



BIG FLAT NEWS



May 2026

www.bigflatelectric.com

Big Flat Electric's bills will feature a refreshed design

A QUICK GUIDE ON HOW TO READ YOUR NEW BILL

FOLLOW the numbers as a guide to reading your new billing format.

1. Amount due on an account.
 2. Your account number. Please refer to this number when calling in or making payments.
 3. Billing Summary shows activity since last bill.
 4. Message Center is for important messages from Big Flat Electric.
 5. Meter location and meter reading information.
 6. By following the graph key, you can see monthly usage along with monthly average temperature. You can compare your usage with the previous year.
 7. Current detail of charges for electric use.
 8. Account number and amount due. Return stub with your check or cash payments.
 9. Ways to pay online and on our SmartHub app. We accept MasterCard and Visa.
- On the reverse side of the bill, you will find information on payment options. You will see a place for updating your contact information at the bottom of the page.

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BIG FLAT ELECTRIC CO-OPERATIVE
P.O. BOX 229 • MALTA, MT 59538

Visit us online at www.bigflatelectric.com
Phone: (406) 654-2040
Pay By Phone: 1-844-968-1965

Member Name: **JOHN DOE** ②
Account #: 9999999

Billing Date: 11/03/2025
Current Bill Due Date: 11/20/2025

Previous Balance: \$239.42
Payment Received: -\$439.42
Balance Forward: -\$200.00
Current Charges: \$315.35 ③
Total Amount Due 11/20/2025: \$115.35

Important Messages ④

\$179.00 would be your monthly amount if you signed up for Budget Billing. Please call the office for more information.

Total Due

\$115.35

Due Date: 11/20/2025

⑤ **Service Address: MAIN HOUSE**

Meter	From	To	Days	Previous	Readings	Present	Multiplier	kWh Usage	kw Demand
123456789	09/30/2025	10/31/2025	31	57300		58388	1	1088	8.540

Rate: RESIDENTIAL

⑦ **Current Service Detail**

KWH Charge	1088 kWh @ 0.1090	\$118.59
Demand Charge	8.54 kW @ 0.2500	\$2.14
Base Charge		\$38.00
Reconnect/Collect Fee		\$200.00
Wage Credit		-\$43.38
Total Current Charges for this Location		\$315.35

⑥ **Kilowatt Hours** Monthly Use (bar chart) Average Temp (line chart)

Temp: 0 to 90

⑧ **Energy Usage Comparison**

This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg Daily Temp
1088 kWh / 31 days	384 kWh / 30 days	0 kWh / 30 days	35 kWh	\$10.17	47°F

KEEP SEND

BIG FLAT ELECTRIC CO-OPERATIVE
P.O. BOX 229 • MALTA, MT 59538

PAY YOUR BILL 24/7
ONLINE: Check or credit/debit card at www.bigflatelectric.com or download the SmartHub app
PHONE: 1-844-965-1955

VISA MasterCard

⑨ **Account Number** 9999999
Total Amount Due 11/20/2025 \$115.35

Checks must be in U.S. funds and drawn on a U.S. bank.

BIG FLAT ELECTRIC CO-OP, INC.
PO BOX 229
MALTA MT 59538-0229

JOHN DOE
123 ANYWHERE ST
ANYWHERE, USA 99999

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MAY 2026

IN THE KNOW

HAPPENINGS AROUND BIG FLAT ELECTRIC

KEY ACTIVITIES FROM MARCH INCLUDE:

- **Outages:** The Hays substation experienced an outage due to high winds, as did areas north of Malta. The Turner/Hogeland area also lost power when high winds knocked out the transmission line.
- **Pole Replacements:** The crew continues to replace poles as weather permits.
- **Outage System:** Staff is evaluating a new outage dispatch service for after-hours outage reporting.
- **Trucks:** Installation of the flatbed and controls for new line truck #5 are nearly complete. Truck #7 and Truck #10 repairs have been completed. Truck #3 has a broken rear windshield, which will soon be replaced.
- **Meter Reads:** The crew continued to work on annual meter reads when the weather was cold and muddy. Debbie enters the annual meter reads into the billing software once received, confirming accuracy.
- **Pole Tester:** The pole-testing machine is malfunctioning. Staff is trying to get in touch with the manufacturer to help diagnose the issue and complete necessary repairs.
- **iPads:** Management will be purchasing another Wi-Fi enabled iPad to support field operations. Existing iPads have proven valuable for locating pole changeouts, service locations and reviewing staking sheets.
- **Ag Day:** Big Flat Electric was a proud sponsor and participant in the annual Ag Day event held at the Malta City Hall.
- **Turner Building Move:** The line raise associated with a building move in Turner went well. Power was only out about an hour and there were minimal calls regarding the outage.
- **Scrap Metal:** Shores Salvage will handle removal of scrap metal at the warehouse.
- **Career Days:** Line and office personnel attended Career Days at Malta High School and Ft Belknap in April, sharing information about careers in the electric utility industry.

Rate increase went into effect April 1


As then-Board President Alan Wasson reported at our October 11, 2025 annual meeting, a rate adjustment would be needed in 2026 due to a substantial increase in the cost of power from our power suppliers, coupled with inflationary pressures and increases to materials and equipment.

The Board of Directors goal was to do the rate adjustments in two steps, to lessen the impact all at once. Effective January 1, 2026, the demand kilowatt (kW) rate increased by \$0.75 per kW for all rate classes. Effective April 1, 2026, the energy (kWh) rate increased by 5 percent for all rate

classes.


We understand that any rate change can be a concern, and we remain dedicated to transparency and assisting our members.

If you have any questions or would like information on your energy usage or billing history, please contact our office at 406-654-2040 or register your account through the SmartHub link on our website: www.bigflatelectric.com.

Thank you for being a valued member of Big Flat Electric Cooperative. We appreciate your understanding and continued support as we navigate these necessary changes. 

Memorial Day

Honoring those who served



**Big Flat Electric
will be closed
Monday, May 25th**

2026 Malta's Annual Ag Day



Big Flat Electric Co-op participated in Malta's annual Ag Day on March 20, and is a proud supporter of agriculture in our community.



THINGS TO REMEMBER:

- **Find us on Facebook** under Big Flat Electric Cooperative, Inc.
- **Visit our website** at www.bigflatelectric.com.
- **Sign up for budget billing** and/or ACH (auto payments) by calling our office.
- **Bills** are generated on the 1st working day of each month, and are due on the 20th of each month.
- **Bills that are 60 days in arrears are subject to disconnect.** Once disconnected, a reconnect fee will be charged. The bill will then have to be paid in full to be reconnected.
- **We have a secure, automated toll-free phone number** for members making payments by credit card and/or bank account: 1-844-968-1965. You will need to have your account number and/or phone number that is on file with our office to access the automated system.
- **Take control of your electric account with SmartHub.** You can pay your bills; set up and cancel reoccurring payments; set up notifications; obtain duplicates of your bills; and view your monthly and yearly usage, all at your fingertips. Visit our website: www.bigflatelectric.com or download the SmartHub app from your Play Store on Android or the App Store on Apple devices.
- New service and service change quotes are only **valid for 30 days**.

QUOTE OF THE MONTH

"Opportunity is missed by most people because it is dressed in overalls and looks like work"

~Thomas Edison~

FROM MAY 1967: *BFEC NEWSLETTER*

Big Flat Electric serves homes built as 'Mutual Help' project

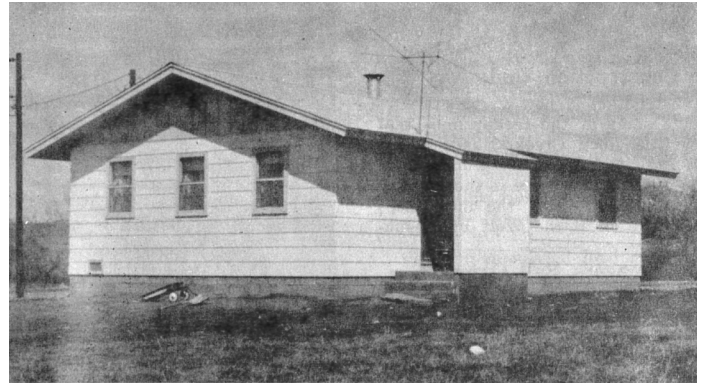
TEN "mutual help" homes on the Fort Belknap Indian Reservation were opened officially recently in ceremonies at the Agency and Hays. A pioneer project for the area, the 10 homes are the only ones between Browning and Fort Peck, according to Indian Affairs.

The Malta area "mutual help" project was begun in June 1963. Construction was started in 1965 for six houses at Hays and four at Lodgepole. All 10 houses were completed this spring with the participating families permitted to move in as of mid-March.

The electrical wiring plans and specifications for the homes were set up by Big Flat Electric Cooperative and although the Fort Belknap Housing Authority felt it was not economically feasible for the homes to be all-electric, nonetheless they were wired with circuits available so that any electrical appliance may be added at any time in the future, according to George Hoynes, manager of Big Flat Electric.

With the completion of the pilot construction program, arrangements have been made to start 18 more homes in late April or early May, with Big Flat presently working on both the house electrical plans and street lighting. A total of 70 homes have been authorized for Fort Belknap, the "mutual help" program having established this to be a workable method of providing housing on the reservation.

Among qualifications the "mutual help" applicants had to meet was the furnishings of the building site on which



Jay Mount 'Mutual Help' Home

water was available and which was in reasonable distance of electric power. The participants did all the work on all the 10 houses from breaking ground through construction to laying floor tile and painting. None of the houses were occupied until all 10 were finished.

The homes are estimated as in the \$15,000-\$17,500 price range had they been built by contract rather than under the "mutual help" program. While this project is a first for Montana reservations, the concept of "mutual help" housing was originated in the Federal Housing Assistance law passed in 1937 and has been used widely across the United States provide housing for low-income families. ^{RM}

BOARD OF DIRECTORS

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General Manager: Gretchen Boardman



BIG FLAT ELECTRIC COOPERATIVE

SERVING BLAINE, PHILLIPS AND VALLEY COUNTIES

P.O. BOX 229 • MALTA, MT 59538 • WWW.BIGFLATELECTRIC.COM

A Touchstone Energy™ Partner 
The power of human connections

CONNECT WITH US
OPEN WEEKDAYS 8 A.M. TO 5 P.M.

333 S 7TH ST E
MALTA, MT 59538
(406) 654-2040

**AFTER HOURS
OUTAGE:**
(406) 654-7400

PAYMENT OPTIONS:
1-844-968-1965 or
bigflatelectric.com