



Great service – guaranteed

East Central Energy  
P.O. Box 39 - 412 North Main  
Braham, Minnesota 55006-0039  
www.eastcentralenergy.com  
800-254-7944

## Special Updates

If you are planning on doing some landscaping remember to plan before you plant trees under power lines. You can also go to our website for more information.

New services built between November 1 and April 1 will incur winter construction charges.

For a full version of the rate schedule, please call us at 1-800-254-7944 or visit us online at [www.eastcentralenergy.com](http://www.eastcentralenergy.com)

### Welcome:

On behalf of all of us at East Central Energy (ECE), we would like to welcome you to your electric cooperative. Our goal is to make the process of obtaining your new electric service as easy as possible. By following the steps below you ensure there are no unnecessary delays in getting your electric service.

**Step 1:** Before you build, take a moment to consider ECE's money-saving programs. Have you considered installing a ground source heat pump or backup generation? ECE has special rates for either application. If you have not checked on ECE's Commercial and Industrial rebates for new construction they can be found on our website at [www.eastcentralenergy.com](http://www.eastcentralenergy.com). If you are already aware of the programs you will be participating in and the size of system to be installed include this information on the *New Commercial Service Information* form. This will enable the staking engineer to assist you in the proper design of your new electric service avoiding unnecessary delays.

**Step 2:** Complete the *Application for Membership and Electric Service* and *New Commercial Service Information* forms and mail along with a copy of your deed or proof of ownership in the enclosed return envelope. Please include a daytime telephone number so we can contact you with service updates.

**Step 3:** Refer to the enclosed *New Commercial and Industrial Service Guidelines* which list the necessary requirements that need to be met before construction of your new service can begin.

**Step 4:** Your electric service will be built within 15 business days following completion of Step 3. As one of six service guarantees ECE will credit your new account \$100, if we don't install your electric service within 15 business days on or before the day we've agreed upon.

A Customer Service Representative will contact you throughout this process to ensure your satisfaction. If you have questions, please call 1-800-254-7944 ext. 6440.

Sincerely,

Customer Service Department  
East Central Energy

Enclosures

Your Touchstone Energy® Cooperative

