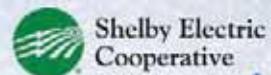


## Season's Greetings

From the Directors and Employees  
of Shelby Electric Cooperative,  
Shelby Energy Company,  
PWR-net High Speed Internet,  
and ShelbyFiber Broadband

### Offices Closed

Your cooperative offices will be closed on December 24 and 25 to celebrate Christmas. Offices will also be closed on January 1, 2026 to celebrate the New Year.



### Reporting Outages

Ways to report outages:

- Call 1-800-677-2612
- Report on the SmartHub App
- Report online with SmartHub

Please do not report outages via email or through social media (i.e. Facebook or X). We do not monitor these 24/7.

**REMINDER:** December 31, 2025 is the application deadline for the 17 Thomas H. Moore IEC Memorial Scholarships. The LaVern and Nola McEntire Memorial Lineworker's Scholarship deadline is April 30, 2026. Visit [shelbyelectric.coop](http://shelbyelectric.coop) and click on the "Community" tab for more information or call us toll-free 1-800-677-2612.





## Did you know?

You can keep up with the cooperative on Facebook

by going to

[facebook.com/YourCoop](https://facebook.com/YourCoop)

or follow us on X,

[x.com/YourCoop](https://x.com/YourCoop).

You can also link directly to the cooperative's social media pages from the cooperative's website [shelbyelectric.coop](https://shelbyelectric.coop) or via the SmartHub app.



## SHELBY News

**P.O. BOX 560**  
**Shelbyville, IL 62565**

**Phone: 217-774-3986**  
**or 1-800-677-2612**

**Pay-by-Phone:**  
**1-844-963-2859**

[www.shelbyelectric.coop](http://www.shelbyelectric.coop)

✉ @YourCoop

✉ @YourCoop

✉ @yourcoop\_sec

**Office Hours:**  
**Monday - Friday**  
**7:00 a.m. - 4:00 p.m.**



**Shelby Electric**  
**Cooperative**

Your Touchstone Energy® Cooperative 



## Do you smart hub?

SmartHub is the Swiss Army Knife of apps that can be utilized from your personal computer and smart devices. Visit [shelbyelectric.coop](https://shelbyelectric.coop) or download it from your app store to check out all of the handy resources it offers.

From the app's home screen, you may choose to read notifications from Shelby Electric Cooperative, view and pay your bill, or analyze your electricity use. You can also report an outage, view the co-op's outage map, or link to the co-op's website and social media pages all with a few taps from your fingertips.

**Notifications** on the SmartHub website link will allow you to choose the items you wish to be notified about, such as when your bill is available, if an outage is planned for your location, and even when the power has been restored! Some members choose to be notified when their credit card that is used for automatic payment is due to expire, and they can also receive payment confirmation. Just sign in, click on the **Notifications** tab, and select **Manage Contacts**. After determining whether to receive notifications via email, text, or both, go to **Manage Notifications** and choose to receive outage alerts, as well as any other messages. If you have not set up an account yet, you can do this from the same SmartHub web link.

The **My Usage** button will allow you to explore the kilowatt hours used each week, current and previous billing periods, or annually. For added convenience, you can select the **Contact Us** button, choose a topic, enter the required information, and a cooperative representative will contact you.

If you have any questions about SmartHub, contact the cooperative by calling 1-800-677-2612.

So, how do *you* SmartHub?



# Which substation serves you?

Ever wonder which substation delivers electricity to your home, farm, or business? There are times the cooperative announces a planned outage to make a needed repair, or Mother Nature takes a swing at our system causing an outage. We often reference a substation, especially during a planned

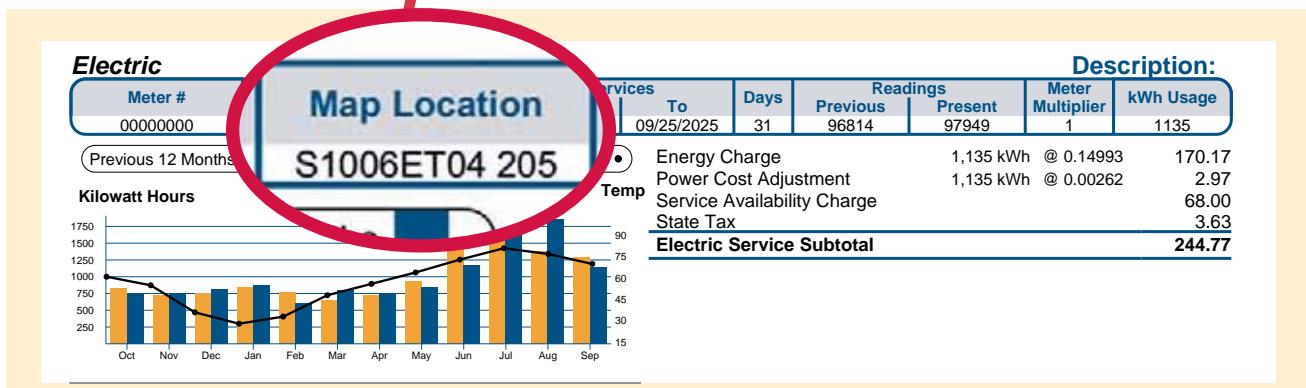
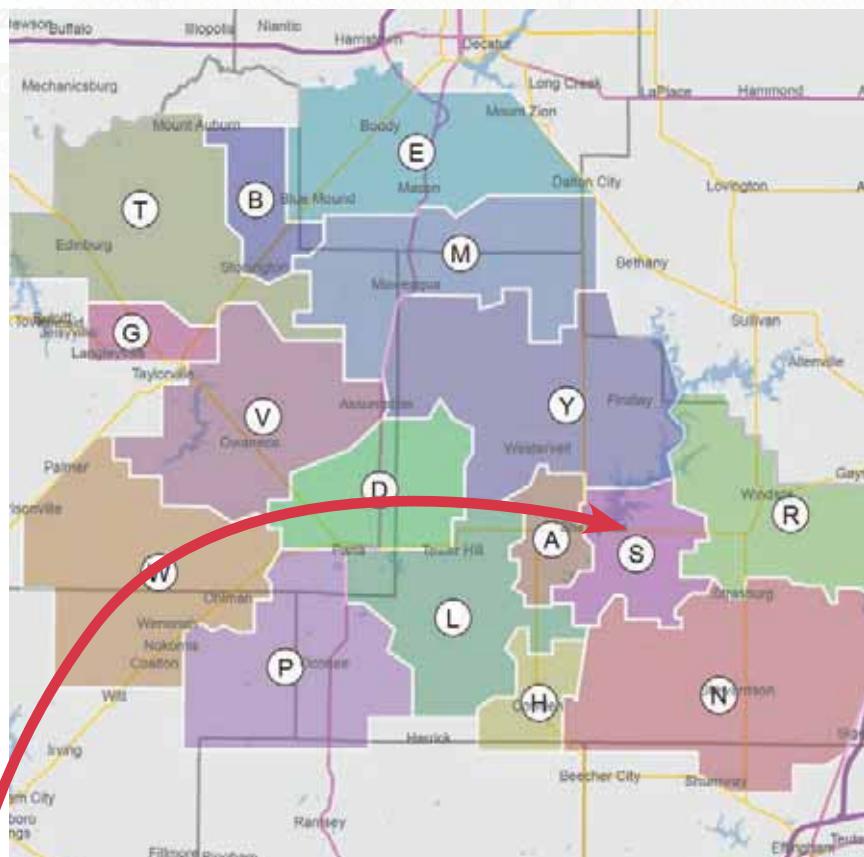
outage. Your "Map Location," found on your electric bill, has a letter in front of a series of numbers. This letter references the substation that serves your home, farm, or business with power.

The chart below lists the substation and letter that corresponds with each one. For example, if your "Map

Location" number starts with the letter S, then you are served by the Shelbyville substation. This information is also good to have when reporting an outage.

**Remember to report your outage by calling 1-800-677-2612 or by using the SmartHub app. Please *DO NOT* use social media to report an outage.**

Substation	Letter Associated
Airport	A
Blue Mound	B
Dunkel	D
Elwin	E
Grove City	G
Herrick	H
Lakewood	L
Moweaqua	M
Neoga	N
Pana	P
Richland	R
Shelbyville	S
Taylorville	T
Velma	V
Wenonah	W
Yantisville	Y



*This information can be found on page 2 of your electric bill.*

## Christmas tree safety

When you deck the halls this holiday season, it is important to keep fire safety in mind. Christmas trees are the center of many holiday home decorations. According to the National Fire Protection Association, more than one of every four Christmas tree fires are caused by either an electrical problem or a heat source too close to the tree.

If you choose to have a real tree in your home, the following are several tips you need to keep in mind when selecting a tree, bringing it home, and disposing of it.

- Choose a tree with fresh, green needles that do not fall off when touched.
- Before placing the tree in a stand, cut off 2 inches from the base of a trunk.
- Make sure the tree is at least 3 feet away from any heat sources, such as fireplaces, radiators, candles, heat vents, or lights.
- Make sure the tree is **NOT** blocking an exit.
- Be sure to add water to the tree stand, and do not be surprised if the tree absorbs a lot of water the first day. Continue to water the tree daily as needed.
- Only use lights that have been tested by a recognized testing laboratory. Check to see if your lights are rated for indoor use, outdoor use, or both.
- Replace any strand of lights if they have a worn or broken cord or have loose bulb connections. Read the manufacturer's recommendations on how many strands can be connected.
- NEVER** use candles to decorate a tree.
- Always turn off Christmas tree lights before going to bed or leaving the house. You can also use a timer to turn the lights on and off.

When it is time to dispose of the tree after Christmas or when the tree starts to dry out, it is a potential fire hazard and should **NOT** be placed in a garage or up against the house. Check with your local community to see if they have a Christmas tree recycling program. Also, bring in all outdoor lights and extension cords after the holidays to prevent hazards and to preserve them for longer use.

