



MESSAGE FROM GENERAL MANAGER

AUSTIN HAYNES

Tree Trimming Improves Service for All Members

ONE OF THE THINGS I love most about our community is the natural beauty that surrounds us. We are fortunate to have so many trees that lend beauty and shade to our area and habitat for all sorts of birds and other wildlife. We know that you appreciate our community for many of the same reasons.

That's why Panola-Harrison Electric Cooperative strives to balance maintaining beautiful surroundings with ensuring a reliable power supply by keeping power lines clear in our rights-of-way.

While we recognize and appreciate the beauty of trees, there are three main benefits to trimming trees in ROW areas. But before I touch on those reasons, let me first explain what a right-of-way is and how it pertains to you.

All the land that we use to construct, maintain, replace and repair underground and overhead power lines makes up our rights-of-way. These protected areas enable the co-op to provide clearance



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from trees and other obstructions that could hinder power line installation, maintenance or operation. ROW areas are typically on public lands or located near a business or home. Regardless, PHEC must be able to maintain the power lines above and below the ROW.

The goal of our vegetation management program is to provide reliable power to our members while maintaining the beauty of our community. Proactive vegetation management benefits co-op members in three tangible ways.

Safety

First and foremost, we care about our members and put their safety and that of our lineworkers above all else. Overgrown vegetation and trees pose a risk to power lines. For example, if trees are touching power lines in our members' yards, they can pose a grave threat to families. If children can access those trees, they can potentially climb into a danger zone. Electricity can arc, or jump, from a power line to a nearby conductor such as a tree.

A proactive approach also diminishes the chances of branches or trees falling during severe weather events, which make it more complicated and dangerous for lineworkers to restore power.

Reliability

Of course, one of the biggest benefits of a smart vegetation management program is reliability. Strategic tree trimming reduces the frequency of downed lines that cause power outages. Generally speaking,

healthy trees don't fall on power lines, and clear lines don't cause problems. Proactive trimming and pruning keep lines clear to promote reliability.

Affordability

As you know, PHEC is a not-for-profit cooperative, and that means we strive to keep our costs in check to keep our rates affordable. This extends to our approach to vegetation management. If trees grow too close to power lines, the potential for expensive repairs also increases.

Effective tree trimming and other vegetation management efforts keep costs down for everyone.

Our community is a special place. We appreciate the beauty trees provide, but we also know you depend on us to provide reliable energy. Through vegetation management, we can keep power lines clear, prepare for future weather events and secure the reliability of the grid. ■



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Please Call or Text To Report Outages

IF YOU EXPERIENCE AN outage, please call 1-800-972-1093 or (903) 935-7936 or use Panola-Harrison Electric Cooperative's outage texting system. To sign up for outage texting, see the instructions on our website, www.phec.us. Our Facebook page and email are not monitored 24/7, so reporting outages by those methods could prolong the time it takes to restore your power.

Like Us on Facebook

PANOLA-HARRISON ELECTRIC COOPERATIVE invites you to hit the Like button at facebook.com/panolaharrisonec. This page is monitored by our staff and contains lots of up-to-date information regarding power outages and maintenance updates as well as friendly reminders, photos, and safety and energy tips.



POWER TIP

Vacuum your air conditioner's return vents to remove dust and grime to help your system operate at its best.

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Panola-Harrison Electric Cooperative

A Touchstone Energy® Cooperative 

CONTACT US

410 E. Houston St., Marshall

P.O. Box 1058, Marshall, TX 75671

Office Hours Monday–Friday, 8 a.m.–5 p.m.

Local (903) 935-7936

Toll-Free 1-800-972-1093

Web phec.us

General Manager

Austin Haynes

Board of Directors

Albert Tiller, President

Jerry Holmes, Vice President

Jay Goswick, Treasurer

Debbie Burch

Paul Fortune

Robert Ortigo

Gene Stough

24/7

Outage Hotline Numbers

For information and to report outages, please call us.

LOCAL

(903) 935-7936

TOLL-FREE

1-800-972-1093

ABOUT PANOLA-HARRISON EC

PHEC, organized in 1937, owns and maintains more than 2,600 miles of line to provide electric service to more than 13,800 members in Harrison and Panola counties in Texas and Caddo and DeSoto parishes in Louisiana.

BILL PAYMENT INFORMATION

Bring your electric bill or bill stubs when visiting the co-op office in Marshall with billing inquiries or payment questions.

Payments can be made by mail, at our local office, by phone or on our website. We accept a variety of payment forms, including cash, check, electronic funds transfer, credit card and check-by-phone.

Please call 1-866-520-1211 or (903) 935-4657 to pay by credit card or check-by-phone, or use our website, phec.us.

VISIT US ONLINE

phec.us



TEXAS DIVISION OF EMERGENCY MANAGEMENT

Hurricane Preparedness Guidelines

Hurricane Season Is June 1–November 30

Preparedness Checklist

- ▶ **Make an evacuation plan.** Find activated evacuation routes at [DriveTexas.org](https://www.drive-texas.org) or by dialing 1-800-452-9292. Call 211 to find out if you live in an evacuation zone.
- ▶ **Sign up for emergency alerts.** Make sure your mobile device is enabled to receive Wireless Emergency Alerts (WEAs).
- ▶ **Prepare an emergency supply kit.** Learn how to build an emergency kit at [ready.gov/build-a-kit](https://www.ready.gov/build-a-kit).
- ▶ **Review your home insurance policy.**
- ▶ **Register with State of Texas Emergency Assistance Registry (STEAR)** at [stear.tdem.texas.gov/](https://www.stear.tdem.texas.gov/) or by dialing 211 if you live in an evacuation zone and:
 - Have a disability or medical needs and do not have a car or other vehicle to use in an evacuation.
 - Have a disability or medical needs and do not have friends or family to help in an evacuation.

Information collected for STEAR is confidential.

Hurricane Preparedness Online Resources

Texas Division of Emergency Management: [tdem.texas.gov](https://www.tdem.texas.gov)

Texas Department of State Health Services: [texasready.gov](https://www.texasready.gov)

American Red Cross: [redcross.org](https://www.redcross.org)

U.S. Department of Homeland Security: [ready.gov](https://www.ready.gov)

Office of Texas Governor Greg Abbott: [gov.texas.gov](https://www.gov.texas.gov)

DIVISIÓN DE ADMINISTRACIÓN DE EMERGENCIAS DE TEXAS

Preparación para huracanes

La temporada de huracanes es del 1 de junio al 30 de noviembre

Lista de verificación de preparación:

- ▶ **Haga un plan de evacuación.** Encuentre rutas de evacuación activadas en [DriveTexas.org](https://www.drive-texas.org) o marcando 1-800-452-9292. Llame 211 para averiguar si usted vive en una zona de evacuación.
- ▶ **Regístrese para recibir alertas de emergencia.** Asegúrese de que su dispositivo móvil esté habilitado para recibir Alertas de emergencia inalámbricas (WEAs).
- ▶ **Prepare un kit de emergencia.** Aprenda como construir un kit de emergencia en [ready.gov/build-a-kit](https://www.ready.gov/build-a-kit).
- ▶ **Revise su póliza de seguro de hogar.**
- ▶ **Regístrese con el Registro de Asistencia de Emergencia del Estado de Texas (STEAR)** en [stear.tdem.texas.gov/](https://www.stear.tdem.texas.gov/) o marcando el 211 si vive en una zona de evacuación y:
 - Tiene una discapacidad o necesidades médicas y no tiene un auto u otro vehículo para usar en una evacuación.
 - Tiene una discapacidad o necesidades médicas y no tiene amigos o familiares para ayudaren una evacuación.

La información recolectada para STEAR es confidencial.

Recursos en línea para la preparación para huracanes

División de Administración de Emergencias de Texas: [tdem.texas.gov](https://www.tdem.texas.gov)

Departamento de Servicios de Salud del Estado: [texasready.gov](https://www.texasready.gov)

Cruz Roja Americana: [redcross.org](https://www.redcross.org)

Departamento de Seguridad Nacional de los Estados Unidos: [ready.gov](https://www.ready.gov)

Oficina del Gobernador de Texas Greg Abbott: [gov.texas.gov](https://www.gov.texas.gov)

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The Price of Copper Theft

AS PRICES OF new and recycled copper reached 10-year highs in 2020, thieves targeted sources of copper for materials to sell as scrap metal.

Last summer in Harrison County, the sheriff arrested three men in connection with copper wire theft from a substation. The stolen metal would have fetched only about \$60 in scrap value, but stripping the electrical infrastructure of its conductive material nearly resulted in power outages for 1,700 customers and caused more than \$60,000 in damage, according to a local news report.

Copper theft is a felony in Texas if the value of the stolen material is more than \$20,000.

But besides being a crime with hefty consequences, stealing copper from electrical infrastructure, including substations and utility poles, is downright dangerous. Copper thieves across the nation have been seriously injured and even killed while trying to steal copper from utilities.

If you notice anything unusual with electrical facilities, such as an open substation gate, open equipment or hanging wire, contact Panola-Harrison Electric Cooperative right away. ■



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Stop Energy Vampires at Home and Save 10%

MOST OF US HAVE tangles of cords to charge our phones and power TVs, computers and other gadgets in our homes. Often those rats' nests can represent a significant power drain, even when those devices are turned off or not in use, wasting energy.

Fortunately, there's an easy way to stop this phantom load. Advanced power strips save energy by automatically shutting off power to unused devices. They are simple to use, cost-effective and convenient.

How They Work

Smart strips typically have three types of outlets: a control outlet, always-on outlets and automatically switched outlets. When the device plugged into the control outlet isn't being used, power is cut off to all devices on the switched outlets. Always-on outlets are for plugging in devices that need continuous power, like a cable box.

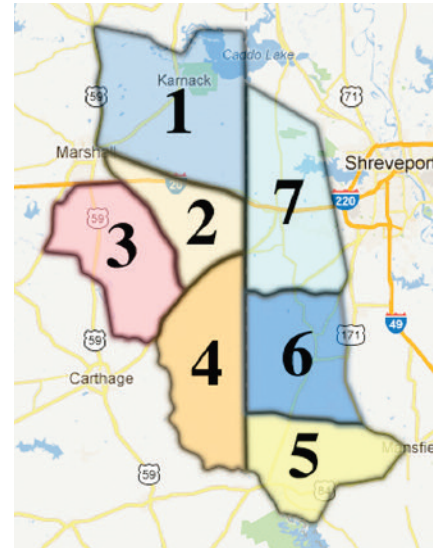
Different Power Strips for Different Needs

There are three types of smart power strips. Though they work in different ways, they all save energy by disconnecting power to electronic devices that are in standby or sleep mode.

1. Timer-equipped smart strips are programmable. Devices plugged in automatically turn on or off at designated times.
2. Occupancy-sensing devices are controlled by an infrared motion detector. These smart strips detect if someone is in the room and turn plugged-in devices on or off accordingly.
3. Current-sensing smart strips are controlled by a primary outlet. If you plug your TV into the primary outlet, your cable box and video game console will turn off automatically when the TV enters sleep mode. When you turn on the TV, the other electronics turn on as well.

Wi-Fi-enabled smart power strips can connect to your home network, allowing you to control them remotely.

By plugging into advanced power strips, you could save 10% on your electricity bill—and your devices will still be ready to go whenever you need them. ■



Panola-Harrison Electric Cooperative Director District Map

- District 1** Paul Fortune
- District 2** Albert Tiller, President
- District 3** Jay Goswick, Treasurer
- District 4** Robert Ortigo
- District 5** Debbie Burch
- District 6** Jerry Holmes, Vice President
- District 7** Gene Stough

Nondiscrimination Information

PANOLA-HARRISON ELECTRIC Cooperative is an equal-opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination complaint form online at ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call 1-866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave. SW, Washington, D.C., 20250-9410; by fax to (202) 690-7442; or by email to program.intake@usda.gov.