

Eastern Iowa Light & Power Cooperative *Welcome !*



Since 1935, this organization has done an excellent job of providing reliable electric service, at a reasonable rate, to Cooperative members like you. Cooperative membership is a unique position within the electric utility industry. As a Cooperative member, you are a consumer, owner, and an investor. This is a relationship shared by 25 million Americans in 46 states who are part of a national network of 1,000 electric cooperatives.



SERVICE CENTERS

DeWitt 500 South 5th Street
Lone Tree 309 W. Commercial Street
Wapello 101 Surrey Drive
Wilton 1705 West 3rd Street

YOUR COOPERATIVE ONLINE

Eastern Iowa REC web site: www.easterniowa.com
Facebook: www.facebook.com/profile.php?id=100036326474985
General E-Mail: info@easterniowa.com
Billing E-Mail: billing@easterniowa.com
Member Relations E-Mail: member.relations@easterniowa.com

This institution is an equal opportunity provider and employer.

For Emergency & Power Outages:
1-855.938.3616. These calls are answered 24 hours a day, seven days a week.

For Billing & Member Service:
563-732-2211 or 1-855-938-3616
Monday - Friday 7 a.m. — 3:30 p.m.

Bill Payment Options

Bills for electric service are mailed between the 6th and 9th day of each month. Payment must be received by the Cooperative on or before the due date. A 1.5% charge will be added to any bill not paid by the due date.

HOW & WHERE TO PAY

A variety of bill payment options are available:

- ✓ Mail payments using the return envelope provided with the bill. Use a check or money order when paying by mail. Do not send cash.
- ✓ SmartHub Online Bill Payment program. Sign up at www.easterniowa.com and download the app using Apple App Store or Google Play Marketplace
- ✓ Pay-By-Phone program—855-938-3616.
- ✓ Direct Payment plan.
- ✓ Payment kiosks at each service center. Available daily from 6 a.m. to 10 p.m.

Visit www.easterniowa.com for complete bill payment program options.

Pay your bill and track your electricity use with SmartHub!

With SmartHub, you can:

- Pay your bill
- View, print or download current and previous billing statements
- Access your account 24/7
- Review electricity use
- Set your account up for automatic payment
- Receive e-mail and/or text notifications regarding your bill
- Report power outages



Access SmartHub by visiting the Eastern Iowa REC website, www.easterniowa.com, or by downloading the app on your mobile device through the Apple App Store (iPhone or iPad) or Google Play Marketplace (Android phone or tablet).

Fees & Charges

Membership Fee – A \$10 fee will be paid when application for service is made and will be refunded when service is terminated.

Security Deposit – The deposit will be no more than the highest electric bill paid for the last 12-month period at the location for which service is requested. The meter deposit fee can be waived if the Cooperative receives a written credit reference from your previous electric utility reflecting a prompt 12-month payment history.

Late Bill Charge – A 1.5% charge will be added to any bill not paid by the due date.

Returned Check Charge – A \$30 fee will be added to your electric bill for any checks not honored due to “insufficient funds.”

Posting Fee—A fee of \$150 will be added to your electric bill anytime a posting is required due to non-payment of your bill.

Disconnection Fee— Eastern Iowa REC requests members provide at least 48-hour advance notice to disconnect service. Members who do not provide advance notice, or are disconnected involuntarily, will be charged a disconnection fee. If disconnected remotely, the member will be charged a \$50 fee. If disconnected manually, the charge is \$150 fee.

Reconnection Fee— Following disconnection, if a member requests service reconnected, a fee of \$50, and any past-due billing charges, will be charged if reconnected remotely, \$150 if reconnected manually during regular working hours Monday-Friday 7 a.m. – 3:30 p.m., or \$300 if any portion of reconnection occurs after regular working hours. Should the reconnection be made outside of normal working hours, on weekends or holidays, the fee is \$300.

Service Call Fee—If a member requests REC to investigate a service issue and the issue is found to be caused by the member’s equipment rather than REC facilities, the member will be charged a \$150 fee during regular working hours and \$300 during overtime hours, plus the cost of any materials used.

Member Relations Department

For information about the Eastern Iowa REC marketing program, renewable energy projects or other service related issues, contact the Member Relations Department, 1-855-938-3616 or email member_relations@easterniowa.com.

Details about the Cooperative's marketing program, including all rebate forms, are available online, www.easterniowa.com/rebates-efficiency/.

The Cooperative's net metering tariff is available online, www.easterniowa.com/renewable-energy/.

Service Facilities

What you own and what the Cooperative owns:

- ✓ Meter loop (on meter pole): owned by YOU.
- ✓ Meter pole: owned by Eastern Iowa REC.
- ✓ Wires from meter pole to house or other buildings: owned by YOU.
- ✓ Meter: owned by Eastern Iowa REC.
- ✓ Fuse/Breakers below the meter: these are the responsibility of you, the member. If your power goes off—be sure to check the fuses or breakers.
- ✓ Security lights, if leased from Eastern Iowa REC: the Cooperative will service and maintain the lights. Service on the lights will be provided at the earliest time possible after notice from the member.

Patronage

A cooperative belongs to the member-owners who use its services. The members obtain ownership in proportion to their patronage. The margins of the organization, the amount of money left-over after all operating costs have been paid, are returned to the members in the form of patronage or capital credits. A member's share of the capital credits is determined by the amount each member has paid for electric service during that year.

Each year that the Cooperative has adequate cash flow the board of directors may authorize the retirement of capital credits. Capital credit payments are made on a two-fold basis. A portion of each year's payment comes from the current year's allocation and a portion comes from capital credit allocations from previous years.

This capital credit payment method ensures that all Cooperative members who received service during the previous 12 months will receive a capital credit payment.

The Cooperative, at the discretion of its' board of directors, may make immediate capital credit refunds to the estates of deceased members. Executors or administrators of estates should contact office personnel to begin the refund process.



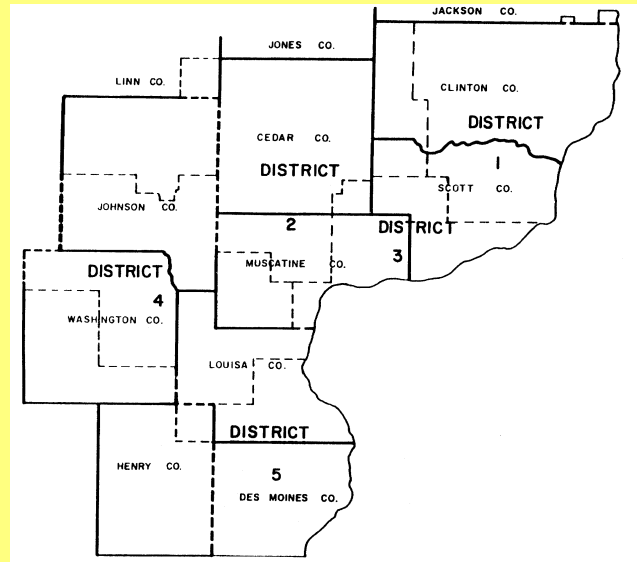
Directors & Voting Districts

Your Cooperative's board of directors is responsible for establishing the policies of the Cooperative. The board also employs the Cooperative's CEO who is responsible for the overall, day-to-day operation of the Cooperative.

The 15-member board consists of three members elected from each of the Cooperative's five voting districts.

For information about the board of directors and which directors represent your district contact the Cooperative, 1-855-938-3616. Their names are listed in each issue of the *Current News*.

The voting districts are outlined by dotted lines. District 1 includes portions of Clinton, Jackson and Scott counties, district 2 includes portions of Cedar, Clinton, Jones, Linn, Muscatine and Scott counties, district 3 includes portions of Cedar, Muscatine and Scott counties, district 4 includes portions of Johnson, Louisa, Muscatine and Washington counties, district 5 includes portions of Des Moines, Henry and Louisa counties.



District & Annual Meetings

The Cooperative's service area is divided into five districts of approximately equal member population. Three members from each district serve on the board of directors and are elected at the district meetings each summer. Director nomination and election information can be found online, www.easterniowa.com/my-coop/.

The annual meeting is held in September during the week immediately after Labor Day.

All Cooperative members are encouraged to attend these meetings.

Call Before You Dig!

When you call 811 before you start an excavation project, the Cooperative will locate and mark all underground electric cable up to your meter. Remember to call 811 at least 48 hours before you start to dig. Calling 811 can start the process to ensure your project will be safely completed.



Bylaws

In compliance with Title VI of the Civil Rights Act of 1964, copies of the bylaws of Eastern Iowa Light and Power Cooperative are available to anyone interested, either members of the Cooperative or the general public online at www.easterniowa.com/my-coop/. If you wish to receive a copy of the Cooperative's bylaws, ask at any Cooperative office, or call toll free, 1-855-938-3616.

Note: Fees, services and programs are subject to change.
Please contact Eastern Iowa REC directly to obtain the latest information.

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May, 2024