



Jo-Carroll Energy, Inc. (NFP)

jocarroll.com

Your Touchstone Energy® Cooperative 
The power of human connections®

November 1, 2021

Dear Loyal FirstCall Subscriber,

For nearly 30 years, Jo-Carroll Energy has been proud to serve our membership and the surrounding communities with FirstCall® Medical Monitoring service. During this time, it was our mission to provide a quality, cost-effective service to our subscribers that allowed a loved one the satisfaction of independent living with the peace-of-mind that comes in knowing that help is just a phone call or button push away.

It is with that same mission we announce our departure from the FirstCall® business and the exciting news that Per Mar Security Services is ready to seamlessly take the helm as your local, trusted medical monitoring service as of December 1st. We are also happy to announce that our technicians, Helen and Howard will also transition over to Per Mar.

Headquartered in Davenport, IA, Per Mar Security Services has served northwest Illinois since 1953. Per Mar Security is a family-owned, third generation local business with a passion for the clients and communities they serve in our region.

In the coming weeks you will receive an introductory letter from Per Mar.

- Your Jo-Carroll Energy care team will work with Per Mar to seamlessly transfer your basic contact information, alarm monitoring ID's, and emergency contact information listed on file.
- Before, during and after this transition, your monitoring unit will function just as it has in the past. When you test your unit monthly, or press your pendant for assistance, the same friendly 24/7 monitoring team will be there to speak to you.
- If you paid your account via an Auto-Draft, you will need to provide Per Mar with your payment information. **No credit card or bank account information will be transferred with your account profile. Per Mar will provide you with instructions on how to update your information if you would like to remain on Auto-Draft.**
- Jo-Carroll Energy FirstCall® billing statements were post billed, meaning you paid for the service after it was rendered. Per Mar pre-bills for services. Working together, we have developed a transitional billing schedule whereby you will receive your billing statements at nearly the same time each month and not be double billed. Your service periods will advance forward, and you will not receive an extra invoice during the transition period!

(over →)

Your final bill with Jo-Carroll Energy will be generated in the month of November for services ending in November and you will receive your first bill from Per Mar in December of 2021 for services starting in January. Your fees for services in December will be waived.

Your Jo-Carroll Energy family has every confidence Per Mar will serve you well into the future. If you have any questions about the above correspondence, please call us at 1-800-858-5522 during business hours: Monday – Friday 7:30 a.m. to 4:30 p.m.

Kindest Regards,

A handwritten signature in black ink that reads "Jennifer Meyer". The signature is written in a cursive, flowing style.

Jennifer Meyer
Vice-President of Member Services