

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.



APPLE USERS:
Scan to download
the SmartHub app



ANDROID USERS:
Scan to download
the SmartHub app

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 smart-phone. 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, Info Update | PO Box 248 | Urbana, IA 52345-0248

Reminder: Office Hours Changing

7:30 a.m. – 4:00 p.m., Monday–Friday
Starting December 3

2400 Bing Miller Lane | PO Box 248 | Urbana, IA 52345-0248 | Toll Free: 877-850-4343
Email: ecirec@ecirec.coop | Web: www.ecirec.coop | [facebook.com/eastcentraliowarec](https://www.facebook.com/eastcentraliowarec) 
East-Central Iowa Rural Electric Cooperative is an equal opportunity provider and employer.

Member Account Notification Update—Please fill out this form if your contact information has changed.

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: _____



Scan the code to access an update form online.

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

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

Powering Safely During an Outage



Keep these safety guidelines in mind when using a portable generator:

1. Never plug a portable generator directly into an outlet unless a licensed electrician has installed a transfer switch in your home.
2. Generators create carbon monoxide. Put them outdoors in a dry area at least 15 feet away from vents, windows, and doors. Attached garages with an open door don't count.
3. Plug appliances directly into the generator using heavy-duty, outdoor-rated extension cords, but don't overload.
4. Shut the generator off before refueling. Keep a fire extinguisher nearby.

Call 877-850-4343 if you'd like to learn more about how to properly install and use a portable generator.

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.



Scan to access the Notify Owner Before Disconnect online form.

Notify Owner Before Disconnect

Property Owner Name: _____

Email Address: _____

Phone: _____

Other Contact Phone: _____

Preferred Contact Method:

Email Phone

Rental Property Address: _____

City: _____

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.



Sign up today to receive FREE energy tips and resources in your inbox. Go to www.myenergytips.com and subscribe to the monthly Watts \$mart e-newsletter.