

# POWERLINES

POLK-BURNETT ELECTRIC COOPERATIVE | MARCH 2020



## Introducing a new SmartHub experience

by General Manager Steve Stroshane

I've shared in past newsletters that I'm a fan of technology to improve efficiency, convenience and service. Investing in technology improves our productivity and performance; we are working smarter with less cost. Technology also enables us to deliver many convenient services that are important to today's co-op members, including a mobile-responsive website and online forms, regular Facebook communication, text alerts during power outages and of course, our SmartHub app.

*SmartHub helps you access and manage your electric account on your mobile device or desktop computer.*

Last fall, Polk-Burnett rolled out a new upgrade for the SmartHub mobile app that helps you access the features you need quickly and efficiently. You'll find everything from payment information to detailed electricity use analysis at your fingertips.

When you connect with us on SmartHub from your mobile device, you'll notice a fresh, new look. And when you open the app, you'll see your electricity use data right up front. You can also contact us with a click of a button right from your home screen.

Outage and bill alerts are also displayed on the home screen, making it easy for you to receive important communication from the co-op. Payments and other features are available with one click from a new menu.

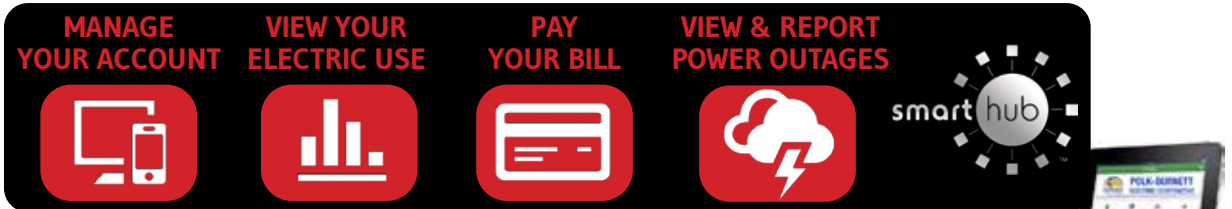
We hope these updates will help provide a more user-friendly and efficient experience. All of the features you love about SmartHub are still available, just with a refreshed look and an enhanced member experience.

### Paying your electric bill shouldn't be difficult

Life is fast and can be hectic, but it doesn't have to be complicated. Paying your Polk-Burnett bill shouldn't be difficult, and with our SmartHub app, it won't be! As soon as you sign in, you can view your billing history and make payments with just a couple of clicks. You'll see your current bill, along with bills from previous months. The first time you make a payment, you'll be able to securely store your payment information for future transactions. You'll also see important notices on SmartHub, and you can select how you want to be notified about your bill—email or text. Making payments through SmartHub is fast and easy.

### See how much electricity you're using on your SmartHub app

Have you ever had questions about your Polk-Burnett electric bill? Do you ever wonder how much electricity you use? SmartHub has the answers. With SmartHub, members can view detailed electricity use, which can help you better understand and manage your monthly electric bill. Put yourself in the driver's seat of your Polk-Burnett electric account. I do, and I recommend it for all our co-op members.



### Download SmartHub from your app store or polkburnett.com

SmartHub helps you take control of your Polk-Burnett account like never before.

Connect through the web, or Android or iOS smartphone or tablet.

You'll be able to pay your bill, view your electricity use, contact us and get the latest co-op news.



### DO SOME SPRING CLEANING AND CUT THE PAPER CLUTTER

Co-op members: Sign up for SmartHub and switch to paperless billing for a one-time bill credit of \$5!



## Your donations helped a food shelf, two historical societies, three libraries and students at four schools

Polk-Burnett's Operation Round Up awarded \$16,705 to 19 community programs in January.

Funding is donated by co-op members who round up their monthly electric bills to the next even dollar. Grants are awarded by a committee of co-op members to nonprofits that improve our local quality of life.

To see all winter grant winners and learn how your nonprofit can apply, visit polkburnett.com.

*Thank you to all who participate in Operation Round Up; your small change makes a big difference!*

## It's dangerous to build or landscape near utilities

Do you have building plans this spring? **Warning:** gardens, landscaping, decks, fences and buildings are a safety hazard if built too close to underground transformer boxes, power poles and other utility equipment:

- ✓ Life-threatening contact with high-voltage equipment can occur when landscaping and structures are too close to electrical equipment.
- ✓ Obstructions limit access for linemen working to keep the power on at your home or business. Co-op crews need access to utility equipment to perform routine maintenance and emergency repairs.
- ✓ Decks, fences, dog kennels, structures and landscaping built too close to utility equipment could be damaged when crews and trucks need access to work on electrical equipment.

All structures and landscaping are required to be a safe distance from utilities. Damage to structures or landscaping built too close to electric utilities is the responsibility of the property owner. For your safety, keep away from electrical equipment, and please prevent children from playing near utilities. **Thank you!**



## Do you know you can buy renewable energy blocks from your co-op?

100 kWh blocks are just \$1 per block per month, added to your monthly electric bill.

Evergreen is perfect for members who want to support renewable energy, but don't have the ability to install panels or turbines on your property. Buy one block or enough to power your whole house.

Enroll on [polkburnett.com](http://polkburnett.com) or call 800-421-0283.



## Energy Efficiency Tip of the Month

Placing hot food in the refrigerator makes the appliance work harder than necessary, using more energy. Allow food to cool down before you place it in the fridge.



## ANNUAL MEETING & MEMBER APPRECIATION DAY IS JUNE 5

Food trucks! Bucket truck rides with linemen! Win a \$500 electric bill credit!

### Simplify your bill payment

Sign up for auto pay from your checking or savings account.

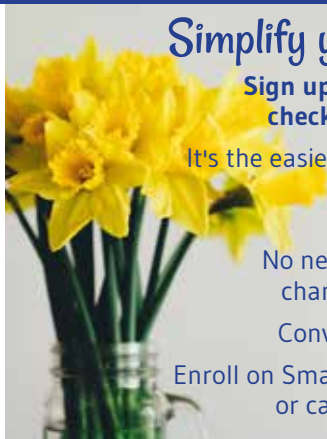
It's the easiest, most hassle-free way to pay your electric bill.

No paper.

No need to update credit card changes or expiration dates.

Convenient, secure and free!

Enroll on SmartHub, [polkburnett.com](http://polkburnett.com) or call. We're happy to assist.

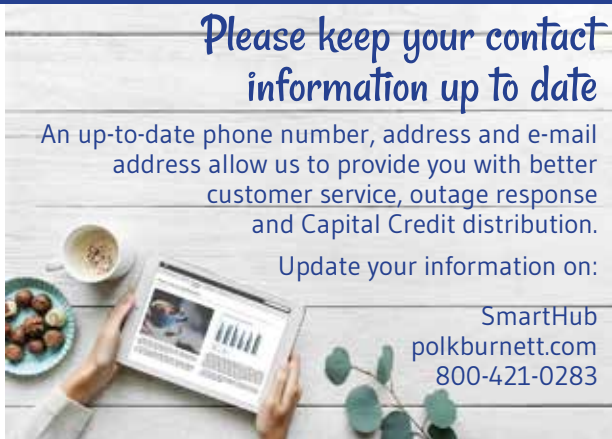


### Please keep your contact information up to date

An up-to-date phone number, address and e-mail address allow us to provide you with better customer service, outage response and Capital Credit distribution.

Update your information on:

SmartHub  
[polkburnett.com](http://polkburnett.com)  
800-421-0283



**IN 2019, CO-OP MEMBERS RECEIVED \$162,952 in REBATES and SAVED 860,396 kWhs of energy by making ENERGY EFFICIENCY IMPROVEMENTS in their homes. CONTACT US TO LEARN HOW YOU CAN GET REBATES IN 2020!**



## IMPROVE ENERGY EFFICIENCY AND COMFORT IN YOUR HOME WITH A GEOTHERMAL HEAT PUMP

Learn how a high-efficiency geothermal system can save you money on your home heating and cooling. Plus, earn co-op rebates and tax credits.

### GEOTHERMAL HEAT PUMP SEMINAR

With Scott Niesen, Wisconsin Geothermal Association & WaterFurnace

TUESDAY, APRIL 28, 5:30 P.M.  
POLK-BURNETT ELECTRIC CO-OP  
1001 State Road 35, Centuria  
Please call to reserve your spot!  
800-421-0283, x595 | [polkburnett.com](http://polkburnett.com)



Electricity is the Smart Choice: Efficient, Clean & Comfortable!

❄️ March can be our snowiest month! ❄️

## ENROLL TO RECEIVE OUTAGE TEXT ALERTS

If the power goes out at your location.



IF YOU RECEIVE AN EMAIL SURVEY, WE APPRECIATE YOUR FEEDBACK TO HELP US IMPROVE.

All members who submit a survey will be entered in a drawing for a \$50 bill credit.

Polk-Burnett is your local Touchstone Energy Cooperative. Reliable power with efficiency and extraordinary service.

Like us on Facebook. Follow us on Twitter.

800-421-0283 • [polkburnett.com](http://polkburnett.com)



Equal Opportunity Provider and Employer | Member Owned | Community Focused

