

## Vernon Electric Cooperative

"Information for our member-owners."

### July Storms Challenge Line Crews

A deluge of rain and wind in July kept Vernon Electric crews busy, both day and night. One storm on July 19 took out power to nearly 2,000 members. Though most were back on within a few hours, it took nearly two days before everyone could be restored. Outages were widespread throughout the service area. Trees were downing power lines, washouts were unearthing poles and uncovering underground cable, and road closures were hampering the ability of crews to reach trouble areas.

On July 20, Vernon Electric initiated R.O.P.E (Restoration of Power Emergency). R.O.P.E is rarely used and only happens when incumbent crews are dealing with so much damage that they don't foresee being able to get everyone back on in a reasonable amount of time. Vernon Electric's R.O.P.E. call was answered by three crews from Adams-Colombia Electric Cooperative, based out of Friendship, WI. We thank them for their help.



Flooding washed-out poles and exposed underground cable.

Flooded and damaged roads delayed recovery efforts.



*A special Thank You goes out to Adams-Colombia Electric Cooperative, based out of Friendship, Wisconsin. They sent three crews to help us.*

## Visit us at the Vernon County Fair

Have you ever had a question about your electric cooperative that you never called about? Come visit our booth at the **Vernon County Fair September 13-17**, and ask those questions. While you're there you'll also find information on our **Operation Round Up** program for charities, and our renewable energy

programs. As always, check out our new electric grills we sell. See you at the Fair.

Bring this coupon to the **Vernon Electric Cooperative** booth at the **Vernon County Fair** in the Co-op Building for a special chance at a \$25 bill credit.

Name (on billing statement) \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_ E-mail \_\_\_\_\_  
Acct. # \_\_\_\_\_



Only one entry per member

In 2017 Vernon Electric is offering an incentive of \$500 for new home construction that meets specified criteria set forth in the program description. The new home must be on Vernon Electric lines and eligibility requirements include minimum levels of insulation in walls, ceiling, foundation, windows and doors. Equipment and air systems in the home must meet energy efficiency standards.

To see a detailed listing of standards to qualify, please visit our website at [www.vernonelectric.org](http://www.vernonelectric.org) or call Dave Maxwell at Vernon Electric Cooperative.

To see all rebates available for water heating, appliances, HVAC, agriculture, commercial, water conservation, lighting, solar electric and energy audits, visit our website or request information by mail.

## Vernon County Cooperative Association Presents the "Co-op Connection" Game

During October Co-op Month, participating Vernon County Cooperatives will be offering punch cards to their members to win a chance at some great prizes. The idea is to help promote the fact there are many cooperatives in our area that help our economy grow and provide us with essential services.



The Cooperative Connections game will run from October 1 – 31. You can pick up your playing card at any participating co-op. Visit all of the participating co-ops to have your playing card stamped. Once you have all the stamps, you can return the card for a chance to win an awesome

grand prize. Your playing card must be returned to **any participating cooperative** by November 3, 2017 for a chance to win.

Prizes and full details, including participating co-ops, will be available in the **News & Events** section of our website, at the Vernon County Fair, and in other public announcements soon.

*Win Great Prizes!*

## Open House and Picnic

**Wednesday, October 25  
11am – 2pm.**

Come help us celebrate Cooperative Month on Wednesday, October 25 from 11am – 2pm. Watch for more information in our October issue of this newsletter. Announcements will also be made on our website under "News and Events" and on our Facebook page. Now would be a good time to "Like" us on Facebook if you haven't done so already. During the picnic, we will plan to have food, drinks, activities, door prizes, and information displays. See you in October for our Co-op Month celebration!

## Steps to Create Your Own Online SmartHub Account

### Benefits:

- Easy to navigate
- Pay your bill
- Setup recurring payments
- Store payment methods
- View and compare usage history
- View payment history
- Set notifications
- Receive email or text alerts
- Contact us
- Tablet or smartphone app!

### Steps:

1. Visit [www.vernonelectric.org](http://www.vernonelectric.org)
2. Click "Access My Account"



Access My Account



3. Find and click on "Sign up to access our Self-Service site"
4. You will need to enter your account number from your bill along with your name and email address
5. Follow the on-screen instructions
6. Once your SmartHub account has been created, check your email for a temporary password
7. Login with the temporary password and then create a new password

Once setup is complete, you can view your billing and payment options, your profile, usage and set notifications on when and how we contact you.

You can also download the mobile app for your tablet or smartphone. Visit our website, [www.vernonelectric.org](http://www.vernonelectric.org), on your mobile device and select "My Account" and follow the on-screen instructions, or find the app in your iPhone's App Store or your Android's Play Store.