



OWEN ELECTRIC CONNECTION

April 2025 • Owen Electric • A Touchstone Energy Cooperative

A balanced approach to powering our communities

As we reflect on the challenges faced during the recent arctic blast that swept across much of our region, I am reminded of the incredible resilience of our electric grid. Despite record-breaking energy demand, Owen Electric experienced no interruptions in power supply and made no requests for usage curtailment. This achievement underscores the importance of a diversified approach to electricity production—one that leverages a mix of energy sources to ensure reliability, affordability and sustainability.

During this unprecedented cold snap, the PJM Interconnection—the regional grid operator serving millions of people, including the members served by Owen Electric and its sister cooperatives—experienced its highest-ever winter electricity demand. Natural gas and coal generation played a crucial role in meeting this surge, supplying the steady power necessary to keep homes warm and businesses running. While renewable energy sources like wind and solar are vital components of our energy future, their output can fluctuate based on weather conditions. That's why maintaining a balanced energy portfolio is essential.

An all-of-the-above energy strategy is not just a buzzword; it's a pragmatic approach to meeting our members' energy needs. Here's why:

Reliability: Different energy sources complement one another. Natural gas and coal provide dependable baseload power, while renewables offer cleaner options that can reduce emissions. Together, they create a resilient system that can adapt to extreme conditions.

Affordability: Diversification helps mitigate price volatility. When fuel prices for one energy source spike, others can fill the gap, helping to stabilize costs for consumers.

Sustainability: By integrating renewables into the mix alongside traditional sources, we can reduce our environmental footprint without compromising reliability.

At Owen Electric Cooperative, we are committed to embracing innovation and leveraging a broad array of energy resources. Our mission is to deliver reliable and affordable power to our members while remaining good stewards of the environment.


As we invest in energy technologies that enhance grid reliability and sustainability,

we are continuously positioning our cooperative to meet the evolving needs of our members while navigating the energy transition responsibly.

As we celebrate the resilience of our grid during the recent arctic blast, I encourage all of us to reflect on the value of a diversified energy portfolio. By working together to support an all-of-the-above approach, we can ensure that our community's energy future remains bright, even in the face of challenges.

Thank you for your continued trust and partnership. Together, we are powering a stronger, more reliable future.



A Touchstone Energy® Cooperative 

President and CEO
Michael Cobb



Controlling costs

The impact of credit card fees on Owen Electric's expenses and the importance of cost control

At Owen Electric, our mission is to provide reliable and affordable electricity to our members. As a cooperative, we operate differently from investor-owned utilities because our focus is on serving our members—not generating profits. One of the key aspects of maintaining financial stability is controlling costs, as these expenses ultimately affect our members through rates and capital credit refunds.

Credit card processing fees are among the costs that can quickly add up. These are incurred when members pay their electric bills with credit cards. While offering the convenience of credit card payments is important, it comes at a price. Every time a member pays their bill using a credit card, Owen Electric is charged a transaction fee by the credit card companies. These fees may seem small on an individual basis, but when multiplied across thousands of transactions each month, they represent a significant portion of our annual operational expense.

The importance of controlling costs

Keeping costs in check is vital to ensuring our members receive the best possible value for their energy dollars. Because Owen Electric is a member-owned cooperative, any savings achieved through cost reductions benefit our members directly. Lower operational costs help keep rates stable and allow us to allocate more funds toward

system improvements, outage response, and ultimately, capital credit refunds.

How members can help

Members can play a role in controlling these expenses by choosing lower-cost payment methods whenever possible. Payments made via electronic checks, bank drafts, checks or cash at our offices incur little to no processing fees compared to credit card payments. By opting for these methods, members help the cooperative reduce unnecessary expenses, which can lead to greater savings for everyone.

Additionally, Owen Electric offers convenient options like automatic bank draft payments, which not only save on fees but also provide members

with a hassle-free way to keep their accounts current.

A cooperative effort for financial health

At Owen Electric, we are committed to transparency and cost-conscious decision-making. Managing expenses wisely ensures we can continue delivering reliable and affordable electricity while returning financial benefits to our members. By working together, we can minimize unnecessary costs and strengthen the cooperative for the future. Every small effort contributes to the greater good, ensuring that we all benefit from a well-managed and efficient electric service provider.

The image is a screenshot of the Owen Electric website. At the top, there is a blue banner with the text "Make the switch to automatic bank draft at owenelectric.com" in white. To the right of the text is a small icon of a credit card. Below the banner, the website header includes the Owen Electric logo, a user profile for "JANE SMITH", and navigation links for "MY ACCOUNT", "BILLING & PAYMENTS", "SERVICES", and "MORE". A dropdown menu is open under "BILLING & PAYMENTS", showing options for "BILLING" (Bill Notification, Deposits) and "PAYMENTS" (Draft Payments, Pay Multiple Accounts, Payment Profile). The main content area features three cards: 1) Member information for "SMITH JANE 123456-001" with a status of "ACTIVE ELECTRIC" and a mailing address of "40359". 2) Billing information showing "Total Amount Due \$0.00", a note that the amount may not include late fees and reconnect fees, a payment due date of "03/25/25", and buttons for "Pay Now" and "Pay Multiple Bills". 3) Service status showing "Your power is: ON" and a red button for "Report Outage". At the bottom of the screenshot is a photograph of hands typing on a laptop keyboard.

CONSIDERING SOLAR PANELS?

Call us!

Our Energy Expert can help you determine the investment you'll likely make to meet your energy production goals.

Before you sign on the dotted line, give us call at (800) 372-7612, or go to owenelectric.com/net-metering-home-solar-array

OWEN Electric

A Touchstone Energy[®] Cooperative



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www.owenelectric.com

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opportunity provider.

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Did You Know?

Owen Electric provides electric service to **members**

- Owned and governed by members and not-for-profit
- Decisions made locally by members elected to the board of directors, ensuring member voices are heard
- Accountability to membership, fostering transparency and responsiveness
- Rates are designed to meet local needs and cover operating expenses and purchased power costs
- Margins (monies left over after operating expenses) are returned in the form of capital credits

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Investor-owned utilities provide electric service
to **customers**

- Privately owned and operated for profit, primarily focusing on maximizing shareholder returns
- Decisions are often centralized and made by corporate executives or distant shareholders
- Accountability to shareholders and financial targets take priority
- Rates are designed to generate profits for shareholders
- Profits are distributed to shareholders outside the local community