

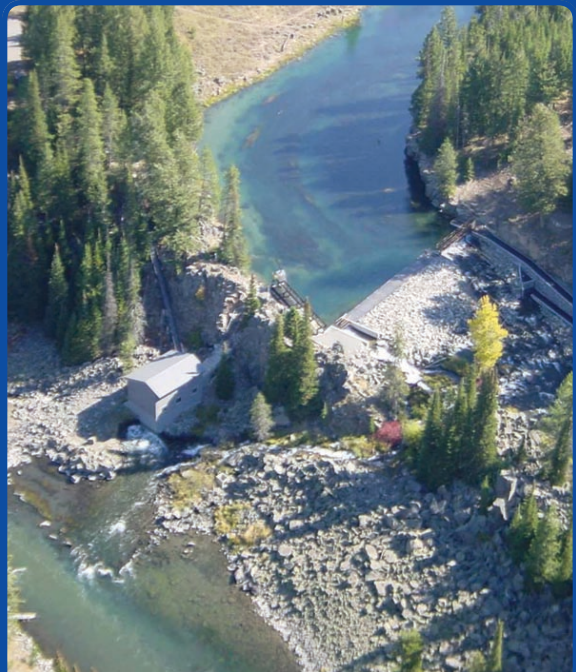
*The energy you need
for the life you want.*



RURAL ELECTRIC COOPERATIVE

MEMBER OWNED AND OPERATED

Serving rural communities in Idaho, Wyoming and Montana





Bryan Case
General Manager/CEO

WELCOME TO FALL RIVER RURAL ELECTRIC COOPERATIVE

Welcome to our Cooperative family! As a customer of Fall River Electric Cooperative, you are an owner. Fall River Electric is a not-for-profit electric utility which is owned and governed by its members. In the 1930s, investor-owned utilities served towns and cities but would not extend service to outlying farms due to the small number of consumers they could serve and the costs to install lines to those areas. In 1938, visionary individuals came together and established our non-profit utility, Fall River Rural Electric Cooperative, to provide electric service at cost to those beyond the city limits served by the IOUs. With over 75 years of successful operations, Fall River continues to provide reliable, safe, and low-cost electrical service to our owner-members.

In addition, your Cooperative offers rebates on energy conservation measures such as adding more insulation, or replacing old windows, water heaters, and lighting in commercial buildings. Fall River Electric also provides several services to help you reduce energy waste, including myMETER, which allows you to monitor your electrical usage. We also offer Convectair electric heaters, Marathon "never-leak" hot water heaters and the highest quality propane available today. To learn more about these services and products, visit our website at www.fallriverelectric.com.

Recently Fall River Electric completed the installation of "next generation" meters, which are an integral part of Fall River's smart grid system, and which provide the foundation for members to manage their own energy use. Not only do these meters provide MyMETER monitoring of real-time energy consumption, but they also allow your Cooperative to operate and maintain your electric system more efficiently.

Fall River Electric has secured low-cost renewable hydroelectric power for most of our energy needs through 2028. Additionally, your Cooperative owns four hydroelectric generating facilities, which provide nearly 20% of our member's electrical needs. Since the cost of newly constructed generation will be two to three times our current cost, Fall River Electric's focus will be to continue to provide programs to conserve energy for owner-members interested in reducing their monthly power bills.

I invite you to become an active participant in YOUR Cooperative! I encourage you to attend our annual meeting held each June. Please take the opportunity to see just what makes Fall River Electric Cooperative special. This folder lists some of the key features and benefits that set us apart from other businesses and investor-owned utilities. Feel free to contact our staff by telephone or through our website. We are here to serve you, and welcome you as an owner-member of Fall River Electric Cooperative.

Bryan Case
General Manager/CEO



Photo courtesy of Targhee Resort



MEMBER BENEFITS

- ☀ Low Cost, Reliable Power
- ☀ Patronage Capital
- ☀ Youth Rally
- ☀ College Scholarships
- ☀ Safety/Electric Awareness
- ☀ Paperless Statements
- ☀ Conservation Rebates
- ☀ Marathon Water Heaters
- ☀ Convectair Heaters

PATRONAGE CAPITAL

What is Patronage Capital?

Because Fall River Electric is a cooperative, owned by its members, it does not technically earn profits. Instead, any revenues over and above the cost of doing business are considered "margins."

These margins represent an interest-free loan of operating capital by the membership to the cooperative. This capital allows Fall River Electric to finance operations, and, to an extent, construction, with the intent that this capital will be repaid to you in later years.

For more information on Patronage Capital, visit www.FallRiverElectric.com

MEMBER SERVICES

NOT JUST A UTILITY

CUSTOMER SERVICE

- ☀ Billing Inquiries
- ☀ Helping Hands and Round Up
- ☀ Automatic Bill Payment Options
- ☀ E-Bill Notification

RETAIL SALES

- ☀ Convectair Electric Heaters
- ☀ Marathon Electric Water Heaters

CONSERVATION

- ☀ Conservation Rebates
- ☀ Smart Grid Metering
- ☀ Green Power



A subsidiary of Fall River Electric Cooperative

1-800-632-5726

www.FallRiverPropane.com

Helpful links

Fall River Electric www.FallRiverElectric.com

Fall River Propane www.FallRiverPropane.com

Marathon Water Heaters www.marathon.com

Convectair Heaters www.convectair.com





REBATE PROGRAMS *HOME AND BUSINESS*

Before you make a purchase or make energy-efficient changes, please call the Cooperative's Conservation Specialist at **1-800-632-5762** or **(208) 652-7431**. You can download rebate applications at our website: www.FallRiverElectric.com.

HOME EFFICIENCY REBATES

- ✱ ENERGY STAR Appliances
- ✱ Home Weatherization
- ✱ New ENERGY STAR Manufactured Homes



COMMERCIAL LIGHTING REBATE PROGRAM

- ✱ Must be business or commercial account
- ✱ Must save more than 25% annual lighting costs
- ✱ Must have payback period of more than one year

MyMETER *See your actual energy usage and prevent waste*

Now you can monitor your own electric usage on a daily, weekly and monthly basis, in easy-to-view and understand graphs. Sign-up for this free service at <https://mymeter.fallriverelectric.com>



IRRIGATION REBATES

Fall River Electric offers rebates on retrofit and part replacements designed to save water and energy on existing equipment.

ENGINEERING *BUILDING FOR TOMORROW*



TRANSMISSION and DISTRIBUTION

- ✱ Consumer On-site Services
- ✱ Automated Meter Reading
- ✱ Alternative Energy (Solar & Wind)
- ✱ Substations
- ✱ Power Quality Studies
- ✱ Fiber Optics

GENERATION

- ✱ Island Park Hydro
- ✱ Buffalo Hydro
- ✱ Chester Hydro
- ✱ Certified Low-Impact Hydro Power
- ✱ Renewable Hydro Power
- ✱ Net Metering



OPERATIONS *SAFETY FIRST*

Keeping the Public and our Linemen Safe

SERVICE

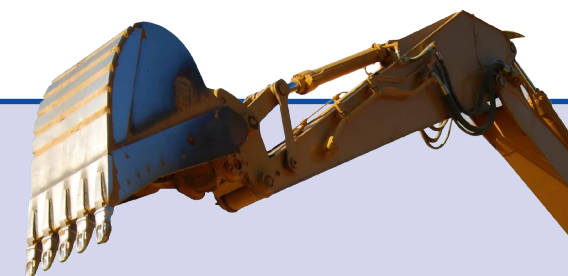
- ✱ Report Power Outages
Business Hours 800-632-5726
After Hours (866) 887-8442
- ✱ Outage Restoration
- ✱ Respond to Customer Concerns
- ✱ Reliability is our Watchword

LINEMEN/CREWS

There when you need us, in any weather and any time, day or night.

CONSTRUCTION/DISTRIBUTION

- ✱ Installing Overhead and Underground Lines to Serve New Members
- ✱ Repairing/Maintaining the System to Ensure Reliability



CALL BEFORE YOU DIG:

In Idaho.....**800-342-1585**
In Montana.....**800-424-5555**
In Wyoming.....**800-849-2476**

MISSION STATEMENT

The aim of Fall River Rural Electric Cooperative, Inc. is to make electric energy available to its members at the lowest cost consistent with sound economy and good management.



SEVEN PRINCIPLES

All cooperatives, including Fall River Rural Electric Cooperative, Inc., adhere to these seven guiding principles:

☀ **Voluntary and Open Membership**

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

☀ **Democratic Member Control**

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.

☀ **Member's Economic Participation**

Members contribute equally to, and democratically control, the capital of their cooperative.

☀ **Autonomy and Independence**

Cooperatives are autonomous, self-help organizations controlled by their members.

☀ **Education, Training and Information**

Cooperatives provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their cooperatives.



☀ **Cooperation Among Cooperatives**

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

☀ **Concern for Community**

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

FALL RIVER HELPING HANDS

A little change can go a long way when you donate



Fall River Helping Hands relies on donations from members (such as rounding their bill up to the nearest dollar) to provide emergency energy assistance to other members who have an immediate and urgent need.



You can donate in three easy ways:

☀ **Round up your bill to the nearest dollar.**

☀ **Make a recurring monthly donation of any amount.**

☀ **Make a one-time donation.**

For more info, visit **Helping Hands** in the **Quick Links** section of our website: fallriverelectric.com

E-Bill **Go Paperless!**

Save money, time and paper by signing up for our online payment system. Get a monthly email link to pay your bill.

EasyPay

Schedule payments for your electric bill at the times and in the amounts that are convenient for you.

For more information, or to sign up, visit www.FallRiverElectric.com

Online Bill Pay

View your Account and Pay our Bill Oline

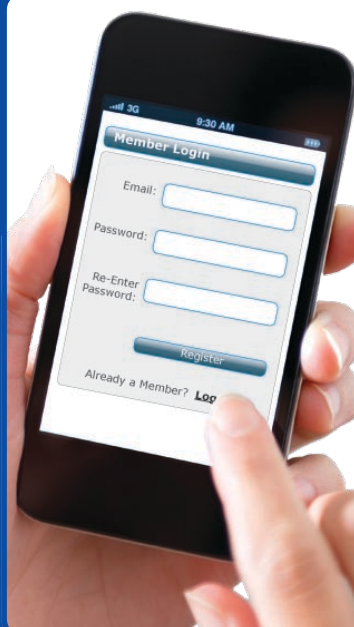
PAY MY BILL

>> [About Your Bill](#)

>> [Outage Information](#)

[Sign up for](#)

[Online Bill Pay](#)



Power out?

Let us know!

Now it's easier and faster than ever to report a power outage.

Sign up at our website for this free service at fallriverelectric.com.

Notify us of outages by texting to

55050



RURAL ELECTRIC COOPERATIVE

**Upper Valley
Service Area**

1150 North 3400 East
Ashton, ID 83420

**Island Park & West
Yellowstone Service Area**

436 Madison Ave.
West Yellowstone, MT 59758

**Teton Valley
Service Area**

1605 N. Highway 33
Driggs, ID 83422

1-800-632-5726

fax (208) 652-7825