



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. Cooperative membership is a unique position within the electric utility industry. As a Cooperative member, you are a consumer, owner, and an investor.

Headquarters

1705 W 3rd St.
PO Box 3003
Wilton, IA 52778

Service Center Locations

DeWitt- 500 S 5th St.
Lone Tree- 309 W Commercial St.
Wapello- 101 Surrey Dr.

Payment Options

Bills for electric service are mailed prior to the 10th 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.

Available Payment Options:

- SmartHub Online Account Portal, available at www.easterniowa.com.
- Mail payments using the return envelope provided with the bill. Use a check or money order, do not mail cash.
- Pay-by-phone 1-855-938-3616
- Automatic Payment Plan, payments are processed on the 20th of each month or closest business day.
- Payment Kiosks are available in the lobby at each one of our locations. Available 6 a.m.- 10 p.m. daily.

855-938-3616

Power Outage Calls Answered At All Times
Billing & Member Relations Office Hours:
7 a.m. - 3:30 p.m. Monday - Friday

Online Resources

www.easterniowa.com

Facebook: Eastern Iowa Light & Power Cooperative

General Email: info@easterniowa.com

Billing Email: billing@easterniowa.com

Member Relations Email: member.relations@easterniowa.com

Member Owned vs. Cooperative Owned

Member Owned

- Meter Loop / Pedestal
- Wires from Meter Pole to Structure

Cooperative Owned

- Meter Pole
- Meter

Fuse/Breakers below the meter are the responsibility of the member. Security Lights, if leased from the Cooperative, will be serviced and maintained by the Cooperative. Service on lights will be performed at the earliest time possible following notice from the member.

Call 811 at least 48 hours before you start an excavation project, the Cooperative will locate and mark underground electric cable up to the meter.



Contact the Member Relations Department for information about the Cooperative's rebate program, renewable energy projects or other service related issues. Or visit www.easterniowa.com and click on the Energy Center Tab.

Using the Cooperative's online account portal,

SmartHub, you can:

- Pay your bill
- View current & previous billing statements
- Review electricity use
- Enroll in the automatic payment plan
- Sign up for paperless billing statements
- Report power outages
- Receive email &/or text notifications regarding your bill



Access SmartHub by visiting the Cooperative's website or download the SmartHub app on your mobile device.

Directors & Voting Districts

The Cooperative's board of directors is responsible for establishing Cooperative policies and employs the 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. To learn more about the Cooperative's board of directors and voting districts, visit www.easterniowa.com and click on the "My Cooperative" tab.

District & Annual Meetings

The Cooperative's service territory is divided into five districts of approx. equal member population. Three members from each district serve on the board of directors and are elected at district meetings each summer. Director nomination and election information can be found online at

www.easterniowa.com/my-cooperative#recources.

The annual meeting is held in September during the week immediately after labor day.

All Cooperative members are encouraged to attend these meetings.

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 online to anyone interested, Cooperative members or the general public, at <https://www.easterniowa.com/my-coop/>. Copies are also available at any Cooperative location or call 1-800-728-1242.

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

This institution is an equal opportunity provider and employer.

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 deposit may be waived if a written credit reference from a previous electric utility reflecting a prompt 12-month payment history is presented to the Cooperative.

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 an electric bill for any checks not honored due to insufficient funds.

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

Reconnection Fee- A \$50 fee, and any past-due billing charges, must be paid prior to having electric service restored after being disconnected for non-payment if the reconnection is done remotely. The fee is \$150 if the reconnection is done manually during normal working hours and \$300 if done manually outside of normal working hours. If applicable, any deposit that has been refunded or has been found to be inadequate, must be paid prior to reconnection.

Patronage

A Cooperative belongs to the member-owners who use its services. Members obtain ownership in proportion to their patronage. Margins of the organization are returned to members in the form of patronage or capital credits. A member's share of the capital credits is determined by the amount each member paid for electric service during the year.

Each year the Cooperative has adequate cash flow, the board of directors may authorize the retirement of capital credits. 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 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.