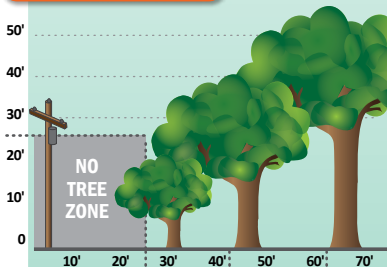


START IN THE RIGHT SPOT

If you're planning to **PLANT TREES** this fall, help ensure your tree doesn't get an unwanted haircut down the road:

- » Choose the spot based on the tree's full-grown height and spread.
- » Obey the no-tree zone: Don't plant trees within 25' of power lines.

Tree Planting Guide



SMALL TREES: Plant trees less than 25' in height/spread at least 25' from lines.

MEDIUM TREES: Plant trees 25'–40' in height/spread at least 40' from lines.

LARGE TREES: Plant trees larger than 40' in height/spread at least 60' from lines.



Program Offers Members a Helping Hand



photo by Natdani Paikong, dreamstime.com

If your electric bill is often late, consider enrolling in East-Central Iowa REC's free Helping Hand Reminder program.

When the account of an enrolled member becomes delinquent, ECI REC notifies their designated contact person. The contact person then reminds the member who missed their payment.

Enroll by filling out the Helping Hand Reminder authorization form online at ecirec.coop under Your Electric Bill > Member Programs, by scanning the QR code to the right, or by mailing in the form below. Members can withdraw from the program at any time by contacting an ECI REC consumer services representative at 877-850-4343.



Yes, I want to enroll in the Helping Hand Reminder program.

Member Name: _____

Member Account #: _____

Phone: _____ Other Contact Phone: _____

Name and address of person to be contacted in case of delinquent payment:

Name: _____ Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____ Evening Phone: _____

Email Address: _____

Member's Signature for Authorization: _____

Contact Person's Signature: _____

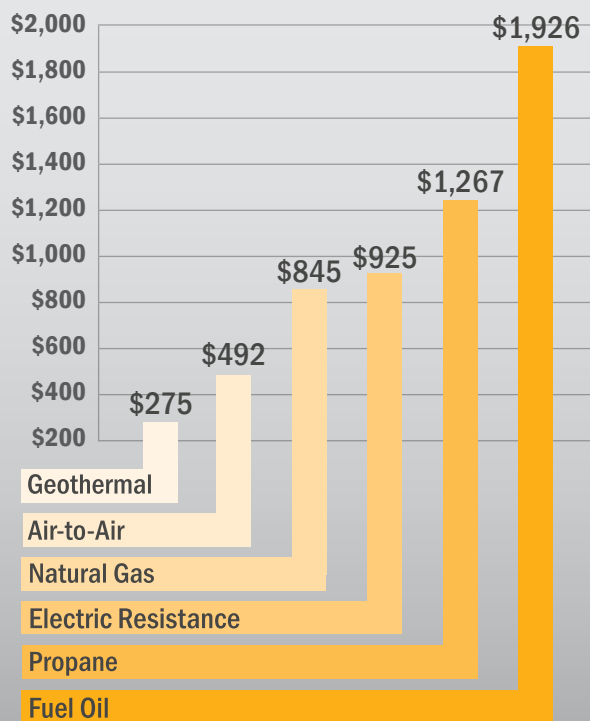
Mail form to: ECI REC | PO Box 248 | Urbana, IA 52345

REMINDER: Heat Plus Rate Offers Winter Savings

ECI REC's Heat Plus rate will take effect October 1, 2019, and is available through May 31, 2020. Even with lower gas prices, our Heat Plus rate of .0485 cents/kWh remains a great value for members using primarily electric heating. Call 877-850-4343 or visit ecirec.coop to see if you qualify for the Heat Plus rate.

2019 - 2020 Projected Heating Costs*

Cost per year based on heating a 1,500-square-foot residence in Iowa with basement and average insulation. Geothermal and air-to-air heat pump costs do not include resistive backup heat.



*U.S. Energy Information Administration

Your Support Can Help Influence Energy Policy

Today more than ever, what is happening in Des Moines, Iowa, and Washington, D.C., can impact your cost of power and its reliability. Through political action committees (PACs), members can support the campaigns of those officials who have shown themselves supportive of our goals. Because it is illegal for cooperative funds to be contributed to election campaigns, these PACs rely on donations from cooperative employees, directors, and members like you.

The two PACs members can consider donating to are the Action Committee for Rural Electrification (ACRE), which sends funds to candidates for federal elections, and the Friends of Rural Electrification (FORE), which supports candidates running for state office. Sign up today by filling out the form to below.

Yes, I will support ACRE and FORE.

- I will make a one-time contribution of \$_____. My check is enclosed. *Make checks payable to REC Transmittal Account.*
- I will contribute monthly. Please add \$_____ each month to my electric bill.

Name: _____ Member Account #: _____

Address: _____ City: _____

State: _____ Zip: _____ Email: _____

Signature: _____ Date: _____

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

Questions or Complaints

ECI REC strives to provide you with the best service at the lowest possible cost. But sometimes you have questions regarding your electrical service or billing, or possibly a complaint. We would like to know. Please contact us! Our office hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday.

Local phone: 319-443-4343
Toll free: 877-850-4343
Fax: 319-443-4359
Email: ecirec@ecirec.coop
Mail: 2400 Bing Miller Lane,
PO Box 248, Urbana, IA 52345

If you have a complaint related to East-Central Iowa REC's service, rather than its rates, and the complaint is not resolved, you may request assistance from the Iowa Utilities Board.

Toll free: 877-565-4450
Fax: 515-725-7399
Email: customer@iub.iowa.gov
(in subject area, note customer service)
Mail: Customer Service, Iowa Utilities Board, 1375 Court Avenue, Room 69, Des Moines, IA 50319-0069

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.