



MESSAGE FROM GENERAL MANAGER/CEO

BILLY P. JONES

Our Best for the People We Serve

AT NAVARRO COUNTY ELECTRIC COOPERATIVE, we care about the people we serve.

That service has historically resulted in high marks in customer service surveys for electric cooperatives, which consistently deliver a higher level of service than other electric utilities nationwide. Research conducted by the American Customer Satisfaction Index in 2020 shows that members rated co-ops higher than did customers of investor-owned and municipal utility companies.

But the ACSI Energy Utilities Report revealed a distressing trend for energy utilities overall. Overall customer satisfaction with the energy utilities sector declined, even for electric cooperatives.

Challenges since 2019 likely affected people's opinions of their utilities. Many have been hit hard by unprecedented natural disasters, including wildfires, hurricanes and winter storms, not to mention

of 100 compared to a score of 72 for investor-owned and municipal utilities, according to the report.

Co-op members across the country have historically given their local co-op employees high marks for understanding their needs and having the flexibility to address their individual concerns. Co-op employees also typically get good grades for delivering state-of-the-art service and for caring about consumers and the communities they serve.

In years past cooperatives took the lead compared to their competitors by a margin of 8-9 points.

But at NCEC, we always want to do better. We want not just to be better than our utility neighbors but better for the sake of our members—the people we serve.

The trust and loyalty electric cooperatives have earned over our long existence give us the ability to continue to work for your best interests. NCEC staff,

management and directors are united in our desire to provide you with the best service available anywhere in the country, even if we have to work a little harder to get your approval.

The ACSI report says co-op members want better service, easy-to-understand bills and faster outage restoration. The feedback also shows that although cooperatives support their communities and provide energy efficiency information, members want more.

We encourage you to reach out to us when you have suggestions or comments about what would help us serve your needs. It's the spirit of cooperation that helps make NCEC unique and a great utility.

Electric cooperatives know that to be a great utility company, you have to make people your first priority. To be successful in this business, you have to care about the people you serve. Let us know what you think. ■



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a pandemic that upended our day-to-day operations. Meanwhile, consumers, including co-op members, are expressing their desires for cleaner energy, smarter technology and energy-saving practices, according to the ACSI.

Electric cooperatives still rank higher in terms of customer satisfaction than their investor-owned and municipal counterparts. Cooperatives' customer satisfaction score declined 2.7% to a score of 73 out



Annual Meeting Canceled Due to Coronavirus Restrictions

THE NAVARRO COUNTY Electric Cooperative Board of Directors voted at its March meeting to cancel the annual meeting scheduled for May 15. The decision was made due to coronavirus-related restrictions at the Cook Center, where the annual meeting was to be held, and for the health and safety of the cooperative's members and employees.

As of March 18, when the board made its decision, the Cook Center maintained a policy that allowed only 96 people in the building at a time and required the podium and microphone to be sanitized between speakers. More than 200 people attended Navarro County EC's last in-person annual meeting, so the venue's restrictions would severely limit member attendance and participation in director elections.

No director candidates were nominated by petition this year, so the incumbents of districts 2 and 6 would have been the only candidates up for election. These incumbents, as well as the incumbents of districts 4 and 5, who would have been up for election last year, will serve until the co-op can once again hold an annual meeting, at which point they will be on the ballot for the remainder of their terms. Elections scheduled for the 2022 annual meeting are for districts 1, 3 and 7.

Despite the meeting's cancellation, this year's financial reports are presented as usual in this issue of *Texas Co-op Power*.

The COVID-19 pandemic has affected everyone in our community, including the cooperative and its members, and we hope to get back to normal at some point this year. ■

NCEC Operation Round Up

Organization/Agency	Grant
Camp of the Rising Sun	\$3,000
Common Ground Ministries	\$1,000
Southern Oaks Volunteer Fire Department	\$3,000
Waxahachie Little Pantry	\$1,000
Dawson Police Department	\$3,000
United Way of Navarro County	\$3,000
Total granted	\$14,000



Navarro County Electric Cooperative

CONTACT US

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Local (903) 874-7411
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Email msdept@navarroec.com
Web navarroec.com

General Manager/CEO

Billy P. Jones

Board of Directors

Ron L. Buckley, President, District 2
Kent Sheffield, Vice President, District 1
George Smith, Secretary-Treasurer, District 6
Bennie Melton, District 5
Julie Mraz, District 7
Greg Murphy, District 3
Bill Southard, District 4

24/7

**Outage
Hotline
Numbers**

For information and to report outages, please call us.

LOCAL

(903) 874-7411

TOLL-FREE

1-800-771-9095

ABOUT NAVARRO COUNTY EC

NCEC owns and maintains more than 3,000 miles of line to provide electric service to more than 12,000 members in Ellis, Freestone, Hill, Limestone and Navarro counties.

OFFICE HOURS

Monday–Friday, 8 a.m.–5 p.m.

BILL PAYMENT OPTIONS

- Online at navarroec.com
- Through the SmartHub app
- By phone at 1-855-385-9975
(Phone payments are not accepted on the NCEC office line.)

TEXAS CO-OP POWER

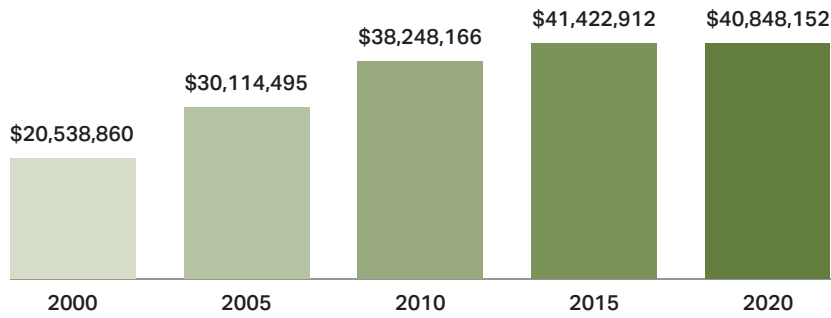
NCEC provides *Texas Co-op Power* and *TexasCoopPower.com* to give you information about events, safety, special programs and other activities of your cooperative. If you have any comments or suggestions, please contact the co-op office.

VISIT US ONLINE

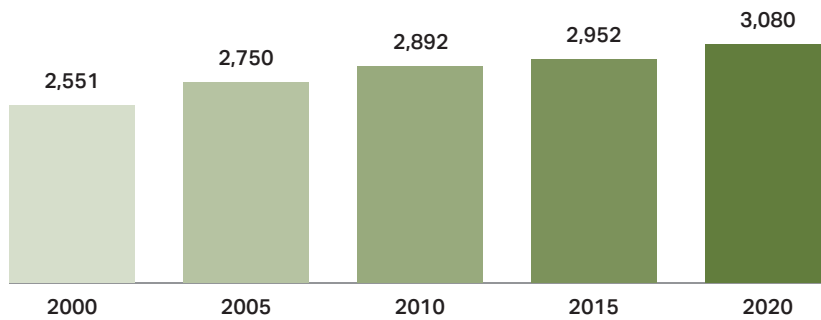
navarroec.com

How Your Cooperative Has Grown

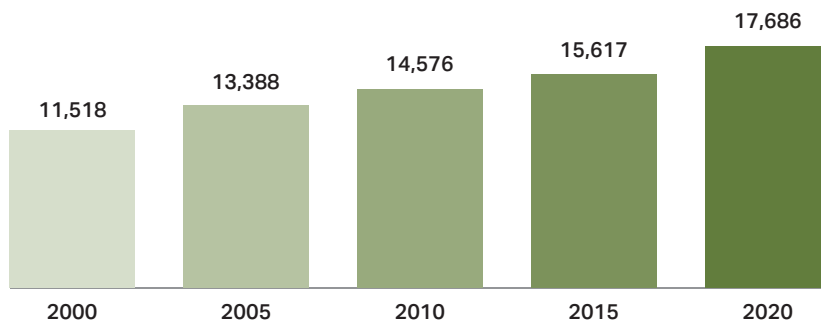
Revenue



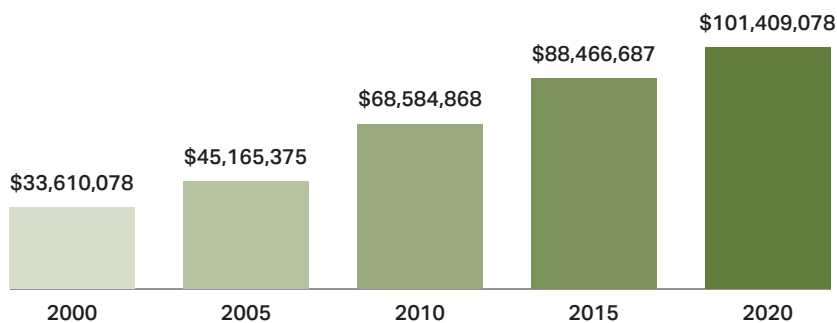
Miles of Line



Meters

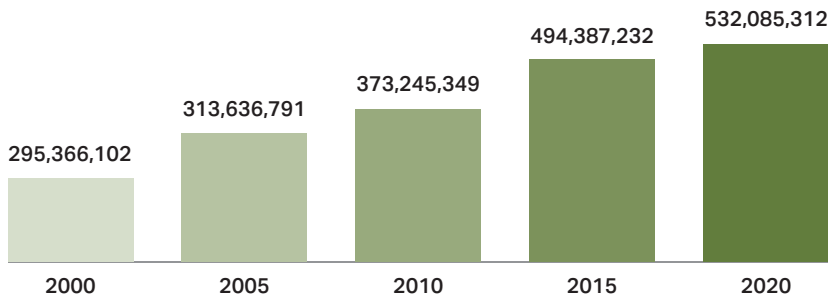


Total Assets

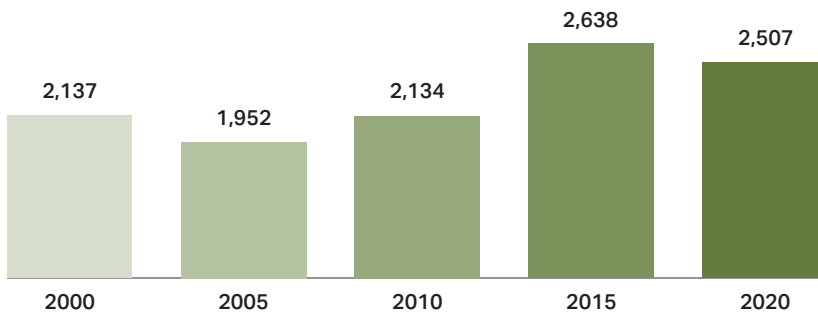


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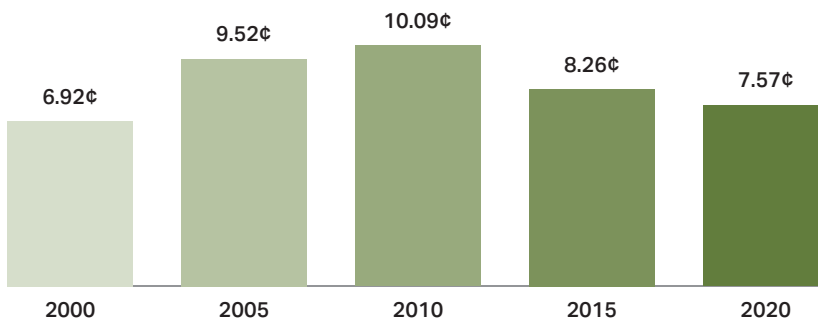
Kilowatt-Hours Sold



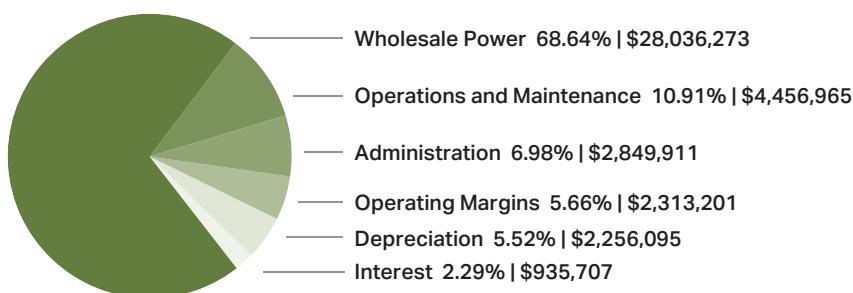
Average KWh Per Meter Per Month



Average Retail Price Per KWh Sold



Where Your 2020 Dollar Went



Operating Statistics

	2020	2019
REVENUES		
Sales of electric power	\$ 40,300,051	\$ 43,592,882
Miscellaneous electric revenue	548,101	602,562
Total revenues	\$ 40,848,152	\$44,195,444
EXPENSES		
Purchased power	\$ 28,036,273	\$ 31,114,132
Operations and maintenance	4,456,965	4,519,527
Consumer accounting	1,147,566	1,147,080
Other administrative and general	1,657,209	1,690,203
Depreciation	2,256,095	2,156,407
Interest	935,707	974,636
Other deductions	45,136	54,085
Total expenses	\$ 38,534,951	\$41,656,070
OTHER		
Operating margins	\$ 2,313,201	\$ 2,239,374
Nonoperating revenues—interest and other	464,555	653,024
Other capital credits	2,708,930	2,125,187
Total margins assigned	\$ 5,486,686	\$ 5,017,585

Balance Sheet

	2020	2019
ASSETS		
Net utility plant	\$ 57,534,192	\$ 54,955,863
Investments	30,054,179	28,262,631
Current and accrued assets	13,338,015	15,644,420
Deferred debits	482,692	608,206
Total assets	\$101,409,078	\$99,471,120
WHAT WE OWE		
Patronage capital and other equities	\$ 69,793,065	\$ 68,627,861
Long-term debt	23,884,911	24,150,380
Current and accrued liabilities	6,341,507	5,561,754
Deferred credits	1,389,595	1,131,125
Total liabilities	\$101,409,078	\$99,471,120



Clowie Lewis Retires

Navarro County Electric Cooperative thanks Clowie Lewis for nearly four decades of service to the co-op.



Springtime Electrical To-Do List

IT'S TIME TO THROW OPEN the windows and welcome warm weather. It's also time to invest in a few upgrades that will keep your house more comfortable and help you do your part to use energy wisely.

Check off the following chores before it gets too hot outside:

Inspect and maintain. Have a licensed heating, ventilating and air conditioning technician come to your home to inspect and maintain your air conditioning system. Paying a little bit now could prevent a big expense this summer if your AC breaks down on a hot day and you have to have it repaired or replaced in a hurry.

Clear and trim. While you're outdoors planting and pruning, trim all of the bushes and pull all of the weeds near your air conditioner's outside condenser unit. Remove any fallen tree limbs that landed on it and brush off leaves that have collected on or around it. Anything that touches the unit and prevents air from circulating around it will make it perform less efficiently.

Plant and shade. While you've got your shovel and spade out, consider planting some shade trees on the sunny side of your house. As they grow, they will filter the sun's rays that can beat on your windows in the summer and make your air conditioner work harder.

Replace and upgrade. Speaking of windows, if your house has single-pane versions, this is a good time to replace them with double-pane models. Single-pane windows are energy inefficient and can drive up your AC bills. You could save several hundred dollars on cooling and heating costs every year if you replace your drafty old windows. ■



MARK YOUR CALENDAR

Cinco de Mayo
Wednesday, May 5

Mother's Day
Sunday, May 9

Armed Forces Day
Saturday, May 15

Memorial Day
Monday, May 31

Our offices will be closed in observance of the holiday.

KONDOROS EVA KATALIN | ISTOCK.COM