



# DEC Current

## News & Notes: Bill Series

### Understanding Your Customer Charge

#### Why It's on Your Bill and What It Covers

At Otsego Electric Cooperative, we believe in being open about what you're paying for and why. One line on your bill that sometimes raises questions is the **Customer Charge**.

#### What Is the Customer Charge?

The **Customer Charge** is a fixed monthly fee on your electric bill. It doesn't change based on how much electricity you use—it's the same every month for all members in your service class.

#### Why Do We Have It?

Even if you don't use a single kilowatt-hour, there are costs to keep your home or business connected to the grid and ready to deliver power at a moment's notice. The customer charge helps cover those fixed costs, so everyone shares equally in keeping the system available.

#### What Does It Cover?

The customer charge helps pay for:

- **Meter installation and maintenance** – Ensuring your electric meter stays accurate and reliable.
- **Service line upkeep** – Maintaining the wires, poles, and transformers that connect you to the grid.
- **Employee wages & benefits** – Fair pay for the skilled linemen, service crews, and office staff who keep your electricity flowing and your questions answered.
- **System readiness** – Keeping the infrastructure energized and ready 24/7, even during low usage months.
- **Regulatory compliance & safety** – Meeting safety standards and training our crews.

#### Why a Fixed Fee?

Many of these costs don't depend on your energy use—they're the same whether you use 10 kWh or 1,000 kWh. A fixed customer charge ensures every member pays a fair share toward these essential services.

#### Our Commitment

We're committed to delivering safe, reliable, and affordable electricity.

The customer charge is one way we make sure our cooperative stays strong and ready to serve you in every season.

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[www.otsegoec.coop](http://www.otsegoec.coop)

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## 81st Annual Member Meeting

Thank you for making our Cooperative Annual Meeting a great success! This year we had over 200 guests present. Your presence and participation are what make our cooperative community truly special. Your support is crucial to our continued growth and success.

Members who attended receive bill credits for joining us, get entered into raffles for prizes such as TVs, security camera's, firesticks, air fryers, lawnmowers and more, youths in attendance went home with new backpacks filled with supplies, live music was enjoyed and many local vendors who provide a variety of services in our area were in attendance to continue to spread their offerings to local community members. This year we even had Operation Safe Child available as well as a Fire Extinguisher simulation activity to learn how to properly utilize an extinguisher! Never attended a meeting, but curious about them? Give us a call and we would be happy to explain why it's an important piece of being a Cooperative member with us.

### Congratulations and Thank You

Justin March—20 Years

Jim Foote—20 Years

