


# Norris Electric

Your Touchstone Energy® Partner 

# News

## 2018 Scholarships Awarded

**F**orty-one students applied for the 2018 scholarships offered by Norris Electric Cooperative. Paperwork was sent to all area high schools for seniors to complete. The forms were also available on the co-op website. A panel of judges reviewed the applications and, with much difficulty, narrowed down the list to three students.

Kate Richars, daughter of Mark and Mary Richars of Newton, Newton Community High School; Stetson Bierman, son of Bret and Jody Bierman of Hidalgo, Newton Community High School; and Elise Hemmen, daughter of Mark and Joyce Hemmen of Montrose, Cumberland High School each received a \$1,000 scholarship to further their education.

Tamara Phillips, co-op manager said, "The employees and board members of Norris Electric Cooperative have always been involved in our local schools and communities. We



▲ *Kate Richars, Stetson Bierman and Tamara Phillips*



▲ *Ted Helmink and Elise Hemmen*

live here too, and like our members, have a vested interest in the future of our children. These scholarships are just a small way we can help make

a difference for students like Sara, Hannah and Conner."

***Congratulations to all area graduates!***



Please join us in congratulating these 12 employees for their years of service to the cooperative and to our members. All 12 employees have worked at Norris Electric 35 or more years with a combined total of 458 years!

Pictured are Susan Platz, Manager Tami Phillips, Doug Casey, Keith Long, Larry Short, Nancy Beavers, Scott Ghast and Rhonda Huddlestun. (Not pictured are Doug Page, Tony Zuber, Dave Brooks and Kent Benefiel.)



# Back Page

## 1 Payment Options

We accept payments through the mail, over the phone 24 hours a day and in person at our Newton office. For added convenience, ask about setting up an automatic draft from your checking or savings account.

### Norris Mobile App and Online Bill Pay (FREE)

Search for Norris Electric App in the app store. Online and mobile access allows you to manage your account and monitor your usage. Call our office to set up your online account.

## 2 Useful Tools

Members have the option to have their statements emailed to them the same day they are printed. Online access provides options to set up email and text message alerts along with payment reminders. Also see your daily usage and manage your energy usage. Our website offers outage map information to keep you informed of service interruptions. Like us on Facebook/ Twitter to stay informed on how your Co-op is serving you and your community.

## 3 Update Account Information

The paystub information on the front page shows the current phone number we have on file. The home number is used as the primary contact number for your account. Making payments through our automated phone system can automatically link to the number you are calling from, if it is listed on your account, speeding up your payment process. Your cell number can be used to set up alerts and reminders. Listing your cell provider will ensure the text messages go out properly.

### QUESTIONS?

Call our office toll free 1-877-783-8765  
Monday thru Thursday, 7am - 5pm

Billing Questions: [billing@norriselectric.com](mailto:billing@norriselectric.com)  
Capital Credit Questions: [capitalcredits@norriselectric.com](mailto:capitalcredits@norriselectric.com)  
Internet Questions: [wildblue@norriselectric.com](mailto:wildblue@norriselectric.com)

AFTER HOURS NUMBER: 1-877-783-3221

### OUTAGE PRODECURES

- ✓ When your power goes off, check your meter.
- ✓ If the meter has a numeric display, check your breakers.
- ✓ If there is not a display on your meter, report the outage by texting or calling toll free 1-877-783-3221.
- ✓ If you call, please have the LINE\*POLE # information for the location that is out of power.
- ✓ To text, you must be registered through our website.

### USEFUL TOOLS

**E-Bills** - Members monthly bills can be sent to their email address. This eliminates lost bills and late payments.  
**Daily Usage Charts** - Members can view their daily/hourly kWh usage on our website, but it will require a password. This tool will help monitor electricity consumption.  
**Outage Map** - Members can view our outage map from our website. This gives our members an idea of where the outages are located and how many members are affected.  
**Facebook/Twitter** - Be sure to like us on Facebook and Twitter to receive current outage information and news.  
**Alerts and Reminders** - Members can receive a text or email when their bill is due or when a payment is received.

## 1 PAYMENT OPTIONS

### AUTOMATIC DRAFT

Each month our office will automatically draft your checking or savings account the day before it is due. You will never have to worry about your bill again!

### ONLINE PAYMENTS ON OUR WEBSITE

[www.norriselectric.com](http://www.norriselectric.com)  
Please call our office for a password.

### PAY-IN-PERSON

Stop by our office at 8543 N St Hwy 130 in Newton, IL  
Monday through Thursday 7am to 5pm to pay in person.  
An after-hours drop box is also available.

### PAY-BY-PHONE

Call our office at 877-783-8765 to pay 24 hours a day by check, credit card or debit card.

### MOBILE APP

Download our app through your app store by searching for Norris Electric.  
Please call our office for a password.

### MAIL

Mail payment to 8543 N St Hwy 130 - Newton, IL  
Please allow up to 10 days to receive the payment.

### PAST DUE AMOUNTS

The due date on your bill only applies to the current charges. Any past due amount should be paid immediately to prevent the possibility of having your service disconnected. If past due amounts are not paid, your service will be subject to disconnection, which could include additional charges. The disconnect date on your bill is the only notice you will receive.

## UPDATE YOUR ACCOUNT INFORMATION

If you are making a change, please check the box on the reverse side of this payment stub.

**\*\* FOR ACCOUNT NAME CHANGES - PLEASE CALL THE OFFICE MONDAY THROUGH THURSDAY 7AM TO 5PM \*\***

Home Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_ Provider \_\_\_\_\_

Email Address \_\_\_\_\_

New Mailing Address \_\_\_\_\_

City, State and Zip Code \_\_\_\_\_



# IVR Q&A

If you have called the office of Norris Electric Cooperative (NEC) the past month to make a payment, you have noticed we are offering an Interactive Voice Response System (IVR). The IVR system is a better way to serve our members and to protect the privacy of our member's account information. Listed below are frequent questions and answers regarding the IVR system.

**Q: What exactly is IVR and what does it do?**

A: IVR, is a technology that allows NEC to communicate important information to our members through an automated system. Members can use the IVR system to: make a payment, access account information such as amount due, last payment made and current bill due date.

**Q: What payment methods are available for your use?**

A: You can pay using a Master Card, Visa or a checking account already saved on your member profile.

**Q: Hasn't Norris Electric Cooperative accepted payments by phone in the past? How is this different?**

A: We at NEC strive to make ease of access to your account as convenient as possible. Due to privacy laws and regulations, NEC is now providing the same

service, but since it is automated, our members now have the peace of mind knowing that their personal information is safe and secure.

**Q: Can IVR securely store my payment information so I do not have to re-enter it each month?**

A: Yes, the IVR system can store your Credit Card information. If paying by check our members need to access our website or mobile app to first update the e-check profile and process a payment before a new checking profile can be utilized. If our members are not comfortable with saving their information on IVR, the member can opt out of saving the payment history.

**Q: Do I need to have my account number to use IVR?**

A: You can use your account number to access account information or use the phone number that is associated with your account.

**Q: How soon does my payment show up on my account if made through the IVR system? Does IVR allow for a partial payment or a payment on an account that has a credit?**

A: Payments made through the IVR system usually take less than 5 minutes to show up on your member account. Options are available for a partial payment and an

account with a credit. Please listen to all prompts listed under option 1 or the "make a payment" prompt.

**Q: Can a Customer Service Representative still help you make a payment by phone if a member doesn't want to utilize the IVR system?**

A: Due to Red Flag Privacy rules and regulations, our customer service reps will not be allowed to take payments by phone after June 1. NEC has several different payment option plans to select from. Members can make payments by visiting our website at [www.norriselectric.com](http://www.norriselectric.com) or downloading the Norris App. NEC still accepts payments by mail and at our office. Other options are automatic draft, bank on-line or pay at participating banks.

**Q: Are Customer Service Representatives still available to talk with members about account issues?**

A: Absolutely! Great customer service is a hallmark of NEC! The IVR system simply gives our members another convenient way to do business with Norris Electric 24 hours a day. Customer Services representatives will still be available by calling our main number at 877-783-8765 or 618-783-8765. You can also email our billing department at [billing@norriselectric.com](mailto:billing@norriselectric.com) for further inquiries.

## *My Story by daughter Della Hodges, Lawrence County*

My dad, Lyle served his country during WWII and married his childhood sweetheart, Elma, in the early 1940s. Hard work and being thrifty while saving for their future finally brought them enough that they were able to buy their own home. A relative wired their home for electricity and after paying the \$5 membership fee, they became members of Norris Electric Cooperative in November 1946. Mom remembers when the lights were turned on, and their first new purchase was a refrigerator, no longer needing to purchase ice for the old ice box that the new, modern refrigerator replaced. Life was good and their future promising as they settled into family life.

My mother, Elma, will celebrate her 100th birthday in July. She continues to live in the same place as she did all those years ago starting life as a young military wife and still a member

of Norris Electric. She has seen numerous changes during her lifetime, many highs and lows, electricity was one of those highlights making life a little easier. Many have asked mother the secret of her longevity and this is how she responds, "I eat when I'm hungry, I drink when I'm dry, and if hard times don't kill me, I will live till I die."

Mother has been an inspiration for many during her lifetime and continues to do so for all who know her. A 100th birthday is reserved for only a special few, and mother will celebrate hers on July 20.

Della, Elma's daughter, is hoping Elma will receive 100 cards for her 100th birthday. If you would like to wish Elma a Happy Birthday, please send cards to: Elma M. Hodges, 17309 Main St. Blvd., Lawrenceville, IL 62439.

