

Send outage photos through SmartHub

The SmartHub bill-pay and account management portal is also the best app to send outage information directly from your mobile device to the PRECorp operations team.



After signing in to the app, you will notice a "Report An Issue" link at the top of the screen. Give this a tap and there will be two areas to choose from: Report Power Outage and Other Issues/General Inquiry.

When reporting an outage, you can include photos and commentary on the outage. Always assume a line or service is energized, and keep a safe distance when taking a photo.

This will assist the operations team as it deploys linemen and resources to address the issue. In this case, a picture can be worth a thousand words as it can speed up response time and getting the power back on safely.

This outage reporting feature is just one of many benefits the SmartHub app offers, including payment history, usage, and changes to your account. Learn more by calling PRECorp Member Service at 1-800-442-3630.

Events calendar

The list of PRECorp events includes Board meeting dates, holidays, telephone town hall meetings, and more.

- **Tuesday, August 19** - PRECorp Board of Directors meeting, 9:30 a.m., Gillette
- **Saturday, August 23** - 80th PRECorp Annual Meeting, Gillette Cam-Plex
- **Tuesday, August 26** - PRECorp Foundation Board of Directors meeting, 9 a.m., Gillette
- **Wednesday, August 27** - Telephone Town Hall meeting with CEO Brian Mills, 6:30 p.m. Dial 888-886-6602 to participate.
- **Monday, Sept. 1** - Labor Day Holiday, PRECorp offices closed, call 1-888-391-6220 with an outage.
- **Monday, Sept. 8** - PRECorp Foundation Golf Scramble, Golf Club at Devils Tower
- **Tuesday, Sept. 16** - PRECorp Board of Directors meeting, 9:30 a.m., Sheridan
- **Tuesday, Sept. 23** - PRECorp Foundation Board of Directors meeting, 9 a.m., teleconference
- **Tuesday, October 21** - PRECorp Board of Directors meeting, 9:30 a.m., Sundance
- **Tuesday, October 28** - PRECorp Foundation Board of Directors meeting, 9 a.m., Gillette

ENERGY EFFICIENCY TIP OF THE MONTH

Replace your cooling system's filter regularly to maintain strong airflow and boost energy efficiency. A clean filter means your system doesn't have to work as hard, saving energy and lowering your utility bills. Factors like allergies and pets in the home can impact how often filters should be replaced. Check the filter every month and replace it as needed. Changing filters regularly also reduces wear and tear on your cooling system, helping extend the life of the unit.

Source: energy.gov



Now is a good time to consider new account options, member programs

As individual and commercial circumstances change over time, members may consider adjusting their accounts to realign rates, consolidate other rates, improve the billing process, and take advantage of PRECorp's special billing options.

Contact PRECorp Member Service at 1-800-442-3630 if you have any interest in these options and how they better meet your needs as a member of PRECorp.

Invoice Group billing bundles many accounts

One way to consolidate multiple bills and accounts is an option called Invoice Group Billing. Members can put all accounts, *that are in the same class*, on one billing statement. Members still have all the information on the various metered services they own, but in a much more consolidated format and a bottom-line number for the monthly bill.

Many options to avoid late fees

Recent changes to Public Service Commission rules require payments to be received in our office, or paid electronically, by the due date. With mailed payments, some instances allowed for a postmark date as a basis to waive late fees. Now, however, any payment received after the due date – postmarked or not – is subject to a late fee.

The best way around this is to utilize on-line payment options. AutoPay ensures timely payment through our online automated payment feature. SmartHub allows members to control when they pay their bills by scheduling the payment using a PC or the phone app. Additionally, members can securely pay anytime over the phone with toll-free Interactive Voice Response (IVR).

Heat Rate offered across rate classes

Members in all classes can utilize a discounted electric resistance heat option, simply referred to as the Heat Rate. A dedicated Heat Rate meter must be installed to measure your heating usage, and calculations are made accordingly. The Heat Rate Program allows members to receive a credit per kilowatt hour for the electricity they use to heat their homes and businesses each October through April.

Budget Billing flattens the curves

Residential members who prefer to pay the same monthly amount, and who have at least 12 months of

usage history, should explore the Budget Billing option. This program calculates a monthly amount for the next 11 months based on a member's average monthly usage over the previous year. The usage is reviewed twice yearly, to ensure there are no major variances. October is the clearing month for Budget Billing accounts. Accounts are brought back to a zero balance, and the monthly amounts for the next 11 months are calculated.

PREPay MyWay!

PREPay MyWay! is designed as a 'pay as you go' service offering for residential members who want personal control over their electric usage and costs. Members with 200 amp services prepay for their electric service by establishing a credit balance on their PREPay account. As that credit balance gets low, they receive email or text notifications to make additional payments to avoid suspension of their electric service. Other advantages are no deposit is required at signup and there is no reconnect fee to restore power. PREPay users need to be aware of their account balance and have the ability to put funds toward their account when notified. Additionally, PREPay users implement their own solutions to reduce usage to make their power dollars go further.

Time of Use program could lower your bills

Our Time-of-Use Rate option is one more way we continue our promise to provide members with affordable rates and options that fit their individual energy needs. The concept behind this program is fairly simple: rather than a single flat rate for each unit of energy used (e.g. kWh,) you pay different rates for the electricity you use based on the time of day and season. Under this voluntary rate option, when you consume electricity is just as important as the amount of electricity you use.

On Time-of-Use, rates are lower during evenings and overnight because of the decreased demand for electricity during those times. To help lower costs, you can shift energy use to off-peak periods (when electricity prices are lowest).

Our Time-of-Use Rate also changes seasonally, because electricity demand differs between summer months and the rest of the year. These rates can make a big difference for members, particularly in the areas of heating and cooling, major appliances, and water pumping equipment.