

# POWERLINE

NEWSLETTER FOR CO-OP MEMBERS OF CORN BELT ENERGY



EDITION: MARCH 2020

## Corn Belt Energy receives Large Business Excellence Award

Corn Belt Energy was honored Saturday, January 25, with the Large Business Excellence award from the McLean County Chamber of Commerce.

The McLean County Chamber of Commerce honors select individuals and businesses for their contributions to the business community in McLean County. The awards are presented at the annual McLean County Chamber of Commerce Gala event. This year's gala, which drew more than 700 business and community leaders, honors the success of Chamber member businesses and was held at the DoubleTree by Hilton.



Accepting the award on behalf of Corn Belt Energy are Steve Hancock, Vice President of Electric Distribution; Justin Stuva, Director of Member Services; Hillary Cherry, Director of Communications & Marketing; and Joe Priestley, Vice President of Utility Services.

"To be recognized by this award is a great honor," said Don Taylor, President & CEO of Corn Belt Energy. "Each year deserving businesses are acknowledged as finalists for the Excellence Awards. We were nominated with four other businesses with a huge presence in our community: Beer Nuts, Inc., Bloomington-Normal Marriot Hotel

& Conference Center, CEFCU, and Hy-Vee. These each are outstanding companies and we are humbled to be among them."

"From setting the first pole 81 years ago to providing future-focused options for our members, our commitment to our members and community remains as strong as ever. While affordable rates and

reliable service continues to be our mission, we could not serve our members and give back to our community without the hard-working employees and our board of directors. We are truly blessed with an outstanding team and this award is a result of their exceptional abilities and significant desire to serve," stated Taylor.



## Accurate contact information helps us improve overall efficiency, communication and service

At Corn Belt Energy we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for our members.

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve. Accurate information enables us to improve customer service and enhance communications for reporting and repairing outages. It also allows co-op members to receive information about other important programs, events and activities.

Up-to-date contact information can potentially speed up the power restoration process during an outage. For example, the phone number you provide is linked to your service address to our outage

management system. This means when you call to report an outage, our system recognizes your phone number and matches it with your account location.

While we always do our best to provide no service interruptions, we occasionally plan outages to update, repair or replace equipment. In these instances, we can provide advance notification to affected members, if we have your updated contact information.

Keeping the co-op updated with your information also helps us when there's a question about energy use or billing. In addition, discrepancies on your account can be taken care of promptly if Corn Belt Energy has accurate account information.

Many of you have been members of the co-op for years, and it's likely that your account information hasn't been updated for some time. We recognize that many

members now use a cell phone as their primary phone service, and we might not have that number in our system.



We want to emphasize that in providing your contact information to the co-op, we will never share this information with any third parties. It is only used by Corn Belt Energy to send important information to you.

Please take a moment to confirm or update your contact information by calling us at 800-879-0339, by updating the contact information in your SmartHub account, on your most recent bill stub, or by completing the secure online form at: [www.cornbeltenergy.com/billing/update-contact-info.html](http://www.cornbeltenergy.com/billing/update-contact-info.html). By updating your information, you will be helping us improve service and efficiency so we can better serve you and all members of the co-op.

# PAYMENT OPTIONS FOR MEMBERS



## WAYS TO PAY

 <b>AutoPay</b>   <b>SmartHub</b>  <b>Phone Payment</b>	<b>Walk-in</b>  <b>Dropbox</b>	<b>Send via mail</b>	<b>MoneyGram</b>
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## PAYMENT RECOGNITION

Payment posted immediately after payment is made	Payment posted immediately after payment is made  (may be next business day for dropbox payments)	Payment posted within 7-10 business days depending on mail delivery	Payment posted immediately after payment is made
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## TRANSACTION COST

None	None	None	\$1.50 fee
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## FORMS OF PAYMENT ACCEPTED

AutoPay: account number & bank routing number, debit card, VISA, Mastercard & Discover  SmartHub and Phone Payment: Checking account number & bank routing number, debit card, VISA, Mastercard & Discover	Walk-in payments: Cash, check, money order, debit card, VISA, Mastercard & Discover  Dropbox payments: Check or money order	Check or money order	Cash
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## OTHER DETAILS

Set up AutoPay through SmartHub online or over the phone.  Sign up online for SmartHub. SmartHub is offered online or as the SmartHub app on your Apple or Android phone. With SmartHub, you can check usage, receive notifications.  Phone Payments are offered 24/7/365 and can be made by calling 800-879-0339.	Pay at our office location: Corn Belt Energy 1 Energy Way, Bloomington, IL 61705  Walk-in payments may be made Monday - Friday during regular office hours.	Member is responsible for the cost of postage.  Mail payments to: Corn Belt Energy 1 Energy Way, Bloomington, IL 61705	Make your payment at a location near your home or work. No bank account needed. Many locations are available throughout the Corn Belt Energy service territory.  Visit our website to find MoneyGram locations.
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**CORN BELT ENERGY LETS YOU CHOOSE THE BEST PAYMENT OPTION FOR YOU**

## Meet our employees



**Nate Kinsella**  
Mechanic (Central region)

*How long have you worked at Corn Belt Energy?*

**3 years**

*What is your role at Corn Belt Energy?*

**I perform maintenance and repair of trucks and equipment.**

*What aspect of your role do you enjoy the most?*

**I enjoy the variety of repairs and tasks. It changes daily.**

*If there is one piece of advice that you could share with our members, what would it be?*

**The only way to finish is to get started.**

*Corn Belt Energy puts SAFETY FIRST.*

*What safety tip would you share with our members?*

**Always be aware of your surroundings.**

*What are your hobbies and outside interests?*

**Anything automotive. Fixing things. Really interested in "How Things Work".**

*Who or what inspires you?*

**My family. They inspire me to work hard, live young and love life.**

*If you had to select a hashtag to describe yourself, what would it be?*

**#Libra**





## Safeguard your valuable electronics and appliances with surge protection

Stop and think about how many devices and appliances within your home plug into a power outlet or are hard wired. Storms can often bring an increased threat of power surges which could damage these valuable electronics and appliances.

### What is a power surge?

Many people think a blink in power is a surge, but these are generally caused by something such as a tree contacting a line. When a blink occurs, Corn Belt Energy's protective devices work, causing an interruption to protect the wires and other components. A power surge is defined as sudden, short-lived increase in voltage. Power surges can enter the home in a variety of ways including power lines, telephone lines, cable/satellite connections and any other metallic system that connects to your home.

Corn Belt Energy can help protect your home from the threat of power surges which could damage your valuable electronics and appliances.

### Internal Surges

80% of temporary power surges come from inside the home; protect your equipment with surge protector devices like power strips. Make sure to look for the UL 1449 label, which guarantees it meets tested and approved standards. Surge protectors carry a "joule" and/or a "surge-current" rating; the higher the rating of these two categories, the higher the quality of internal surge-stopping components. Corn Belt Energy carries several surge strips and outlet receptacles that may fit your needs.

### External Surges

Whole-house protection is recommended for more severe surges, including lightning strikes. Corn Belt Energy can install a surge protector on your exterior electric meter for \$6.95/month (200 amp meter) and a \$25 installation fee. 400 amp meter protection is available for \$8.95/month with a \$25 installation fee.

Inside your home, a panel-mounted circuit panel or service entrance suppression device (TVSS) forms a second layer of defense by greatly reducing harmful surges entering your home. A qualified electrician can ensure proper installation.

For more information, please visit our website at [www.cornbeltenergy.com](http://www.cornbeltenergy.com) or call us at 800-879-0339.

## CONTACT US

1-800-879-0339 | [cbec@cornbeltenergy.com](mailto:cbec@cornbeltenergy.com) | [www.cornbeltenergy.com](http://www.cornbeltenergy.com) |



1 Energy Way, Bloomington IL 61705 | Office hours: Monday - Friday, 8:00 AM to 4:30 PM

