



MEMBER SMART CORNER

To keep our members up to date as ECI REC transitions to smart meters, here are answers to a few of the most frequently asked questions about the new system.

Q: Who will change out the meters?

A: Chapman Metering will perform all meter changes.

Q: When and where will the smart meter installation begin?

A: ECI REC has an installation schedule in place for all areas of its distribution system. The first meters will be changed in the first quarter of 2018, with an estimated completion in the fourth quarter of 2018—pending weather, adequate staffing, and inventory supply.

Q: Will ECI REC notify me prior to installation?

A: ECI REC will send out postcards prior to the meter installations. Smart meter deployment maps and information will be available on ECI REC's website.

To view the full smart meter FAQ sheet, visit ecirec.coop/smartmeterinstall/FAQ.



START THE NEW YEAR RIGHT: Combine SmartHub and Budget Billing



Using SmartHub, ECI REC members can quickly view and file bills using any computer or smartphone. After registering, you can receive your electronic bill via email. You can also use SmartHub in combination with direct payment and budget billing to significantly streamline your month-to-month financial planning.

With direct payment, you automatically make a direct electronic payment each month from a bank account or credit card. The direct payment form can be found online at ecirec.coop.

Then, add budget billing so you know what amount you will pay each month. Your monthly payment is calculated based on your 12-month usage history or the usage history of the past occupants of your residence. Accounts are periodically reviewed to ensure that payments match actual usage.

HOW YOU CAN ENROLL IN BUDGET BILLING

1. Complete the budget billing form below and mail it in
2. Email: csr@ecirec.coop
3. Make an inquiry via SmartHub, under the Contact Us section
4. Call our toll-free number: 877-850-4343
5. Visit our Urbana headquarters building

YES, tell me my monthly budget amount.

Name: _____

ECI REC Account No.(s): _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____

Email: _____

Mail form to:
ECI REC | PO Box 248
Urbana, IA 52345-0248

Member Account Notification Update

To help us handle your outage calls and other electric service information with efficiency, please make sure to update your contact information with any recent changes. Please list the accounts you wish to receive notifications on and the primary device/method through which you wish to receive notifications. Fill out the form below and mail it back or scan the QR code to fill out the form online.



SCAN THE CODE TO ACCESS AN UPDATE FORM ONLINE.

Mail form to: ECI REC, Info Update | PO Box 248 | Urbana, IA 52345-0248

Member Account Notification Update

Name on account(s) below:

Member account #: _____

Notification device 1: Home # Cell # Work # Email Device # or address: _____

Member account #: _____

Notification device 2: Home # Cell # Work # Email Device # or address: _____

Member account #: _____

Notification device 3: Home # Cell # Work # Email Device # or address: _____

Please list the cell phone number(s) to the right that would be acceptable to send text messages to with outage and electric service-related information when that service becomes available. (1) _____ (2) _____ (3) _____

___ I do not wish to be notified via text of outages and electric service-related information.

___ Yes, I agree to receive periodic autodialed or prerecorded calls and/or text messages from East-Central Iowa REC at the number(s) identified to the left. I understand that such calls and/or texts may relay information about planned and/or unplanned power outages and/or service interruptions, or other important service-related information, and that I can opt out of receiving such calls and/or texts at any time. I further understand that I am not required to provide consent as a condition of purchasing any property, goods, or services. I agree to notify East-Central Iowa REC immediately in the event that I voluntarily or involuntarily relinquish any number(s) identified above.

SIGNATURE _____

Stay in the Know During an Outage via SmartHub

ECI REC's online outage map, which offers near real-time information to members during an outage, is accessible from the SmartHub app. SmartHub powers ECI REC's online payment platform. For updates during an outage, download the SmartHub app today for free after registering with SmartHub.

Download the SmartHub app from the iTunes or Android app store so you can access your account 24/7 for updates.



APPLE USERS:
Scan to download the SmartHub app



ANDROID USERS:
Scan to download the SmartHub app

Notify Owner Before Disconnect

The Notify Owner Before Disconnect program is available if you own rental property in ECI REC's service area that receives electricity from the Cooperative. You will be notified prior to a meter disconnect while you are renting out the property, which can be helpful if your tenant contacts ECI REC to disconnect the meter when they are moving out. Or, a renter may have late bill payments that could result in meter disconnection. In certain situations and weather conditions, the owner may want to avoid the disconnect.

Notify Owner Before Disconnect

Property Owner Name: _____

Email Address: _____

Phone: _____

Other Contact Phone: _____

Preferred Contact Method:

Email Phone

Rental Property Address: _____

City: _____



NOTIFY OWNER BEFORE DISCONNECT

Mail form to: ECI REC, Notify Owner | PO Box 248 | Urbana, IA 52345-0248

MEMBERSHIP BENEFITS



Your Co-op Connections® Card offers you Healthy Savings and local and national deals. Use your card to start saving today! Questions? Email coopconnections@ecirec.coop.



Use SmartHub to pay for FREE online! Discover, Visa, and MasterCard accepted. While you're there, view your monthly usage data in helpful chart formats.



Click this icon at ecirec.coop to access free tools: television and lighting calculators, a HomeEnergyCalculator to break down your monthly energy costs, a Kids Komer, and more.