plus tax *shipping is included, if applicable).



You can request your monitor by calling 800-846-2272 or visit our website: <http://www.barcelectric.com/purchaseEnergyMonitor>.

POWER FROM THE HEART PROGRAM

Power from the Heart, BARC's community service program, is designed to help our consumers keep the electricity on when times are tough. When a consumer experiences an unexpected financial hardship, paying the electric bill can become a challenge. Power from the Heart is intended to help those consumers in emergency situations who have fallen on hard times and require assistance paying their energy bills.

The Need

Approximately 15 out of every 100 people in our area struggle to pay their electricity bills.

Members provide the funds

Power from the Heart funds are raised exclusively by members for members and used to meet extraordinary local needs.

- Members enroll in the program and agree to have their electric bill rounded up to the next dollar each month from their account(s).
- The maximum contribution is \$.99 each month. The average customer will contribute \$6.00/year.
- Enrollment is voluntary.

To enroll in BARC's "Power from the Heart" program sign up under "Services" through our customer portal or call us at 1-800-846-2272.

UTILITY BILL ASSISTANCE

Levelized Billing: A great tool for those who want to avoid seasonal bill peaks. For more information about this program, call our office at 800-846-2272.

Assistance: BARC works closely with relief agencies when paying a bill gets tough. Before you get disconnected, contact our Customer Service team at 800-846-2272.

UNDERSTANDING YOUR BILL

P.O. BOX 264
 84 HIGH STREET DRIVE
 MILLBORO, VA 24460-0264
 1 (800) 846-BARC
 FAX: (540) 997-9011



3550
 24 HR. EMERGENCY SERVICE
 1 (800) 846-2272

www.barcelectric.com
www.facebook.com/BARCElectricCooperative

1. Your Account Number
2. Current Month's Electric Use
3. Cost of Power We Buy
4. BARC's Delivery Cost
5. Usage History
6. Total Amount Due
7. Payment Due Date
8. Address Information

1		ACCOUNT NUMBER	NAME		RATE	MAP NUMBER	METER #	LOCATION ADDRESS	TELEPHONE
		000000001	DOE JOHN A		10	00000000	00000000	123 MAIN STREET	(540) 555-1212
		SERVICE		METER READING			2	KWH USAGE	CHARGES
FROM	TO	NO. DAYS	TYPE OF BILL	PREVIOUS	PRESENT	METER MULTIPLIER			
04/28/20	05/28/20	30	REGULAR BILL	61328	61599	1		271	
Balance Forward									121.00
Payments Received Since Last Billing									-121.00
CURRENT SERVICES (Schedule A - Residential)									
ELECTRIC SUPPLY SERVICES (POWER PURCHASED FROM WHOLESALER)									
GENERATION									23.20
FUEL FACTOR (-0.000360 / KWH)									-0.10
ELECTRIC DISTRIBUTION SERVICES (COST TO DELIVER TO YOUR LOCATION)									
DISTRB SERVICE									35.61
STATE AND LOCAL TAXES									
SPECIAL REGULATORY TAX									0.03
LOCAL CONSUMPTION TAX									0.10
STATE CONSUMPTION TAX									0.28
VIRGINIA STATE SURCHARGE									0.42
CURRENT CHARGES									59.54
POWER FROM THE HEART									0.46
TOTAL AMOUNT DUE									60.00
5		HISTORY OF USAGE (kWh's)			BILL PRINT DATE	TOTAL DUE NOW \$		6	
		Your Electricity Use Over The Last 13 Months			06/06/2020	CURRENT BILL DUE BY		07/03/2020	
					Get updates, payment reminders, power restoration, and other special events with BARC messages to your phone or email. Sign up today at http://www.barcelectric.com/memberMessage				

DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

VA06310B

BARC Electric Cooperative
 P. O. Box 264
 Millboro, VA 24460-0264
 Address Service Requested

OPTIONS TO PAY YOUR BILL Mail your payment to address below Pay online at www.barcelectric.com Pay with participating BB&T Bank Branch or a worry-free automatic bill payment
--

AMOUNT ENCLOSED \$		
Account Number	Amount Due	Due Date
000000001	60.00	07/03/2020



8
 DOE JOHN A
 123 MAIN STREET
 MILLBORO VA 24460

34 0

BARC ELECTRIC COOPERATIVE
 PO BOX 264
 MILLBORO VA 24460-0264



0000000000 0000000000 00000006000 00000006000 6

PAYMENT OPTIONS

Convenient Ways to Pay Your Bill

Draft: automatically pay from your checking or savings account, or credit card (MasterCard or Visa), each month.

Online Bill Payment: pay online at www.barcelectric.com through our web-based Customer Portal



BARC Mobile App: pay via our mobile app, available for Android and Apple smartphones.

Office Payment: stop by our office from 8:00 am until 4:30 pm, or conveniently drop payment in our night deposit box.



Autocue: BARC's Autocue system can be accessed by calling 800-846-2272

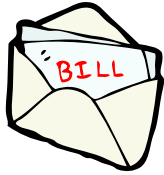
- Hear your account balance
- Pay your electric bill over the phone

BB&T (Truist): pay at any of the local branches in our service area. You **do not** need to be a customer of BB&T to use this service.

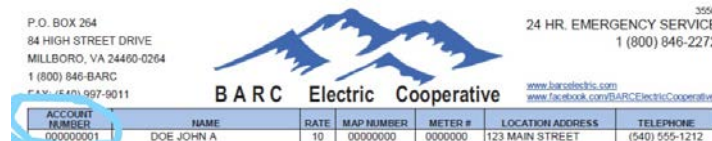


OUTAGE PREPARATION

The most common causes of extended outages are storms and heavy wet snow. You can take steps to prepare when storms are approaching,



Keep your account number(s) in a handy location. These are unique identifiers and the most effective way for you to report an outage.



If you are on a well, make sure to have a 5-7 day supply of water for drinking, cooking and flushing toilets. A general rule of thumb is one gallon of water per person per day. Filling up your bath tubs can provide a good source of water for these needs.



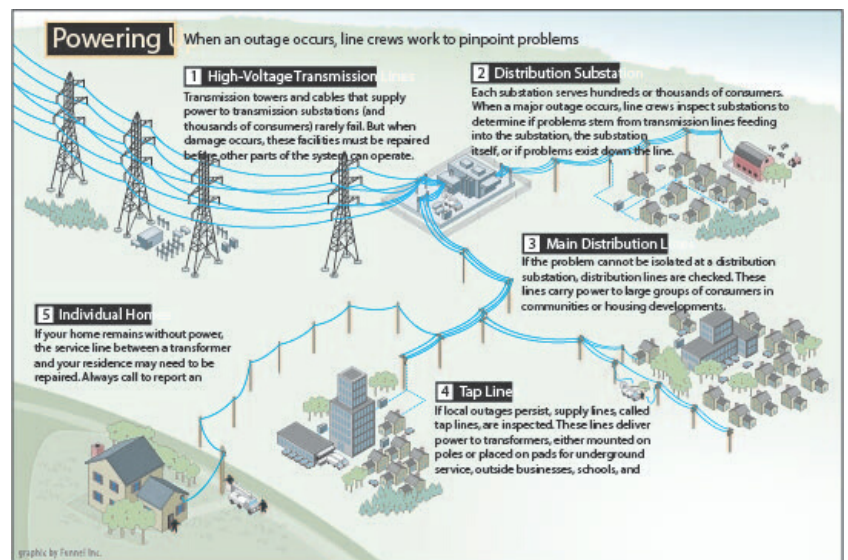
Have at least one telephone that does not require electricity to function, and charge up your cell phone. You can also use your phone to check social media for restoration updates.



If you have a medical condition that requires uninterrupted power, move to a location that can provide it. Local emergency services can help you find these locations.



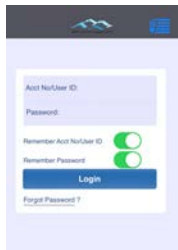
Have a portable radio with a fresh supply of batteries. During major storms, we issue updates to local media, and the radio is a source for restoration updates.



When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark.

REPORTING POWER OUTAGES

We have 3 convenient resources to report your power outage. Each work equally well in notifying dispatchers that an outage has occurred.



BARC Mobile App: BARC consumers who have an iOS or Android smart phone can report an outage quickly and easily through our mobile app. This is the fastest way to get your outage reported in our system. Download the BARC mobile app for your phone today and be prepared before an outage takes place.



Autocue: Call **800-846-2272** and choose **Option 1** from your phone - At the next prompt, choose **Option 1** again - this will direct you to Autocue.

You must enter your electric account number to report a power outage



Website: You can report your outage by going to www.barcelectric.com and clicking on the "Report an Outage" button on the homepage. Just like the mobile app and Autocue, your outage goes directly into our outage management system quickly and accurately.

Tracking Restoration Efforts

Website: BARC's website includes a front page newsfeed and a real-time outage map that allows consumers to track outages by area.

Facebook: After major storms, BARC posts restoration updates several times over the outage period to its Facebook page (www.facebook.com/BARCElectricCooperative).

Please do not report power outages on social media.

Media Outlets: After major storms, BARC issues restoration updates to local print, radio and TV outlets.



SolarizeBARC is our complete solution of solar-related options for BARC consumers.

The program includes rooftop, utility scale, and community solar, as well as electric vehicle charging and battery storage options.



Community Solar

We are proud to be the first power company in the Commonwealth of Virginia to offer community solar to our consumers, as well as the first to offer a hands-on learning experience to area schoolchildren at our solar learning center. In 2016, Virginia Governor Terry McAuliffe put the community solar garden into operation, immediately feeding clean, renewable solar energy onto BARC's electric grid.

Community solar breaks down the financial and physical barriers to solar by allowing consumers to subscribe to the output without the high upfront cost or maintenance responsibility of roof-mounted solar. And by BARC fixing the subscription rate for 20 years, this project offers the additional benefit of acting as a hedge against future rate increases. Phase 1 is sold out, but new expansion phases of the our popular subscription-based community solar program is coming soon!

Contact us if you wish to be included on the waiting list.



Have you thought about adding a solar energy option, but the costs seemed overwhelming? BARC is now making owning solar PV a lot easier.

Community Solar

Through our SolarizeBARC program, we can now offer both our residential and business consumers the opportunity to install their own onsite solar photovoltaic (PV) systems. And to add to the ease of ownership through the program, BARC is offering PV system financing at competitive rates for qualified consumers, finally making solar accessible!

BARC Electric Cooperative has teamed up with local solar contractor, Tiger Solar in Staunton, in a first-of-its-kind partnership. You can start the process by **contacting Billy Reid, Director, Business Development at 800-846-2272.**

After answering a few questions, we will pull your energy usage history and contact Tiger Solar to conduct a remote assessment using satellite imagery. Our team will work with you throughout the entire process.

SUSTAINABILITY PLAN



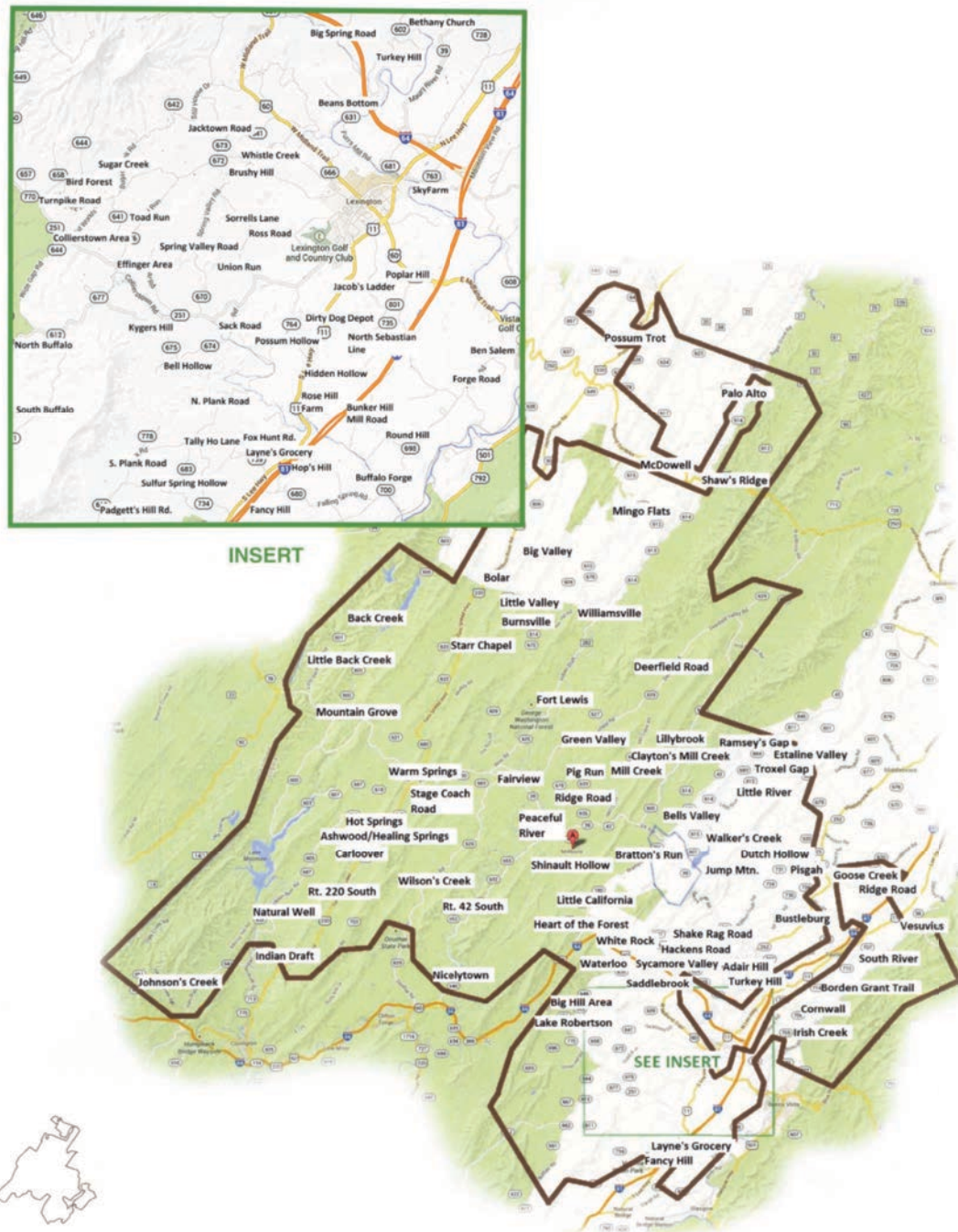
BARC has adopted a sustainability plan, a roadmap toward carbon-neutral energy sales that the Cooperative endeavors to accomplish by the year 2035. We recognize our duty to lead by example in the prevention of climate change through eliminating carbon in its energy sales.

The sustainability plan is a living document to be continuously revisited and updated to reflect changes in technology, energy markets, and advancements in the renewable energy sector.

Sustainability is a top priority for the cooperative and utilizing this sustainability plan will provide BARC a roadmap to reach carbon neutrality without adding costs to electric consumers.

To learn more about BARC's sustainability plan and view the entire document, visit BARC's website <http://www.barcelectric.com/pdf/SustainabilityPlan.pdf>.

SERVICE TERRITORY



BARC uses local area names when issuing outage restoration updates. Our service territory map above includes these names in our service area. We recommend keeping this map in a convenient location so it can be used as a reference guide.