

# SHEBNews

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# Area students to attend "Youth Day" in Springfield

nce again, Shelby Electric Cooperative (SEC), along with our fellow cooperatives across the state, will be sponsoring "Youth Day" (Youth to Springfield) and "Youth To Washington" programs. SEC will provide two junior students from every high school in the Cooperative's service area the opportunity to attend the Illinois Electric and Telephone Cooperatives "Youth Day" on March 25, 2015. During the day in Springfield, hundreds of students from all over Illinois will have an opportunity to meet with their elected Senators and Representatives at the Capitol. In addition, students will tour the Old State Capitol and visit other sites. Last year, 14 students from seven area high schools attended the Illinois Electric and Telephone Cooperatives "Youth Day" representing SEC. Transportation and meals will be provided by the cooperative.

Two of the Shelby Electric student representatives for "Youth Day" will be selected to attend the "Youth to Washington" tour. Shelby Electric Cooperative will sponsor those two students on a weeklong, all-expensepaid trip to Washington, D.C. The "Youth to Washington" tour will begin on Friday, June 12th and conclude on Friday, June 19th. During the week in the nation's Capitol, the Illinois contingent will meet with Illinois senators and the downstate Illinois congressional delegation at a Capitol Hill luncheon. Meetings are also scheduled with leaders of co-op organizations such as the National Rural Electric Cooperative Association. In addition, there will be opportunities to tour many his-



State Senator Andy Manar and State Representatives Wayne Rosenthal and Adam Brown visit with students during "Youth Day" 2014. Pictured front row l-r are: Shelby Electric Cooperative (SEC) chaperone Heidi Hall, Lacey Knodle and Allison Maretti, both from Nokomis High School, Katie Cline from Windsor High School, Sarah Locke, a 2013 participant and YLC recipient, from Stewardson-Strasburg High School, Hannah Senteney from Cowden-Herrick High School, Paige Woolard from Windsor High School, Morgan Partlow from Neoga High School and SEC chaperone Dustin Theiss. Back row: Ryan Stenger from Shelbyville High School, Senator Andy Manar, Michael Beardsley from Shelbyville High School, Alex Brockamp from Morrisonville High School, Jonathan Schultz from Stewarson-Strasburg High School, Representative Adam Brown, Carson Lorton from Cowden-Herrick High School, Kaitlin Slifer from Stewardson-Strasburg High School, Jessica Watson from Neoga High School and Representative Wayne Rosenthal.

toric sites. For more information about the "Youth to Washington" tour visit www.youthtour.coop.

Area high schools have been informed about "Youth Day" and the "Youth to Washington" tour. Each high school has been asked to select two junior students to represent their school at the Illinois Electric

and Telephone Cooperatives "Youth Day." The manner in which students are selected is determined by each high school. For additional information, contact Heidi Hall at Shelby Electric Cooperative at 217-774-3986 or 1-800-677-2612. Like us on Facebook ~ facebook.com/YourCoop.





# SHEWNews

# Update your account records

Many of our members have received a new 9-1-1 address in the past year. Now is a good time to contact us and make sure our records are up to date with your mailing address and current phone numbers. Please give us a call at 1-800-677-2612 to update your records if you haven't done so. For safety and emergency reasons, it is important that our customer records are up to date and accurate.



Beginning with May bills, standard PWR-net customers will see a slight increase in their monthly invoices. PWR-net Tier 1 pricing will increase \$4. Those paying the current rate of \$29.95 will now pay \$33.95. If you elected for the \$5 maintenance plan, your total monthly bill will be \$38.95. This slight increase only affects those on the Tier 1 pricing plan. Please note that this is the only increase in pricing since PWR-net started in 2008.



P.O. BOX 560 Shelbyville, IL 62565

Phone: 217-774-3986 or 1-800-677-2612 www.shelbyelectric.coop twitter.com/YourCoop facebook.com/YourCoop

**Office Hours:** 7:30 a.m. - 4:30 p.m.







Shelby Electric scholarship applications are due Friday, March 13, 2015. Applications may be found on our website www.shelbyelectric.coop. Go to the "Our Community" tab and select Scholarship Programs (see above). Applications have also been sent to area high school guidance counselors. If you have questions or want more information, contact the Cooperative at 1-800-677-2612.









### New Pay-By-Phone option now available

Members who normally pay their electric bill by phone can now use our new, secure, automated Pay-By-Phone system. To call the new system directly, dial toll free 1-855-385-9981, or call our office at 1-800-677-2612 and be transferred to the phone payment system.

Just follow the prompts to hear your current balance or pay your bill. Your account number is needed to use this system. You may be required to create a PIN number while making a payment.

This phone payment system is being implemented to comply with Security Management Standards. To comply, starting May 1, 2015 ALL PHONE PAYMENTS must be made through this system. By doing this, Shelby Electric is ensuring our members' payment card data is kept safe throughout every transaction.

Payments made through the Pay-By-Phone system can be done 24/7, with NO FEE. This notice was also used as a bill stuffer in the January bills. Members who are on UPay, our prepaid program, were also sent a direct mail piece to include a quick reference guide. If you did not receive one, please contact the office and we will send out another one. For all other accounts see the Quick Reference Guide on this page.

If your service has been disconnected due to non-payment, call the office directly at 1-800-677-2612.

We encourage members who pay their bill by phone to start using the Pay-By-Phone system. Members can still pay their electric bill by using SmartHub, paying online, stopping by the office or by mailing it in. Please let our staff know if you have any questions or concerns during this transition to the new system.

#### **PAY-BY-PHONE**

#### Quick Reference Guide 1-855-385-9981 (Toll Free)

#### **MAIN MENU**

press 1 – check your account status or make a payment

press 2 – update your phone number press 3 – create or update your PIN number

#### TO CHECK ACCOUNT STATUS/ MAKE A PAYMENT

press 1 – look up your account usingyour phone number. Enter yourphone number followed by the # sign

press 2 - look up your account using
your account number. Enter your
account number followed by the
# sign

System looks up account and reads amount due

press 1 – pay total amount duepress 2 – pay a different amount;example: enter 15003# for\$150.03

press 3 – continue without making
 a payment

### ONCE YOU ENTER AMOUNT YOU WANT TO PAY

press 1 – add another account to
 payment total

press 2 – process payment

#### **SELECT PAYMENT METHOD**

press 1 – pay by MasterCard, Visa, American Express or Discover

press 2 – pay by check

press 3 – add another account to
 payment

press 4 - exit this menu without making a payment (will take you back to main menu)

## \*CREDIT OR DEBIT CARD AS YOUR PAYMENT METHOD

Enter credit or debit card number; enter expiration date; enter security code on back of card; enter 5-digit zip code

press 1 - if you wish to save this payment information

press 2 – if not

**press** 1 – if you wish to have your bill automatically withdrawn

from your account each month

press 2 – if not

Total amount due and elected payment is repeated

press 1 – if correct

press 2 – review your payments

#### \*CHECK AS YOUR PAYMENT METHOD

Please enter your 4-digit payment identification number (PIN); enter bank nine digit routing number; enter checking account number

**press 1** – if personal account

press 2 – if business account

press 1 – if checking account

press 2 – if savings account

press 1 - if you want us to save
payment information

press 2 – if not

Total amount due and elected payment is repeated

**press 1**–if correct

press 2-review your payments

\*NOTE: A confirmation number will be read to you following your payment.

#### **CREATE OR UPDATE PIN NUMBER**

press 1 – update using your phone number. Enter your phone number followed by the # sign

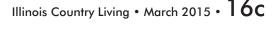
press 2 – update using your account number. Enter your account number followed by the # sign

Enter last four digits of your social security number; enter desired four digit PIN number; enter again to confirm

At any time, you may hang up and this will discontinue the phone call. If you are experiencing any difficulty, please contact us at the office by calling 1-800-677-2612 or 217-774-3986.



















Source: EnergySavers.gov

Your home works hard for you. Consider giving it an energy checkup. Hire a professional energy auditor to diagnose where your house could be losing energy and where you can start saving money. Auditors check for air leaks, inspect insulation, survey heating and cooling equipment and more. After making efficiency upgrades, you could save 5-30 percent on your energy bills!

# Free Online Market Place Classifieds

Go to www.shelbyelectric.coop to locate a feature called MarketPlace. The MarketPlace icon is in the lower right of the Cooperative's home page.

This is a free classified ad service for your use. There is a place to list items for sale, wanted and free, as well as a place to list rentals and services.

If you do not have Internet access but want to list an item, send your items to MarketPlace, P.O. Box 560, Shelbyville, Illinois 62565 and we will list your item for you. If you have questions or need assistance, contact the cooperative at 1-800-677-2612.

Your item(s) will be posted for 45 days.

