

We're Here for Our Members



On Monday, March 16, President Trump issued guidelines for Americans, which included calling on people to avoid social gatherings of groups of 10 or more. The following day, Iowa's Governor Reynolds issued a State of Public Health Disaster Emergency to further assist with the mitigation of COVID-19.

That same Monday, ECI REC took steps to further implement our business continuity plan for such an event, taking measures to close off public access to our administrative headquarters and both operations facilities. Employees continued to report to work as usual, following the recommended social distancing and frequent handwashing guidelines put forth by the government and health officials.

On Friday, March 20, we announced we were taking the next steps to further protect our employees, their families, and

our membership. The next Monday, March 23, we transitioned to a limited onsite and remote workforce strategy.

To minimize contact, personnel who report to the administrative headquarters began working in smaller groups on varying schedules between their homes and the office. Line personnel, staking employees, and member service employees will continue to work out of the Independence and Vinton operations centers and report as normal following social distancing guidelines. Our service personnel will have a set protocol to follow prior to making an onsite member call.

ECI REC's goal is always to serve our membership effectively and efficiently, and this will remain our goal through these challenging times. We are confident we have the necessary resources in place to serve

our membership remotely in all facets, due to the ECI REC technologies that are already in place and the handy work of IT.

These are unprecedented times; however, our members can rest assured ECI REC will continue to address this challenge, and we will maintain our focus on providing you safe, reliable electric service.

ECI REC will continue to follow the above business continuity plan until further notice. In the meantime, all communication channels remain open and available, as does SmartHub, the online account portal our members can access 24/7. We are here for our members—stay healthy and safe.

On-site Annual Meeting of Members is PENDING.

Contact us 24/7 toll free at 877-850-4343. Email answered during business hours.

Winter Moratorium Extended by Iowa Utilities Board

Consistent with the governor's declaration of a State of Public Health Disaster Emergency due to COVID-19, the Iowa Utilities Board has extended the period covered by the winter moratorium to May 1, 2020. If you have questions, call the ECI REC office: 877-850-4343.

YOU CAN PAY
ONLINE
OR BY
PHONE



Quick Ways to Pay Your Electric Bill

Did you know you can make quick automated payments through SmartHub without creating an online account? Here's how:

1. Call SmartHub's automated system toll-free number: 888-223-2048.
2. Use the Pay Now application:
<https://ecirec.smarthub.coop/PayNow.html>.

SmartHub accepts payment via bank accounts and credit or debit cards. VISA, Mastercard, and Discover are accepted. If you are interested in registering with SmartHub, signup is fast and easy!

Don't forget: You can also mail your payment or drop it in the boxes at our Urbana, Vinton, and Independence locations.

12 SAFETY TIPS FOR USING EXTENSION CORDS

Each year, roughly 3,300 home fires originate in extension cords, killing 50 people and injuring 270 more. Extension cords can overheat and cause fires when used improperly, so keep these 12 important tips in mind to protect your home and workplace.

1. Don't attempt to plug extension cords into one another.
2. Make sure extension cords are properly rated for their intended use—indoor or outdoor—and meet or exceed the power needs of the device being used.
3. Keep all outdoor extension cords clear of snow and standing water.
4. Do NOT overload extension cords.
5. A heavy reliance on extension cords is an indication you have too few outlets to address your needs. Have additional outlets installed where you need them.
6. Inspect cords for damage before use. Check for cracked or frayed sockets, loose or bare wires, and loose connections.
7. Do NOT nail or staple extension cords to walls or baseboards.
8. Do NOT run extension cords through walls, doorways, ceilings, or floors. If a cord is covered, heat cannot escape, which may result in a fire hazard.
9. Never use three-prong plugs with outlets that only have two slots. Never cut off the ground pin to force a fit, which could lead to electric shock.
10. Buy only cords that have been approved by an independent testing laboratory.
11. Do NOT substitute extension cords for permanent wiring.
12. Do NOT use an extension cord or power strip with heaters or fans, which could cause cords to overheat and result in a fire.

Source: <https://www.esfi.org/resource/reaching-to-safety-use-extension-cords-properly-542>

MEMBERSHIP BENEFITS



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