



Still time to get your efficiency incentives for 2025

JCE Co-op is committed to helping both residential and commercial members save money and boost energy efficiency. Our incentive program is designed with you in mind, offering a wide range of incentives that make it easy to save while upgrading to energy-efficient solutions.

Don't miss out!

There's still time to take advantage of these valuable incentives for 2025. If you've completed qualifying work this year, be sure to submit your documentation by Dec. 23 to receive your incentives.

Important reminders:

- Only equipment purchased or installed in 2025 qualifies.
- All required documentation must be submitted within three months of purchase or installation.

Learn more & start saving:

For full details, visit jcecoop.com/incentives and see how JCE Co-op can help you save today!



**UP TO \$925
CASH BACK**

**on the BIG
FOUR**

**Water Heater • Furnace
Stove • Clothes Dryer**

**Add outdoor or other
appliances and save
even more!**

Recognizing a Gas Leak

Natural gas is a safe and efficient energy source, but knowing how to recognize a potential leak is an important part of keeping your home and neighborhood safe. To help with early detection, a harmless odorant is added to natural gas that smells like rotten eggs. This distinct smell is often the first and most noticeable sign that something isn't right.

You may also notice other warning signs, such as hissing or whistling sounds near a meter, pipeline, or appliance; dirt blowing from the ground for no clear reason; bubbles in standing water; dead or discolored vegetation in otherwise healthy areas; or a white cloud or mist near the ground. Any of these indicators should be taken seriously.

If you suspect a leak, leave the area immediately. Do not try to locate the source, and do not use or touch anything that could create a spark. This includes light switches, appliances, electronics, lighters or your phone. Avoid starting or moving vehicles and keep everyone, including pets, away from the area.

Once you are at a safe distance, call JCE Co-op and 911 to report the concern. Our crews respond 24/7 and will investigate the area, make necessary repairs, and ensure it is safe before anyone returns.

Trusting your senses and acting quickly can prevent injuries and protect property. If you ever have questions about natural gas safety or need help identifying potential issues, the JCE Co-op team is always here to support you.

RECOGNIZING A GAS LEAK AND WHAT TO DO

SIGNS OF A GAS LEAK



Strong rotten-egg odor



Hissing or whistling sounds



Dead or discolored vegetation

IF YOU SUSPECT A LEAK



Leave the area immediately



Do not use phones, light switches, or appliances



Call JCE Co-op



JCE Co-op offers programs to manage winter heating bills.

What is Budget Billing

As colder months approach, JCE Co-op provides a range of programs to help members manage rising winter heating costs.

Our Budget Billing program averages yearly bills to provide predictable monthly payments, easing the burden of high winter bills. Budget billing does not reduce your overall energy expense; it simply allows you to spread out your annual energy expense evenly over a 12-month period.

For members facing financial challenges, JCE Co-op supports its membership during times of hardship through various energy assistance programs that assist low-income residential members with their heating and cooling bills. Visit our website at jcecoop.com/bill-payment-options or contact our Member Care department at 800-858-5522 to learn more about these options and find the best fit for your household.

Budget Bill program updates

At JCE Co-op, we know that managing energy costs is important for your household. That's why we offer Budget Billing, a program designed to spread energy payments evenly across the year. As part of our recent transition to a new software system, Budget Billing will continue, but with a few important updates to make it more accurate and predictable.

What's changing

- **Frequent recalculations:** Budget amounts will now be recalculated three times a year. These recalculations will happen in January, May and September. This helps ensure your budget amount stays more accurate and reduces large fluctuations.
- **Overpayment handling:** If you pay more than your budgeted amount, the credit will apply to your account balance rather than lowering your monthly budget amount. This way, your monthly bill remains consistent.
- **Assistance programs:** Members who receive bill assistance will also see overpayments applied to their account balance. These credits cannot be used to make monthly budget payments.

What's staying the same

- **Cost management:** Budget Billing continues to make energy costs easier to manage by spreading payments evenly over 12 months.
- **Eligibility:** Members are eligible with at least 12 months of credit history at the service address and annual usage below 200,000 kWh (electric) or 30,000 ccf (natural gas).
- **Account Status:** Members must be current with a \$0 balance to enroll.
- **Base Budget Calculation:** Budgets are based on the average of the current month and the previous 11 months, rounded to the nearest \$5. Additional fees may increase the total due.
- **Missed Payments:** Missing two payments within 12 months will remove a member from the program and may result in disconnection for nonpayment.
- **Opting Out:** If you leave program, any outstanding balance not covered by your budget will be due immediately.

Why it matters

These updates are designed to make your billing experience more stable, predictable and accurate so you can count on consistent monthly payments without surprises.

For questions or assistance with Budget Billing, call us at (800) 858-5522 or visit jcecoop.com/bill-payment-options



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