NEWS, NOTES & VIEWS 02/13





Co-op Upgrades Online Payment Service

An all new solution to paying your electric bill online recently went live on our website. The real advantage of paying online is avoiding late charges. If your payment envelope can't make here quickly enough, we have a solution. When paying online, the payment is posted immediately.

The new solution offers much more than our previous platform. Members may now pay with a credit or debit card, features many members had requested.

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Illinois Rural Electric Cooperative

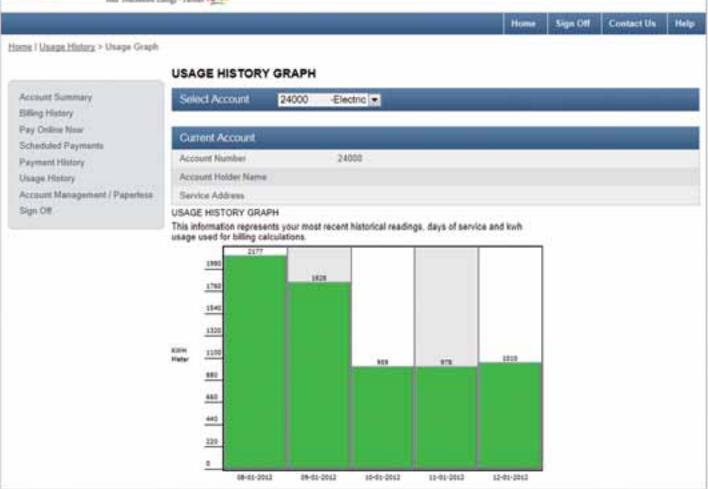
P.O. Box 80, Two South Main Street Winchester, Illinois 62694

www.e-co-op.com 1-800-468-4732

Your Touchstone Energy® Partner



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Here is an example of the view usage feature of our new bill pay.

Along with different payment options, members may view their usage history in the form of a graph. Members may also sign up for paperless billing and view their previous payments.

When paying your bill online, members now have the option to schedule payments. For example, if you prefer to go online the first of the month to pay your bill, but do not want the payment to be posted then, you may schedule a payment.

If you have a smartphone, members may go to *billing.e-co-op.com* on their phone and a touch-friendly mobile view will be displayed. Members may also choose to add a shortcut to their home screen to make it more like an app.

In addition to the new online bill pay, our home page has been updated with several new links and a news ticker. Go check it out at www.e-co-op.com!



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Like the Co-op's Facebook Page to Stay Better Informed

Are you a Facebook user? If so, please visit the co-op's page and click Like. We will be utilizing the page to keep members up-to-date on co-op news, outages, and sharing useful information on ways to save.

Facebook offers us a way to show members day-to-day activities at the co-op. We can share pictures and even videos of your employees on the job.

During large outages, Facebook gives us a way to quickly update members with where we are at on restoring power. If a member or a friend has a smartphone, they can go to our page to see updates. We will still be keeping members informed through the local media. However, members will find more information on our website and Facebook.

If you or a relative are on Facebook, make sure to visit our page at facebook.com/ illinoisruralelectric and click Like!

"Our goal is to keep members better informed, especially in times of outages."

Find us on

facebook

facebook.com/illinoisruralelectric

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Members who are on in-home life support should always have a plan in case of an outage. There are members who are on life-support all over our service territory making it impossible to make any single individual a top priority.

A plan should include transportation and overnight lodging in the case of an extended outage. A back up power source, such as a generator, is something to consider as well. It is a good idea to have several days supply of food, water, and medicine on hand.

Make sure to have a working phone to report your outage. It is important to check on your relatives and neighbors during large outages. We will work to get your power back on as soon as possible. To report an outage, call 1-800-468-4732.

If we know that there may be extended outages, that message will be played when you call to report your power being out.



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