

Current Conversations

MEMBER NEWSLETTER

October 2025



Serving Members, Not Shareholders: What Sets Your Cooperative Apart

Unlike investor-owned utilities that prioritize profits for shareholders who may live far from our communities, your cooperative is designed to serve you—our members—by delivering safe, reliable power at the lowest possible cost. That focus on local impact shapes every decision we make, every program funded, and every interaction our team has with the people we serve.

October is National Cooperative Month—a chance to reflect on what separates TCEC from other utilities. The difference shows up in who we serve and how we measure success.

When members call with billing questions, our local team, familiar with your community takes time to understand individual circumstances. When outages occur, crews respond safely and quickly because they know families are affected. It impacts their families too. This approach stems from the cooperative principle of concern for community, demonstrated through action rather than marketing messages.

That commitment translates into real programs.

- Through the [Brazos Hardship Fund](#), over 700 members have received financial relief for Winter Storm Uri charges.
- The energy efficiency rebate program—funded by unclaimed funds, not electric bills—rewards smart energy choices.
- The [youth scholarship program](#) that will award \$200,000 to local students, funded by unclaimed capital credit funds investing directly in our communities.

This October, we're bringing personal service to members through [resource events](#) in Azle, Granbury, Seymour, and Keller. Stop by to apply for the Brazos Hardship Fund, learn about rebates, or get help with [MyTriCountyTX](#) accounts. No appointments necessary—just straightforward assistance from people who understand the programs.

The cooperative model prioritizes service over profits. Long-term power supply agreements protect members from market volatility. Transparency initiatives provide access to board meetings and financial reports information that investor-owned utilities do not share.



Scott Spence
President & CEO

Decisions are made with member impact as the primary consideration. Success at a cooperative looks different. It shows up in members helped through programs, students supported through scholarships, and stable rates that build financial resilience.

These differences matter because they reflect an organization built to serve communities rather than distant shareholders. Together, we're proving that when people work with shared purpose, everyone benefits.

INSIDE

- ✓ **Community Support** Programs
- ✓ **NEW** Scholarship Opportunities
- ✓ **2X** Energy Efficiency Rebates
- ✓ **NEW** Hardship Fund Events
- ✓ **Prepaid** Billing Option
- ✓ **Annual Meeting** Replay

OCTOBER DATES

- 10/7** - Brazos Hardship Event (Azle)
- 10/9** - Brazos Hardship Event (Granbury)
- 10/13** - Scholarship Applications Open
- 10/14** - Brazos Hardship Event (Seymour)
- 10/16** - Brazos Hardship Event (Keller)

LOOKING AHEAD

- 11/1** - Scholarship Q&A Session (Virtual)
- 11/11** - Veterans Day
TCEC Offices Closed
- 11/27-28** - Thanksgiving
TCEC Offices Closed
- 12/1** - Scholarship Q&A Session (Virtual)
- 2/13** - Scholarship Application Deadline

ENHANCING MEMBER SERVICE

Youth Scholarship Program

TCEC awards scholarships to local high school seniors pursuing higher education or technical certification. These scholarships are funded by unclaimed capital credit funds—not your electric bills—ensuring funds are reinvested in our communities.

To be eligible, you must be a current high school senior graduating this academic year and reside with a parent or legal guardian who is a TCEC member. Students pursuing either an academic degree or technical certification are encouraged to apply.

Applications open each fall, with submissions due in early spring. Check back for current year dates and application details.

Learn more: tcectexas.com/scholarships

Youth Tour to Washington, DC

This year, TCEC is sponsoring four high school students (grades 10-11) for an all-expenses-paid trip to our nation's capital. Students experience government in action, meet their elected representatives, and connect with cooperative youth from across America.

Applications open each November, with submissions due in early January.

Learn more: tcectexas.com/youth-tour

Educational Presentations

Community engagement specialists and linemen participate in Career Days at local schools, providing hands-on demonstrations about electrical safety and career opportunities in the electrical trades. Book early, as availability is limited.

We're committed to inspiring the next generation and keeping students safe around electricity.

Contact: communications@tcectexas.com

Scholarship Program Opens Oct. 13!

This year, TCEC will be awarding **\$200,000 in scholarships to local high school seniors** pursuing higher education or technical certification.

Forty students will receive \$5,000 each to invest in their future. These scholarships are funded by unclaimed capital credit funds—not your electric bills—ensuring we reinvest in our communities.

Eligibility:

- Current high school senior graduating in 2026
- Reside with parent/legal guardian who is a TCEC member
- Pursuing academic degree or technical certification
- Applications evaluated by independent third party

Applications open: October 13, 2025

Deadline: February 13, 2026 at 11:59 PM (CST)

Download packets: tcectexas.com/scholarships

We're Here To Help!

Join us for a virtual Q&A session where we'll walk you through everything you need to know to make sure you understand the process.

Saturday, Nov. 1, 2025 at 10 AM

Monday, Dec. 1, 2025 at 7 PM

[Click here for a program flyer, more info or to register to attend the date that fits your schedule.](#)



Cooperative Giving

As a cooperative, we believe in neighbors helping neighbors. The Cooperative Giving Program provides electric bill payment assistance through voluntary donations from TCEC employees, members, and the community.

Donations received are sent to Texas Neighborhood Services, a local agency that administers past due payment assistance for members in need.

Need help with a past due bill? Contact Texas Neighborhood Services to apply for help funded by this program at application@txns.org or 817.598.5700 ext. 1010.

Brazos Hardship Fund

Qualifying low-income residential members may receive monthly **bill credits between 6-7% of their bill** to help offset charges related to Winter Storm Uri. Over 700 applications have been approved, providing meaningful relief to families managing challenging circumstances.

Learn more: tcectexas.com/hardship-fund

Membership Discount Program

TCEC partners with local businesses to offer exclusive discounts to members. From restaurants to retail, automotive to recreation, we're connecting members with savings throughout our service area.

View all discounts:
tcectexas.com/mytricitytx

Brazos Hardship Events: Oct. 7-16!

We're committed to making sure YOU benefit from every program we offer—especially the Brazos Hardship Fund.

This National Cooperative Month, stop by one of our resource events for one-on-one guidance from your local member service team on bill assistance, rebates, and other resources that could save you money.

We'll Help You:

- Apply for the Brazos Hardship Fund
- Learn about energy efficiency rebates and local member discounts
- Set up paperless billing, outage alerts, and the MyTriCountyTX app

Get answers to questions about your account—no appointment needed!


Mark Your Calendar:

- **Tues., Oct. 7** – 600 Northwest Pkwy, Azle
- **Thurs., Oct. 9** – 1623 Weatherford Hwy, Granbury
- **Tues., Oct. 14** – 301 N Washington St (Chamber of Commerce) Seymour
- **Thurs., Oct. 16** – 4900 Keller Hicks Road, Keller

Questions? Call 817-444-3201 or visit tcectexas.com




Unlike other utilities that prioritize profits, TCEC is owned by you. This October, we're celebrating what makes cooperatives different: we're your neighbors, working for you, and committed to **connecting you to every resource available through your membership.**



ENERGY STAR Appliance Rebate

Up to 2 - \$50 Bill Credits in 2025

- Purchase any ENERGY STAR certified product
- Upload receipt and ENERGY STAR label
- Receipt must be dated January 1, 2025 or later
- NEW: Two rebates per account through 2025!



HVAC Tune-Up Rebate

Up to 2 - \$125 Bill Credits in 2025

- Complete tune-up with certified HVAC technician
- Upload itemized receipt showing required checklist completion
- Receipt must be dated January 1, 2025 or later
- NEW: Two rebates per account through 2025!

Click here or visit online:
tcectexas.com/energy-efficiency-rebates

Rebate Tracker as of 10/6/2025

\$156,700

\$250,000

Home Energy Audit Program

Our \$150 home energy audit helps you identify where your home is losing energy and how to improve efficiency. A certified technician inspects energy-consuming devices and uses thermal imaging to pinpoint problem areas— offering advice to help you save money, while staying comfortable.

Sign up online: tcectexas.com/energy-audit

MyTriCountyTX Portal

Manage your account 24/7 with our online portal and mobile app:

- ✓ Track energy usage by month, week, day, or hour
- ✓ Set custom usage notifications and alerts
- ✓ Enroll in paperless billing and auto-pay
- ✓ Access bills and payment history

Nearly 80% of TCEC members already use MyTriCountyTX!

Download the app: Search "MyTriCountyTX" in App Store or Google Play.



We Offer Prepaid Billing

Ready to manage your electricity costs like never before? TCEC's Prepaid Billing puts you in the driver's seat by paying for power before you use it.

Here's how it works:



Load money into your account



We'll automatically deduct your daily usage from that balance



When funds run low, you'll get a friendly reminder to add more

It's that simple! Why member's love it:



No deposit required start saving from day one



Daily usage tracking helps you spot energy patterns and cut costs



Complete flexibility no due dates, no late fees, just pay when convenient



Call **817-444-3201** to enroll.

IMPROVING FINANCIAL STABILITY

The Annual Meeting is On Demand

At the [86th Annual Meeting](#), we shared a mid-year review that projects \$80 million in total debt reduction while earning a clean audit. That's real progress translating to **\$5 million in annual interest savings**—money staying in our communities instead of going toward debt.

Here's what else you'll learn:

- How the new Aledo dispatch center is **already cutting outage response times**
- Why your **fixed wholesale rates through 2029** are protecting your budget from market volatility
- How to **save more money** with our energy efficiency rebate program

This is the cooperative delivering on the commitments we made. [Watch it here.](#)



We're Here to Serve You!



Outage Center



Cooperative Giving



Power Cost Recovery Tracker



Ways to Pay



Office Locations



Member Information Center