


MONROE ELECTRIC NEWS

Waterloo, Illinois • 618.939.7171 • 800.757.7433

Your Touchstone Energy® Partner 



Alan W. Wattles

Across The President's Desk

How can we better serve you in 2018?

By Derrill Holly

It's amazing what we learn through listening and observation.

New products and services are more likely to gain the satisfaction of consumers when their introduction follows market research.

Here at Monroe County Electric Co-Operative (MCEC), we've provided members with SmartHub, enabling you to check the status of your electric service and receive real-time updates on energy use.

MCEC members are using the app to conduct routine business with us, like online bill payments,

arranging service transfers and viewing real-time outage updates. Around 1,800 of our members have downloaded our SmartHub app since we launched it in 2015.

These mobile services are just new ways of connecting with people, like the member services representatives you reach when you call us or greet you from behind the counters at our office. They help us offer quality services you expect us to provide.

Our goal is to find ways to help you control energy costs. That's why we communicate with you about

energy prices and ways we can work together to help ease the burdens on your wallet.

Listening improves understanding, builds trust, strengthens relationships and fosters cooperation. It's also crucial to collaboration and success. That's why MCEC still loves face time with our members. Our annual meeting is a social event for our whole co-op family. We hope you'll make plans now to join us in June here at the cooperative for a morning of co-op business, children's fun and good food.

So, how do we serve you better in 2018? The same way many of us try to serve community, society and family better, each day—by listening. In our offices, on telephones, through social media exchanges and in our face-to-face meetings, we're ready to listen.

When you have questions about energy efficiency, electrical service or any of our products or services, just ask us. When we know just what you want, we're in a better position to deliver successful results. So, drop in and see us, we're always glad to hear from you.



MCEC participated in four lighted parades with a float pulled by a lighted line truck. Our co-op won first place in the Waterloo parade and second place, shown here, in Red Bud. We also participated in the Millstadt and Columbia parades. MCEC took first place for the People's Choice Award in the Columbia parade.

Derrill Holly writes on cooperative issues for the National Rural Electric Cooperative Association, the Arlington, Va.-based service arm of the nation's 900-plus consumer-owned, not-for-profit electric cooperatives.



MCEC is looking for students to attend Youth Day, Youth Tour

Each year, Monroe County Electric Co-Operative (MCEC) sends two high school students to Washington, D.C. on an all-expense paid, week-long education trip where they learn how the government and electric cooperatives operate.

The cooperative's participation in the annual event also includes Youth Day in Springfield. Each year, nearly 300 students get an up close and firsthand look at democracy in action when they meet their elected representatives during Illinois Electric and Telephone Cooperatives' Youth Day. Participants tour the Capitol, visit the Abraham Lincoln Museum and meet students from across Illinois.

The cooperatives will send up to 18 candidates to Springfield for Youth Day to visit the Capitol and Abraham Lincoln museum. The event this year will be held on Wednesday, April 18.



Youth to Washington

Youth Tour was established with one thought in mind – to inspire our next generation of leaders. Since 1964, more than 50,000 young Americans have taken advantage of this special opportunity offered by their electric cooperative.

In 2018, it takes place June 8-15, when hundreds of electric co-ops across the country send participants to Washington, D.C. for a chance to learn about the cooperative business model and a full week of sightseeing.

While in D.C., participants have a chance to meet their elected officials and discuss the issues that are important back home. Without a doubt, Youth Tour has grown into an invaluable program that gives young Americans an experience that will stay with them for the rest of their lives.

Great discounts when you use your Co-op Connections Card!

Here are more deals:



Neff Floor Covering	<i>Waterloo</i>	15% off cleaning supplies
Our Coffee House and Cafe	<i>Columbia</i>	Receive a free coffee, tea or soda with your meal
Paint Gateway FS, Inc.	<i>Red Bud</i>	10% off labor and interior painting
Patty & Gary's Home Decor	<i>Waterloo</i>	10% off total bill <i>Not valid with any other offers</i>
Pizza Hut	<i>Waterloo, Red Bud, Columbia, Freeburg</i>	Free breadsticks or Cinnamon sticks with the purchase of any pizza. <i>Print coupon from www.connections.coop: use code 8014</i> <i>Limit one per order</i>
Portraits by Cindy	<i>Red Bud</i>	Free 8 x 10 with \$100 or more purchase

MCEC line outages - November 2017

Date	Duration	# Out	Location	Cause Desc	Substation
11/02/17	0:56	2	Robinson School Rd	Lightning	New Athens
11/05/17	3:59	123	Columbia South	Lightning	Columbia
11/18/17	1:34	10	McBride Rd	Wind, not trees	Poe
11/18/17	1:22	5	Berger Rd	Large animals	Fountain
11/30/17	0:20	334	Red Bud - East	Maintenance	Poe
11/30/17	1:26	98	Koch Rd/Bushy Pairie Rd	Other, deterioration	Waterloo

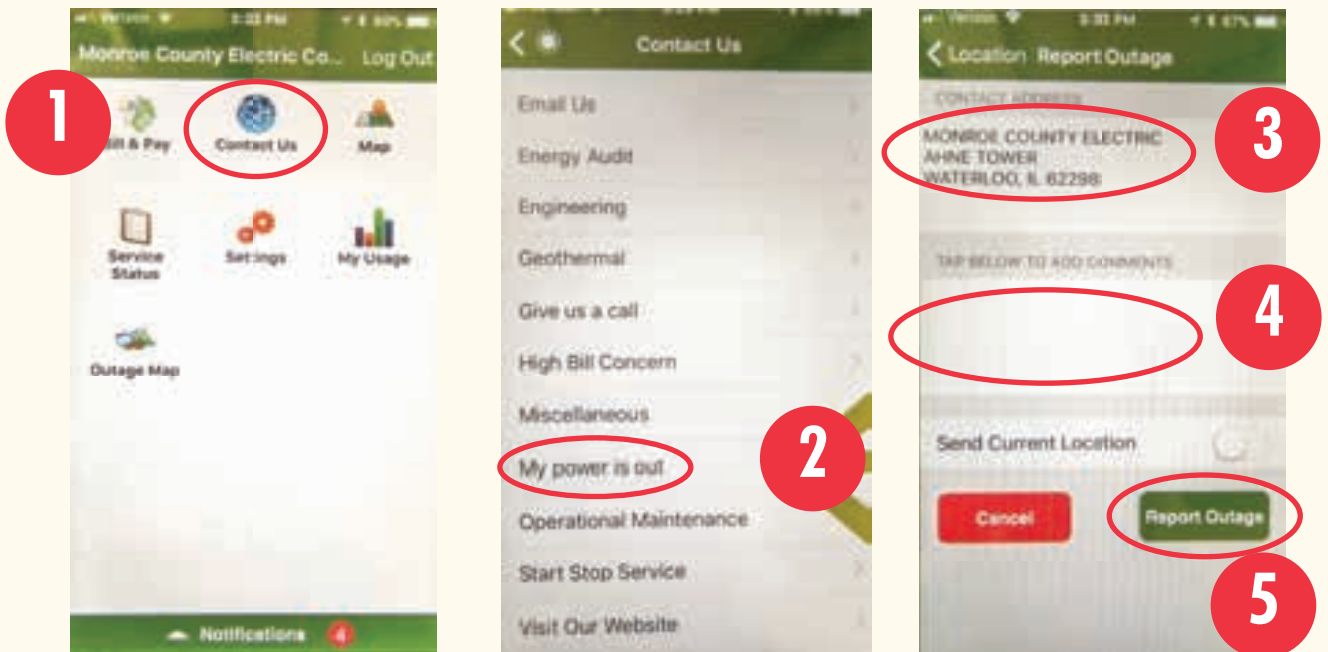
Monroe County Electric Co-Operative, Inc.

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Office hours: Monday through Friday 7:00 a.m. to 4:00 p.m. • 800-757-7433

How to report outages from your mobile device!

Every day the employees of Monroe County Electric Co-Operative (MCEC) work hard to prevent and minimize the interruptions in power to our members. Unfortunately, unforeseen events such as storms can often cause power outages. MCEC understands how inconvenient it is to be without electricity. We strive to make the process for reporting outages as easy as possible including from your mobile device.

To report an outage through SmartHub with your mobile device, log in to your SmartHub account and follow these steps:



1. Select “Contact Us” at the top of the screen.
2. Select “My power is out” toward the bottom.

3. Confirm the address listed is correct for the outage location.
4. Add some comments if you heard or saw anything when the

power went out that may help us find the problem.

5. Touch “Report Outage” on the bottom right side.

The Many Benefits of SmartHub

In addition to reporting outages you also have the ability to:

- View daily and monthly usage data
- Compare usage between hours, days, months or years
- Set usage thresholds and alerts
- Receive bill reminders
- Pay your bill quickly
- View MCEC’s social media feed