

DISCOVERING SOUTH KENTUCKY

www.skrecc.com • MARCH 2023

Marching into spring

The change in seasons is a safety reminder

March comes in like a lion and goes out like a lamb. At least, that's how the old saying goes.

In some years it may be true that the end of this month looks a lot different than how it began. Last year, a big March snow followed summer-like temperatures.

Perhaps you grew up with other sayings about March. Forecasters sometimes repeat, "As it rains in March, so it rains in June," and farmers recall, "A dry March and a wet May; Fill barns and bays with corn and hay."

Whatever your folklore, March is all about change. And at South Kentucky RECC, the change of seasons is yet another reminder of severe weather risks.

With gusty winds ahead, now is a good time to inspect your property for dead trees or overhanging branches near structures and to check for loose roofing materials. Please contact South Kentucky RECC if you notice any tree limbs in contact with power lines, and do not attempt to clear them yourself.

Take note when Kentucky officials share news this month of Severe Weather Awareness Week and watch and listen for a statewide tornado drill.



ROBERT HOETNIK/ADOBE STOCK

Across Kentucky, outdoor warning sirens will sound, weather alert radios will activate and television and radio stations will broadcast the alert, along with mobile devices.

We know all too well in Kentucky that natural disasters can strike regardless of the month. Safety remains the top priority at South Kentucky RECC, and we aim to extend our safety culture to our entire co-op family, from our line technicians to the consumer-members at the end of the line.

Please contact South Kentucky RECC if you are interested in a member of our team bringing that safety message to your service organization, church group or school. You can find more safety tips on page 42 of this issue of *Kentucky Living*.

"So many mists in March you see, so many frosts in May will be," another old saying predicts. Let's hope the only madness we experience this March is on the basketball court. **DSK**



Introducing SmartHub



Your life is busy and managing your account can feel complicated, but with our new SmartHub tool it won't be. Save time and money by managing your account at any time from anywhere. Here are some of the ways SmartHub will put you in control of your account.

Beginning March 6, 2023, manage your South Kentucky RECC account by using our new SmartHub web portal and mobile app.

HOW CAN SMARTHUB HELP YOU CONTROL YOUR ACCOUNT?

Our SmartHub web portal or mobile app will keep you informed and will show you where 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 any time from anywhere. Save time with easy payment options to avoid late fees and service interruptions.

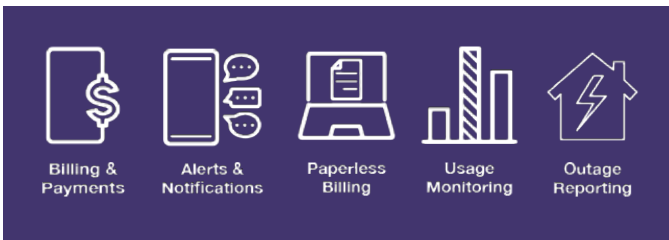
Alerts & Notifications: It can be frustrating waiting on hold to get your questions answered or pay your bill. Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

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.

Usage Monitoring: Worrying about usage or surprising bill amounts can be stressful. When you know what devices are using the most energy, you can make money-saving decisions about your account. Imagine opening your bill and seeing an amount less than expected.

Outage Reporting: Need to report a power outage? SmartHub is the fastest and easiest way to let us know when your power goes out. When a severe storm knocks out power to a high number of our members, our phone lines can quickly become overloaded. With SmartHub, you can avoid the busy signals and report outages with a few simple taps on your mobile device.

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.



HOW WILL YOU REGISTER FOR SMARTHUB?

Getting started with SmartHub is as easy as 1-2-3.

Step 1: Register your account in SmartHub

Whether through our web portal or mobile app, you can register your account, for free, in SmartHub. You can find the registration button on our SmartHub support page at skrecc.com/smarthub.

Step 2: Activate the features you want

Now is the time to take advantage of features like alerts/notifications, Auto Pay and paperless billing to have more control over your account.

Step 3: Managing your account from any time at anywhere

The more features you take advantage of, the more time and money you can save!

ATTENTION CURRENT PREPAY MEMBERS: After you register your account in SmartHub, all PrePay users must re-sign up for account alerts. Instructions can be found at skrecc.com/smarthub.

ATTENTION CURRENT AUTO PAY MEMBERS: After you register your account in SmartHub, to keep your scheduled payments on track you will be required to re-enter your Auto Pay information. Instructions can be found at skrecc.com/smarthub.

Activate Paperless Billing: At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are.

Mobile App Downloads:

For information on how to download our free, secure SmartHub app from the Apple or Google Play stores, visit our SmartHub support page at skrecc.com/smarthub.



WHAT DO YOU NEED TO REGISTER FOR SMARTHUB?

You will need an email address and your account number. You can find your account number on your bill. **Please note: ALL members living in Monticello with account numbers that begin with 555 will receive new account numbers.**

NEED ASSISTANCE?

If you have any questions or issues, you may contact us by sending an email to skrecc@skrecc.com or calling (800) 264-5112. Visit our SmartHub support page at skrecc.com/smarthub for more information.

Visit skrecc.com/smarthub for more information

ATTENTION: PREPAY AND AUTO PAY MEMBERS!



On March 6, you will be required to register your account in our new SmartHub payment system.

PREPAY INFORMATION

If you are currently registered for PrePay in our system, please read and follow the instructions below.

MARCH 1-5: PAYMENT SYSTEMS DOWN

If you are currently signed up for PrePay...

After February 28, we will not be able to take payments made by credit or debit card, or payments made at the Somerset kiosk from March 1-5. Cash payments using CheckOut at participating retailers will be unavailable as of February 20.

Cash and check payments received in office or by mail will not post to your account until the new system is in place.

MARCH 6: SIGN UP FOR PREPAY ALERTS

On March 6, we are switching to a new payment system and all PrePay users must re-sign up for account alerts.

Failure to sign up for alerts **WILL NOT** prevent disconnection if there is no credit on your PrePay account. No PrePay disconnects will be scheduled March 1-5 as we transition to the new system.

YOU MUST REGISTER to re-sign up for PrePay alerts, and to take advantage of all the new SmartHub features like usage details, account history, outage reporting, easily pay your bill and contact customer service, all with your smartphone, tablet or computer.

AUTO PAY INFORMATION

If you are currently registered for Auto Pay in our system with a credit card, please read and follow the instructions below.

MARCH 1-5: PAYMENT SYSTEMS DOWN

If you are currently signed up for Auto Pay...

After February 28, we will not be able to take payments made by credit or debit card, or payments made at the Somerset kiosk from March 1-5. Cash payments using CheckOut at participating retailers will be unavailable as of February 20.

Cash and check payments received in office or by mail will not post to your account until the new system is in place.

MARCH 6: CHANGES COMING TO AUTO PAY

On March 6, we are switching to a new payment system and all Auto Pay users must re-sign up with your credit or debit cards. Accounts set up to pay by Bank Draft will not be affected by this change.

YOU MUST REGISTER to re-sign up for Auto Pay with your credit or debit card to use paperless billing and to take advantage of all the new SmartHub features like usage details, account history, outage reporting, easily pay your bill and contact customer service, all with your smartphone, tablet or computer.



Need Some Assistance?

If you have questions you may contact customer service at (800) 264-5112.

Reminder: You cannot register until the March 6 launch date.



Web & Mobile Instructions

After we launch on March 6 we will have instructions on how to register your account, re-enroll in Auto Pay, and set up PrePay alerts on our SmartHub support page at <https://skrecc.com/smarthub>

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Visit www.skrecc.com/career-opportunities to explore exciting career opportunities with the South Kentucky RECC Team.

South Kentucky RECC is an equal opportunity employer and provider.

Visit www.skrecc.com to pay your bill online, to visit our outage center, or for more information about the Co-op Connections Program.

To report an outage 24/7/365, please call your local office, (800) 264-5112, or set up your account to be able to text outages. Please do not report outages via social media.

Plug into South Kentucky RECC. Follow us on social media:



Spring clean to save energy dollars

March is spring cleaning time here in Kentucky. Shaking off winter dust and giving your home a thorough scrubbing can do more than tidy a home. It can also put some money in your pocket.

Tackle these chores to refresh your home and save energy, too.

1. Check windows and doors. While cleaning, look for small cracks or holes. Seal and caulk around frames to ensure heating and cooling from your heat pump, furnace or air conditioner is not wasted. *TIP:* If you have a sliding door, clean the track. Dirt and grit in the track can ruin the door's seal and create gaps where air can escape.

2. Be a dust buster. Dust buildup prevents electronics and motors from running at top efficiency. Wipe off computers, televisions, electronics and lightbulbs. *TIP:* Replaced outdated lightbulbs with LEDs, which use up to 90% less energy.

3. Don't forget the fans. Get better performance by cleaning dust and grease from the kitchen stove hood and exhaust fan. Clean bathroom ceiling fan covers and fan blades. *TIP:* Switch ceiling fans to rotate counter-clockwise so that they



PETRA RICHLI/ADOBE STOCK

Vacuuming the dust off the back of your refrigerator will help it run more efficiently.

push cool air down—allowing you to change your thermostat to a higher or lower setting to use less energy.

4. Freshen the fridge. Along with clearing out old food and wiping shelves, vacuum under and behind the refrigerator. Make sure the door seal is clean and tight to prevent air leakage.

5. Clear the vents. Take a look at any accessible exterior vents for clothes dryer, heating system, water heater, kitchen fan exhaust or bath fan exhaust. Clear them of any dust, webs, leaves and lint.

Small steps like these can make a big difference in your home's energy consumption—helping you save both electricity and money. Find more energy efficiency tips at togetherwesaveky.com.

