

Power Outages

While we pride ourselves on service reliability, power outages will still occur. Advanced technology allows us to monitor the system and quickly respond remotely for some larger outages.

One of our primary objectives is to restore your power as quickly and safely as possible. When extreme storms, or other situations outside of our control, slow the restoral process it is important you have plans in place to ensure your family, livestock or business is protected.

If an outage occurs:

- Check your meter display to see if it is blank.
- Check fuses and circuit breakers.
- Check with neighbors.

To report a power outage Call 877-850-4343

After business hours, you will reach our automated call center where faster service can occur if you provide your account number or if we can match your call to one of the phone number(s) we have on file for you.

For more information, tips and to view the Outage Map, access the Outage Center on our website at www.ecirec.coop.



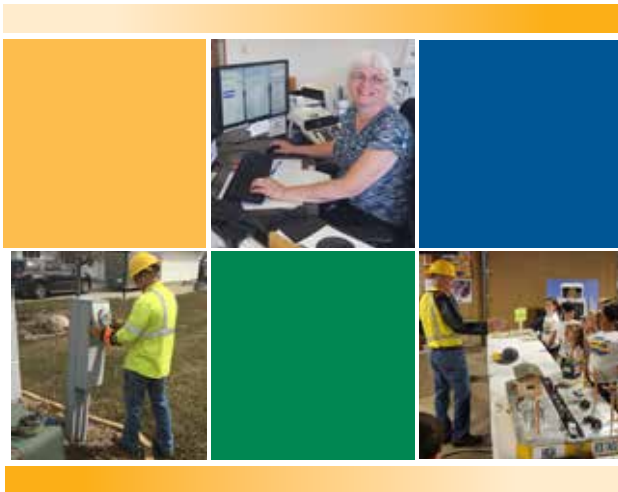
Scan the QR code to go directly to the Outage Center



East-Central Iowa REC is an equal opportunity provider and employer.

5-7-24

Member Information



ADMINISTRATIVE HEADQUARTERS:

PO Box 248 ~ 2400 Bing Miller Lane
Urbana, IA 52345-0248

PH: 319-443-4343 ~ TOLL FREE: 877-850-4343

E-MAIL: ecirec@ecirec.coop ~ FAX: 319-443-4359

HOURS: Monday - Friday, 7:30 a.m. - 4:00 p.m.

OPERATIONS CENTERS:

1707 1st St, Independence, IA

1600 West D St, Vinton, IA

WEBSITE: www.ecirec.coop

FACEBOOK: [facebook.com/eastcentraliowarec](https://www.facebook.com/eastcentraliowarec)



A Touchstone Energy® Cooperative

The Cooperative Difference

Our Vision

To make a difference in the lives of those we serve.

The Cooperative Advantage

As a non-profit organization, ECI REC provides electric service to our member-consumers at cost. When our revenue exceeds costs, as mandated by law, some margins are allocated to certain reserves and to our membership as patronage. They are paid back to the members as the financial condition of the Cooperative allows. If you discontinue membership, it is important to keep us informed of your mailing address, so we can issue your check as dividends are retired.

Member Meetings—You Have a Voice

ECI REC is locally owned and controlled by those we serve. As a member, you're not only a consumer, you share in the governance and ownership of the Cooperative. Notices of all member meetings are mailed to all membership. You can vote on proposals and representatives to sit on the Board of Directors. We encourage you to attend ECI REC's virtual Annual Meeting of Members held the last Wednesday of June. At this meeting, members will hear election results and any other order of business.

Governance

ECI REC operates following the guidelines and laws established in its articles of incorporation and bylaws. The articles of incorporation are the primary rules governing the management of the Cooperative. Bylaws are even more clearly defined, written rules adopted by the cooperative to govern its membership and regulate all business matters.

Board of Directors

Your voice is heard through democratic representation. ECI REC's 2,000 square mile service territory is divided into 8 Board Districts. Members elect representatives who reside within these board districts to represent their interest for a three-year term.

Service Territory

ECI REC maintains over 2,298 miles of distribution line for more than 9,206 member accounts throughout 11 counties. To efficiently serve the membership, ECI REC's line crews are based out of two operation centers – one in Vinton and the other in Independence.

Counties Served: Benton, Buchanan, Fayette, Bremer, Black Hawk, Linn, Delaware, Clayton, Tama, Iowa, and Johnson.

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Board District Directors

- 1 - Jeff Elliott
- 2 - Julie Kester
- 3 - Brian McNulty
- 4 - Gary McKenna
- 5 - Don Shonka
- 6 - Nick Donlea
- 7 - Steve Rau
- 8 - Ryan Kress



Your Electric Bill

Your Bill

Your electric meter(s) are read remotely the first day of the month. Electric bills are generated and mailed around the 10th of the month. Payments are due on the 1st of every month.

Bill Linggo Frequently Asked Questions

Facility Charge is a flat monthly charge that represents the fixed costs of making electricity available to your meter. This charge is based on the size of the transformer serving your home, business, or facility. These costs cover the meter, account administration, and portions of the poles, wires, and transformer serving your account.

Power Cost Adjustment is an **Energy Cost Adjustment** the Iowa Utilities Board allows utilities to use to reflect increases or decreases in monthly power costs. Power costs fluctuate and the ECA allows utilities to adjust the cost of electricity accordingly.

Six Ways to Pay

- Online Payment — ecirec.smarthub.coop
- Electronic Direct Payment
- 24-Hour Pay-By-Phone — 855-939-3584
- Mail — PO Box 248, Urbana, IA 52345
- Pay-In-Person — 2400 Bing Miller Lane, Urbana
- 24-Hour Drive Up Depository Boxes:
 - 2400 Bing Miller Lane, Urbana, Iowa
 - 1707 1st St, Independence, Iowa
 - 1600 West D St, Vinton, Iowa

Member SmarHub Portal

This free online resource allows you to access your account information 24/7 from a computer or smart-phone. You can view and pay your bill online, sign up for alerts, review your monthly and daily energy usage and access ECI REC's Outage Map.



Programs

ECI REC members-consumers may choose to participate in various programs such as:

Outdoor Lighting

You can choose to purchase or rent outdoor lighting from the Cooperative. ECI REC will install, repair, or replace Cooperative-owned lights and reserves the right to remove them.

RECare

You can contribute funds that assist low-income members pay winter heating bills or assist weatherization.

Youth Tour

ECI REC sponsors two high school juniors for an all-expense paid trip to Washington D.C.

Scholarships

ECI REC offers scholarships to high school seniors whose parents or guardians are members.

ACRE/FORE

The electric industry faces new challenges in today's political environment. Members have the opportunity to support political action committees.

Co-op Connections Card

This free mobile app and discount card are a member benefit/source to discounts from participating local and national businesses, as well as savings on prescription drugs, eye care and much more.



Scan here and download the SmarHub app today! →



Energy Wise

Energy Efficiency Rebates/Incentives

We have a large variety of energy efficiency incentives for your home, farm or business. Ranging from lighting to geothermal to ventilation fans, we are here to help you use only the electricity you need. Thinking about heating your home, shop or business with electric heat? Ask us about our special HeatPlus rate.



Support Iowa Renewable Energy

Members can support the development of renewable energy production facilities in Iowa by paying a small premium on their energy bill. At only \$2.10 for a 100 kilowatt hour block, your participation helps. Simply tell us how many 100 kilowatt hour blocks you would like to purchase and the charge appears as part of your monthly bill.

On-Site Generation Installations

Iowa law requires owners of alternate energy production facilities to notify their utility prior to installation; and an electrical permit and inspection is required. Please do not rely on your vendor to know all the rules. ECI REC is here to help with your on-site generation and interconnection application and agreements. Safety of our members and our employees is critical and we appreciate your cooperation.



Safety

Landscaping & Trees

Landscaping efforts should avoid covering or blocking access to green transformer boxes. Avoid planting trees within 20' of power lines. It is ECI REC's priority to deliver safe and reliable electricity, we will remove vegetation that interferes with the cooperative's distribution equipment (power lines, poles, etc.)

Call Before You Dig

Iowa law requires anyone planning to engage in any form of excavation (construction, landscaping, etc.) to notify Iowa One Call at 811 or 800-292-8989 at least 48 hours prior to excavating. This law not only ensures you will not cause costly damage to underground utilities but also keeps you safe.



Your Service Wires

ECI REC is responsible for maintaining and servicing all facilities up to the point of delivery, which is normally the meter. All wiring and equipment beyond the meter belongs to you and is your responsibility to maintain; often with the help of a licensed electrician.

Downed Power Lines

Always stay away from downed power lines and never touch a person or object that is in contact with a live power line, including trees. Replace damaged wires, defective outlets or appliances. Your safety and the safety of our linemen is of the greatest importance.

