



Mike Smith
President and CEO

The season of giving

As the holiday season approaches and the air turns crisp, we're reminded that this truly is the season of giving. It's a time for gratitude, generosity and looking out for one another — and at McDonough Power Cooperative, that's something we take to heart year-round.

You've probably heard us talk about our concern for community. It's not just a nice phrase — it's one of the core principles that makes electric cooperatives like ours different from other utilities. We're not just here to keep the lights on (though, of course, we're always working hard to do that). We're here to make life better for the people we serve — our members, our neighbors and our friends.

Over the years, we've faced challenges together, and every time, our co-op family has stepped up. We've come together to support those in need, to keep our community strong and to build something better for the future. That spirit of generosity is never more evident than during the holiday season.

Take our Operation Round-Up program, for example. Thanks to the generosity of members like you who round up their electric bills to the nearest dollar, we're able to provide real help to local organizations throughout our service territory. Every little bit adds up — and it makes a big difference.

We're also proud to support local students through the Youth Tour program, where we send some of our community's brightest young people to Springfield and

Washington, D.C., to see democracy in action and dream big about their futures. That's giving in the most meaningful way — by investing in tomorrow's leaders.

Our commitment to safety extends beyond daily operations. We host groups for electrical safety demonstrations and sponsor educational programs throughout the communities we serve — because we believe sharing knowledge helps keep everyone safe.

You'll find our team out in the community beyond work — coaching youth sports, volunteering at local events, serving on nonprofit boards and partnering with our Chamber of Commerce to keep our local economy strong. Because when you're part of a co-op, giving back isn't a requirement — it's just what you do.

While the holiday season is a festive time, we understand these can be tough times for many. If you need advice on saving energy to reduce your energy bills, want to explore payment plan options, or you simply have questions — please don't hesitate to reach out. We're here to help, not just during the holiday season, but all year long.

At McDonough Power, we believe concern for community is more than a value — it's the heart of who we are. And during this season of giving, we're especially grateful to be part of such a caring, generous community. **6315SV30-708A**

From all of us at McDonough Power Cooperative, we wish you and your loved ones a joyful, safe and bright holiday season.

**Member
Prizes**

Every month we will have four map location numbers hidden throughout *The Wire*. If you find the map location number that corresponds to the one on your bill (found above the usage graph), call our office and identify your number and the page that it is on. If correct, you will win a \$10 credit on your next electric bill.



DAYLIGHT SAVING TIME
November 2

Ends





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24 hour pay-by-phone
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Office hours:
7 a.m. - 4 p.m. - Weekdays

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The power of human connections



Upcoming software transition to enhance member services

Beginning this fall, the cooperative will transition to a new software vendor designed to strengthen our service to members and provide more efficient account management. This system upgrade will introduce a number of enhancements that members will begin to notice in November and December.

Changes coming in November:

- A new **dedicated phone number** for members to call and make payments.
- Access to **SmartHub**, an updated mobile app and online portal that offers convenient options to view and pay bills, manage account information and receive timely notifications.

Changes coming in December:

- Member bills will feature a **redesigned format** with a fresh look,

making account information clearer and easier to understand.

- In some cases, members will be issued a **new account number**, which will appear on upcoming bills and should be referenced when making payments or contacting the cooperative.

4226B1-1120A

We appreciate our members' cooperation during this transition and are confident these enhancements will improve your overall service experience. In the weeks ahead, we will share additional details to help ensure a smooth process. Updates will be provided in this center section, with important reminders also printed on your bills and posted on our Facebook page — so please stay connected.

TIPS TO AVOID ENERGY SCAMS



Scammers will try anything to pressure customers into providing their personal information. If you are ever asked to pay your utility bill through a third-party transaction app, such as Cash App or Venmo, it's a scam. Remember, utilities will never request a payment through a third-party app. Always use authorized payment methods when paying your utility bills.

Source: Utilities United Against Scams





SMARTHUB IS COMING SOON



Your life is busy and managing your account can feel complicated, with our new SmartHub tool it won't be. Save time and money by managing your account anytime from anywhere.

HOW CAN SMARTHUB HELP YOU CONTROL YOUR ACCOUNT?

Our SmartHub mobile app and web portal will keep you informed and will show you how to save time and money on your bills.



Billing & Payments: No more waiting for your bill to arrive in the mail, access your bill at anytime from anywhere. Save time with easy payment options to avoid late fees and service interruptions.



Alerts & Notifications: Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

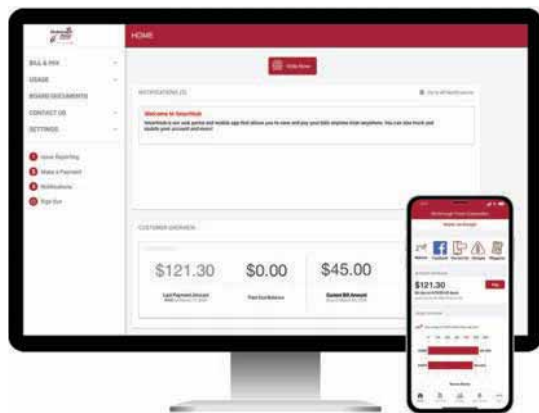


Usage Monitoring: Worrying about usage or surprising bill amounts can be stressful. With access to this information, you can be in control and make decisions that can help reduce your bill.



Paperless Billing: What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

SmartHub gives you complete control over your account by giving you the tools that deliver the right information at the right time so you can make the right decisions about your account.



IMPORTANT INFORMATION

On November 10th, we'll be launching our new SmartHub mobile app and web portal. This new system has features to help you save time and money.

Some payment options will be unavailable **during this transition time**. Payments will not post to your account until the new system is in place. Visit mcdonoughpower.com/smarthub for more information.

memberservices@mcdonoughpower.com | (309) 833-2101

ENERGY EFFICIENCY TIP OF THE MONTH

With the holiday season approaching and more time spent in the kitchen, consider ways to save energy in the heart of your home. When possible, cook meals with smaller, energy efficient appliances, such as toaster ovens, slow cookers and air fryers. When using the range, match the size of the pan to the heating element. Keep range-top burners and reflectors clean so they reflect heat more efficiently. After your holiday meals are complete, load the dishwasher fully before starting the wash cycle.

Source: energy.gov



Powering your future — 17 scholarships, \$3,000 each

At McDonough Power Cooperative, we believe the key to a brighter future lies in empowering the next generation. That's why electric cooperatives across Illinois are committed to investing in youth through scholarships that honor the legacy of our cooperative family while fueling the dreams and goals of tomorrow's leaders. **11128B3A-1004A**

The electric cooperatives of Illinois will award **17 scholarships of \$3,000 each** to outstanding students as part of the **Thomas H. Moore Illinois Electric Cooperatives (IEC) Memorial Scholarship Program**.

"This program is about more than financial aid — it's about empowering students," said Mike Smith, manager of McDonough Power. "While honoring those who came before us, we are investing in the future. Illinois' electric cooperatives are always looking for ways to spark positive change in our communities, and supporting youth through scholarships is one of the most impactful ways we can help shape tomorrow." **9115B2-452A**

Scholarships available:

- **Ten scholarships** will be awarded to high school seniors whose parent(s) are members of an Illinois electric cooperative who plan to enroll full-time at a 2-year or a 4-year college, university or vocational/technical school.
- The **Earl W. Struck Memorial Scholarship** will be awarded to a student whose parent is an Illinois electric cooperative employee or director, honoring a legacy of service

within the cooperative family, and who plans to enroll full-time at a 2-year or a 4-year college, university or vocational/technical school.

- **Five scholarships** will be awarded to students enrolling full-time at an Illinois community college whose parent(s) are electric cooperative members.
- The **LaVern and Nola McEntire Memorial Lineworker's Scholarship** supports students pursuing a career in linework through enrollment in the lineworker program at Lincoln Land Community College. Eligible applicants include children of cooperative members, relatives of employees or directors, and individuals who have served or are currently serving in the armed forces or National Guard.

The general scholarship application deadline is Dec. 31, 2025, and the lineworker scholarship is due by April 30, 2026. For more information, visit mcdonoughpower.com/community/scholarships/. Information has also been shared with area high school guidance counselors.

"This is a wonderful opportunity for the next wave of bright minds in our co-op communities," said Smith. "These scholarships ensure that our future is powered by knowledge, service and a shared commitment to excellence. Together, we can light the way to a brighter tomorrow."

