

# Celebrating our members!

## OCTOBER IS NATIONAL COOPERATIVE MONTH

**CONTACT US**  
Office: 765-473-6668 / 800-844-6668

**WEBSITE**  
[www.mcremc.coop](http://www.mcremc.coop)

**EMAIL**  
[mcremc@mcremc.coop](mailto:mcremc@mcremc.coop)

**OFFICE HOURS**  
7:30 a.m.-4 p.m., Monday-Friday

**STREET ADDRESS**  
3086 W. 100 N.  
Peru, IN 46970

**MAILING ADDRESS**  
P.O. Box 168  
Peru, IN 46970

**POWER OUTAGES**  
To report a power outage, call 844-473-6668. We are available 24 hours a day, 7 days a week.

**BOARD OF DIRECTORS**  
Dennis "Jim" Savage, *President*  
Todd Smith, *Vice President*  
Cindy Scott, *Secretary-Treasurer*  
Tony Caldwell  
Mark B. Hahn  
Scott Marschand  
Donald E. Willson

**STAFF**  
Robert Schwartz  
*CEO*  
Mike Barron  
*Director of Member Services*  
Lora Goodman  
*Human Resources Director*  
Matt Mavrick  
*Director of Information Technology*  
Liz Vance  
*Office Manager*  
Brandon Williams  
*Director of Operations*  
Stephanie Ziems  
*Director of Finance and Accounting*



Fall is a busy time, and October is a particularly eventful month with school, community and sports activities in full swing. It's

also when all cooperatives celebrate National Cooperative Month.

When I say Miami-Cass REMC celebrates Co-op Month, it really means we are celebrating you! After all, our co-op wouldn't exist without you, our members.

Our core business purpose is to serve as your electricity provider, but the larger mission of the co-op is to help make our corner of the world a better place. "Concern for community" is one of seven guiding principles that all co-ops share.

Similar to how our wires run through our service territory, our concern for community flows through all of our decisions — because being a co-op means being a responsible partner and good neighbor.

Miami-Cass REMC works to help our community thrive through initiatives led by our employees and local board that's comprised of neighbors who live right here in our community. Because we're local, we understand our community's unique needs and strive to help meet them.

We're proud to support local youth through our Indiana Youth Tour and scholarship programs. With your


help, we offer Operation Round Up grants, sponsorships, and many donations to provide assistance to our community. We partner with and support charitable organizations such as Helping Hands, The Nights of Columbus, United Way, and many others.


The word "cooperative" is close to "cooperation," meaning people working together towards a common goal — mutually benefiting one another and the larger community. That's the essence of the cooperative spirit. Our employees and member-elected board members are invested in the community in which live and serve.


We want to empower you to manage energy use at home. If you haven't already, I encourage you take a moment and download our SmartHub app, <https://mcremc.smarthub.coop>. Through the app, you can conveniently monitor and manage your energy use. And we're, of course, here to help, so give us a call if you have questions about your energy bills.

We are continuously examining ways to operate more efficiently while continuing to provide the highest level of friendly, reliable service you expect and deserve. After all, we're your local co-op. We were built by the members we serve.

**ROB SCHWARTZ**  
CEO

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[www.instagram.com/miamicassremc](http://www.instagram.com/miamicassremc)

 Follow us on LinkedIn  
[www.linkedin.com/search for Miami-Cass REMC](http://www.linkedin.com/search/results/people/?keywords=Miami-Cass+REMC)

## IN THE EMPLOYEE SPOTLIGHT

# Ben Crouch

Broadway Broadband Powered by Miami-Cass REMC welcomed Ben Crouch to its team in May.

Crouch is a Maconaquah High School graduate who grew up in the country. After high school, he continued his education at Ball State University where he earned both his bachelor's degree in computer science and his master's degree from the university's Center for Information and Communication Sciences (CICS).

Crouch enjoys spending time people watching in the coffee shop of Modocs Market in Wabash, watching his nephew's "School of Rock" music performances and hiking in one of the local Acres Land Trust trails. He said he is happiest when hiking in a cool, damp and quiet forest. Hiking a small section of the Appalachian Trail would be on his bucket list.

A special talent Crouch has is juggling. He said he can juggle three balls (which he learned from a Klutz juggling kit when he was a growing up). Another interesting fact about him is that he had a pet duck named Miles the Mallard (who was quacktastic) when he was growing up.

A challenge Crouch overcame occurred when he was in high school. He was in a car accident that broke his jaw and required him to drink a nutrition drink out a straw for several months.



Broadway Broadband Powered by Miami-Cass REMC's Ben Crouch.

As a customer service specialist, Crouch reports to Matt Mavrick, director of information technology at Miami-Cass REMC. His job responsibilities include monitoring the wireless, fiber and networking environments for Broadway Broadband. He also takes service-related calls as they come in and investigates those issues accordingly.

Crouch enjoys solving problems for customers who have both an immediate and, sometimes, long-term payoff. He enjoys the diversity of his job which requires him to shift between the big picture and minute details many times over the course of a day.

Prior to joining Broadway Broadband, Crouch worked for CDO Technology and was contracted to work at the Grissom Air Force Base. When asked about another career path he would have taken, he said something in the science field or maybe flying. He shared that after watching "Top Gun" when he was growing up, he had wanted to be a pilot.

We at Miami-Cass REMC are thankful to have Crouch as part of the REMC family. We are fortunate to have him on our team.

# HOW TO READ YOUR BROADWAY BROADBAND BILL

Your monthly bill from Broadway Broadband Powered By Miami-Cass REMC has a new look.

One thing that hasn't changed, however, is the fee structure. The rates and fixed monthly costs for members remain the same. No new charges have been added to your monthly statement.

This new design is a result of our desire to provide our member-owners and broadband subscribers with top-of-the-line service and the most information possible in the best format available.

We value our members and continue to seek ways to better serve you. Please contact our

office if you have questions about the new bill design.



**1**

<b>Internet Service</b>	
Service: Freedom	
Internet	
Partial Month Charges/Credits	
Freedom Sat Disc - 05/18/22 to 05/31/22	-\$9.46
Freedom Sat Plan - 05/18/22 to 05/31/22	\$39.81
<b>Internet Subtotal</b>	<b>\$29.35</b>
<b>Total Current Internet Service</b>	<b>\$29.35</b>

**Total Current Charges: 123 ANY ROAD \$29.35**

1. Internet service charges.
2. Advertisements.
3. New address info.
4. Ways to pay.

**2**

**3**

Mailing Address or Phone Number Changes Please call us for all other service change requests.

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Comments

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**4**

**Other Ways to Pay Your Bill**

Online: Play your bill at [www.mcremc.coop](http://www.mcremc.coop)

Phone: Call 866-999-4484

Mobile App: Download the SmartHub app on iTunes or Google Play Store

In-Person: Pay in the office during business hours, or use the drop box after hours.

More details about the new bill design on page 8.

new bill design | continued from page 7

**How To Read Your Bill**

**Who do I call if I have questions?**  
Call Broadway Broadband at the phone number indicated, or stop by our office.

**Did Broadway Broadband receive my last payment?**  
This section shows total activity since your last bill, including your balance forward, if any. If any of this information does not match your records, call the office.

**How do I make my payment?**  
Be sure to return the bottom portion of the bill with your payment.

1. Mail your payment in the return envelope provided **OR**
2. Pay in person at our office **OR**
3. Place your payment in the drop box at our office **OR**
4. Pay by recurring bank draft or recurring credit card **OR**
5. Pay online via check or credit card using SmartHub **OR**
6. Pay-By-Phone at 866-999-4484

**ACCOUNT NUMBER** 99999999  
Customer Name: JOHN DOE  
Statement Date: 04/08/2022  
Phone #: (999) 999-9999

**Message Center**  
This is a test of the message that will print on the Broadband bills.

**Billing Summary**  
Previous Balance: \$65.00  
Past Due Balance: \$65.00

**Service Summary**  
Internet: \$29.35  
Current Charges: \$29.35  
**Total Due: \$94.35**  
Please pay by May 25, 2022

**KEEP SEND** Please do not staple or paperclip payment. Please use only blue or black ink when paying by check.

**Bill date** 04/08/2022  
**Account number** 99999999  
**Total due** \$94.35  
Please pay by May 25, 2022

**BROADWAY BROADBAND**  
PO BOX 128  
PERU, IN 46570-0128

360460099999900000943500009435040620229

**Is my account past due?**  
If your account is past due, a statement will appear indicating that payment must be received in our office immediately to keep your broadband service connected.

**Information and messages.**  
Information pertaining to your account and Broadway Broadband will be found in this area.

**What do I owe and when is it due?**  
The total amount due upon receipt of this bill is shown. If this amount is not paid, your account is subject to disconnect.

Board meets in **AUGUST**

1. Counted seven board members attending. Attorney Jeremy Fetty attended via teleconference.
2. Jim Savage presented the WVPA report.
3. Todd Smith presented the IEC report
4. Fetty presented the legal report.
5. Rob Schwartz presented the monthly CEO report.
6. Minutes from the previous board meeting were approved.
7. Financial report given by Schwartz.
8. July monthly operating, member services and safety reports were reviewed and approved.
9. Set the next board meeting for Tuesday, Sept. 27, at 7:30 p.m. at the REMC headquarters.



**REMC HOSTS GOLF OUTING**

Last month, Miami-Cass REMC hosted a golf outing to thank its key partners. These partners better help the cooperative serve you, its members!