



WIREFRASS

ELECTRIC COOPERATIVE

A PowerSouth Energy Cooperative

Welcome to Wiregrass Electric Cooperative

*Your **Cooperative**. Your **Community**. Your **Power**.*

At Wiregrass Electric Cooperative, we do more than provide electricity — we power homes, businesses, and communities in rural Southeast Alabama. As a member-owned electric cooperative, our mission is to deliver reliable, affordable energy while improving the quality of life for the people we serve. Unlike investor-owned utilities, Wiregrass Electric Cooperative operates on a not-for-profit model. That means every decision we make is focused on serving our members, strengthening local communities, and investing back into our electric system. When you receive electric service from Wiregrass Electric, you are not just a customer — you are a member and part-owner of your cooperative.

THE COOPERATIVE DIFFERENCE

Built on Cooperative Principles

Wiregrass Electric Cooperative follows seven cooperative principles that guide everything we do:

- Voluntary and Open Membership
- Democratic Member Control
- Member Economic Participation
- Autonomy and Independence
- Education, Training, and Information
- Cooperation Among Cooperatives
- Concern for Community



These principles ensure every member has a voice and that our cooperative remains focused on serving local families and businesses.

WHY MEMBERSHIP MATTERS

Benefits of Being a Wiregrass Electric Member



MEMBER OWNERSHIP

As a member of Wiregrass Electric Cooperative, you share ownership in the cooperative and have a voice in how it operates.



LOCAL DECISION-MAKING

Our Board of Trustees is elected by the membership and represents the communities we serve.



COMMUNITY FOCUSED

We invest in local communities through infrastructure improvements, educational programs, economic development, and community support initiatives.



RELIABLE SERVICE

Our employees work hard every day to provide dependable electric service throughout our service area.



CAPITAL CREDITS

Because we operate as a cooperative, any margins remaining after expenses may be returned to members in the form of capital credits.



OPERATION ROUND UP®

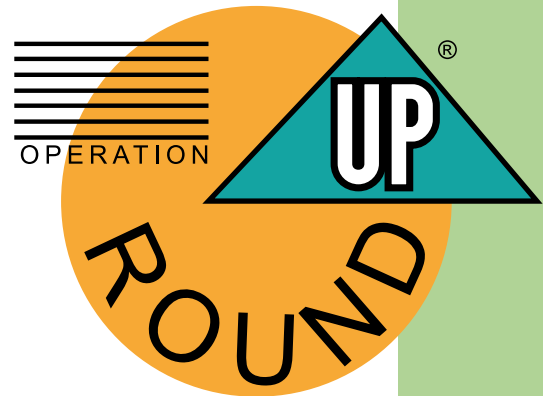
Small Change. Big Impact.

One of the ways Wiregrass Electric Cooperative members strengthen our communities is through Operation Round Up®. By rounding up their monthly electric bill to the next whole dollar, participating members help support the Foundation and its mission of improving lives throughout our service area.

Every contribution stays local and helps support worthwhile causes such as:

- Assistance for individuals and families facing hardships
- Local schools and educational programs
- Community organizations and nonprofit initiatives
- Health, safety, and quality-of-life projects
- Other charitable efforts that make our communities stronger

Because the program is member-supported, even small contributions can make a meaningful difference when neighbors come together to help neighbors.



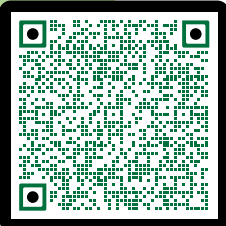
Together, Wiregrass Electric members are making a difference in the communities we call home.

Learn More

Visit the Wiregrass Electric Operation Round Up webpage to learn more about the program, eligibility guidelines, grant opportunities, and community events.



LEFT: Blayne Hardy Barfield
BELOW: Leo Haisten, left, and Justin Barfield listen as Pam Hardy talks about her daughter, Blayne, and the foundation created to help those struggling with mental health issues.



Scan to Learn More About Operation Round Up®

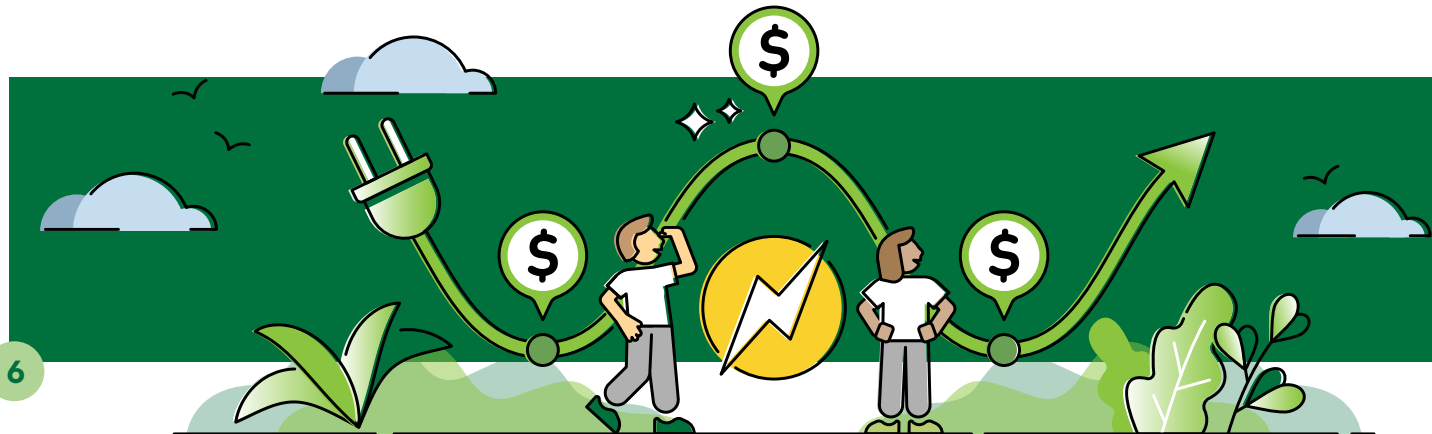
UNDERSTANDING PEAK DEMAND

What is Peak Demand?

Peak demand occurs when the cooperative experiences the highest overall use of electricity by members at the same time. For Wiregrass Electric Cooperative, peak demand most often occurs during cold winter mornings between 6:00 a.m. and 9:00 a.m., typically from November through February. During these hours, many homes are simultaneously using heating systems, water heaters, ovens, dryers, and other high-energy appliances.

Why Peak Demand Matters

Wiregrass Electric purchases wholesale power based largely on the cooperative's highest demand period, known as the coincidental peak. When demand reaches its highest level, the cost of wholesale power increases significantly. Those costs impact the cooperative for the following 12 months. Managing peak demand helps keep electric rates stable and affordable for all members.



UNDERSTANDING YOUR RESIDENTIAL DEMAND CHARGE

How Demand Impacts Your Bill

Your monthly electric bill includes three primary components:



Distribution Charge

A fixed charge that helps maintain and operate the electric distribution system.



Energy Charge

Based on the total kilowatt-hours (kWh) used during the month. As of March 2026, the residential energy charge is \$0.0948. That's an overall drop of 15% since 2024.



Demand Charge

Based on the amount of electricity your home used during the cooperative's coincidental peak demand period. As of March 2026, the residential demand charge is \$4 per kilowatt (kW).



Example:

If your home used 10 kW during the coincidental peak period:

$10 \text{ kW} \times \$4 = \40
monthly demand charge

This amount remains on your bill until the next annual peak demand is established.

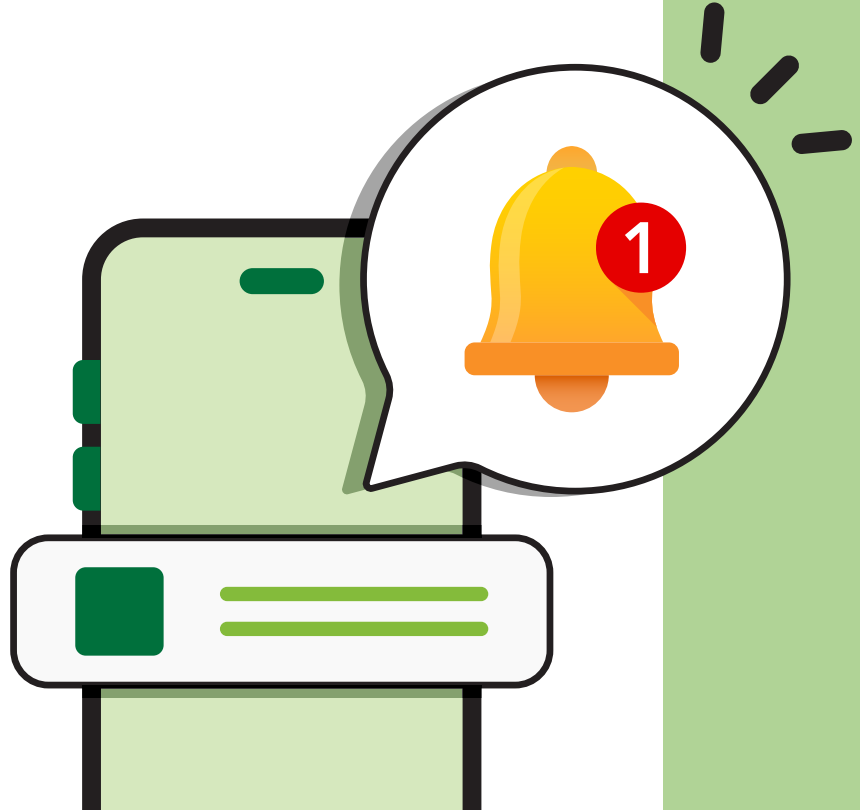
PEAK DEMAND ALERTS

Stay Informed

Because exact peak demand days cannot be predicted in advance, Wiregrass Electric will notify members when weather conditions indicate a possible peak demand event.

Notifications may include:

- Text Alerts
- Email Notifications
- Social Media Updates
- Automated Phone Calls



To ensure you receive notifications, please keep your phone number and email address updated on your account.

WAYS TO REDUCE PEAK DEMAND

Simple Steps Can Make a Big Difference

Reducing electric use during peak demand hours can help lower your monthly bill and reduce overall costs for all members.

Heating Systems

- Lower your thermostat during peak hours.
- Monitor emergency heat strips on heat pump systems.
- Install a programmable or smart thermostat.

Water Heaters

- Install a timer to prevent operation during peak hours.
- Shift water heating to non-peak times when possible.

Appliance Use

Avoid using multiple large appliances between 6:00 a.m. and 9:00 a.m., including:

- Dishwashers
- Ovens
- Clothes washers
- Clothes dryers

Picture illustrates faulty sealing around windows and doors, resulting in heat loss.

Improve Home Efficiency

- Seal gaps around windows and doors.
- Improve insulation where needed.
- Reduce drafts to lessen heating demands.

Stagger Usage

If you must use appliances during peak times, try spacing them out to reduce simultaneous electric demand.



OUR COMMITMENT TO YOU

At Wiregrass Electric Cooperative, we are committed to:

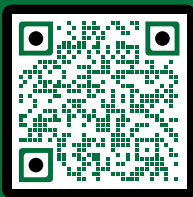
- Providing reliable electric service
- Keeping rates as affordable as possible
- Investing in our communities
- Delivering exceptional member service
- Educating members about energy use and savings



We appreciate the opportunity to serve you and thank you for being a valued member of Wiregrass Electric Cooperative.



CONTACT WIREGRASS ELECTRIC COOPERATIVE









We're Here to Help

Website: www.wiregrass.coop

Member Services: 1-800-239-4602

Mobile App: Available for Apple and Android devices

Convenient Ways to Pay

-  Online – Pay securely through your online account.
-  Phone – Make a payment 24/7 at (800) 239-4602.
-  PrePay – Pay as you go with WEC's In Control PrePay program.
-  24-Hour Kiosks – Available at all Wiregrass Electric office locations.
-  In Person – Visit any office or drive-thru location during business hours.
-  Mail or Night Deposit – Pay by mail or use a night deposit box after hours.

Learn more at wiregrass.coop/services/payments



Follow us on social media for updates, outage information, energy-saving tips, and cooperative news.