

PowerLines

December 2019

Merry Christmas and Happy Holidays

The festive holiday season has seemingly arrived early! Due to the unusual weather for most of this year, many of our members continue working to finish with harvest and field preparation for next year. Please - always remember to keep safety as the number one priority in your activities.

As the year-end approaches for your cooperative, we anticipate strong kWh sales for the November and December billing periods, primarily due to the late harvest season and the initial onset of colder weather. However, through early fall, net operating margins were slightly below budgeted levels. Your board of directors will be considering various options to best utilize the year-end available margins for the benefit of members.

For members that were receiving service from Eastern Illini Electric Cooperative in the years of 1992 and 1993, capital credit checks will be distributed in early December. Over \$1.5 million is eligible to be returned to those members. Please see the related article on page 2. The return of member equity in the form of capital credit payments is a tangible investment return unique to the cooperative business structure.

We have the results from the member survey completed during October. Overall, you rated your cooperative very highly with a score of 88 out of 100 on the

member satisfaction benchmark. In addition, member ratings of employees ranked very high in all categories. Thank you! There are also areas identified in which we can improve. Your cooperative uses this member feedback to find ways to improve service and create a positive experience for members.



**MESSAGE FROM
THE PRESIDENT**

During this holiday season, take time to reflect on what is important to you, and enjoy the time of fellowship with family and friends. Consider how we as individuals can help to improve the lives of other individuals or groups in our community. Many churches stress to us to properly allocate our time, talent, and treasures.

In my view, time is the most precious of these gifts, because it seems to be so limited for us in our busy daily activities.

Share your gift of time with others when you can.

From our Board of Directors and all of us at EIEC, thank you for allowing us to provide service to you. It is our sincere hope that you will all have a very Merry Christmas, a safe and joyous holiday season, and a Happy New Year!

Sincerely,

Bob Hunzinger

In this issue:

- Understanding Capital Credits
- People to Know: Doug Vaughn
- Benefits of SmartHub
- 2020 Youth to Washington



- View your bill
- Make a payment
- Compare usage by month
- Review known issues
- Report an outage
- Update account information

SmartHub is available online or through an application on your cell phone. Sign up today!

Holiday Schedule:

Eastern Illini's offices will be closed December 24 and 25 for Christmas and December 31 and January 1 for New Years. Have a very Merry Christmas and a wonderful holiday season!

Your Touchstone Energy[®] Cooperative 

RETURNING OVER \$1.5 MILLION IN 2019

Understanding Capital Credits

WHAT ARE CAPITAL CREDITS?

Capital credits are the retained margins left over at the end of the year at EIEC. They are the most significant source of equity for us. They are somewhat the same as the dividends that investor-owned utilities pay to their shareholders except that at EIEC “dividends” go back to the members. Capital credits reflect each member’s ownership in the cooperative.

WHAT IS A MEMBER?

A member is any individual or entity that purchases electricity from Eastern Illini Electric Cooperative. Members are entitled to participate in cooperative elections and to share in patronage capital allocations.

HOW DOES A MEMBER EARN CAPITAL CREDITS?

When someone becomes a member of Eastern Illini and begins purchasing electricity, they also earn capital credits. Your capital credit account is specific to you. Regardless of how many times you move or how many billing accounts you may have, your capital credit membership account stays with you until it is paid out at the discretion of the Eastern Illini board of directors.

WHEN DO I GET MY CAPITAL CREDITS?

Even though the cooperative allocates capital credits to members each year, the money is not paid out right away. The money is used by the co-op to maintain our electric system and enhance the safety and reliability of our 4,500 miles of line. Eastern Illini’s board of directors looks at the financial condition of the cooperative annually and then decides whether to retire capital credits. It is the goal of the board to keep capital credit retirements on a 25-year rotation, and employ a first-in, first-out retirement method.



Eastern Illini Electric Cooperative is pleased to return over \$1.5 million in capital credits in 2019 for the years 1992 - 1993.

HOW MUCH HAS EIEC PAID IN TOTAL CAPITAL CREDITS SINCE IT BEGAN?

EIEC will have paid over \$12 million back to members and former members in capital credit refunds as of December 2019.

BESIDES A NORMAL RETIREMENT, HOW ARE CAPITAL CREDITS PAID OUT?

There is a special allowance to pay out capital credits early if a member passes away. In this situation, we will pay the net present value of the capital credits to the estate of the deceased member. A member’s estate would not receive the money at full value because it is being retired much earlier than it would be otherwise. The discounted capital credit amount is paid out in one lump sum.

CLAIMING THE UNCLAIMED

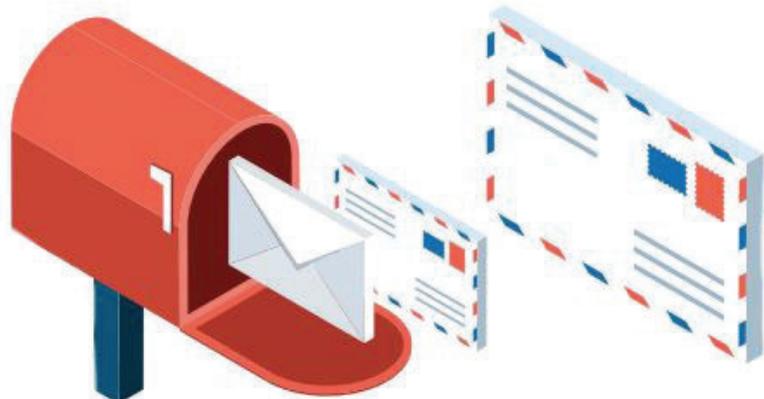
If you, or anyone you know, received electricity from Eastern Illini in the 1980s and early 1990s, we encourage you to visit the unclaimed capital credit database on the EIEC website and search by the last name of the member.

www.eiec.org/capital-credits

KEEP A CURRENT ADDRESS ON FILE WITH EASTERN ILLINI

Even if you move and no longer receive electric service from Eastern Illini Electric Cooperative, you may still be entitled to receive checks from your capital credit allocation account. Keep us updated with your current mailing address, so we can mail your capital credit checks if you are no longer an active member. Give us a call at 1-800-824-5102 and provide us with your current mailing address.

Should the member of record pass away, the capital credit account is payable to settle the estate. Please contact Kenney Davenport, Member Relations Coordinator for more information at 217-379-0451.



Doug Vaughn, Operations & Safety Coordinator



Safety, integrity, excellence and collaboration are the core values of which we start and end each day at Eastern Illini Electric Cooperative.

Safety is of the utmost importance and as a result of safety being such a high priority, Eastern Illini has promoted Doug Vaughn to the position of Operations and Safety Coordinator. The position reports to Brad Smith, Vice President of Operations and Engineering and the responsibilities of the job are focused on maintaining the safest possible workplace at EIEC. Doug will be working in the mornings to get crews rolling and dispatched. He will also conduct on-site crew visits where he will collaborate with employees to ensure compliance with regulations, standards, policies and procedures.

Doug has been part of Eastern Illini for 30 years. He was hired by Howard Schweighart and worked for Clyde (Burly) Bargmann as an apprentice lineman. Most recently Doug was foreman at the EIEC Gilman facility. He is currently President of the EIEC safety committee. Doug wants members to know that EIEC employees are here for them and stand ready to take care of their electricity needs.

He knows firsthand that linemen always strive to do their best for members.

“Due to his knowledge and 20 years’ experience as a line foreman, we have promoted Doug to Operations and Safety Coordinator”, says Brad Smith, Vice President of Operations and Engineering. “We look forward to the enhanced emphasis Doug will bring that fosters a culture of safety and teamwork.”

Doug likes working for Eastern Illini because of the family atmosphere and the opportunities he’s had to make a difference in the lives of members and help them out.

While being at Eastern Illini, one of Doug’s most memorable experiences was his involvement in the aftermath of Hurricane Katrina in 2005. Doug and other linemen from Eastern Illini made their way to Picayune, Mississippi where 120 mile an hour winds, driving rain, and flood related damage paralyzed the city of 10,000. Doug and numerous linemen from across the U.S. furiously worked long days to restore power as quickly as possible. He recalls how grateful the people who had been impacted were and how they offered to share their food and housing to show their appreciation. Doug reflected on the fact that these people were so extremely gracious and hospitable at a time when their lives had been turned upside down.

Doug makes his home in Gilman, with his wife, Stacie and their two dogs and two cats. Doug recently became an empty nester when his youngest son headed off to Lineman School in Northwest Iowa this fall. He has another son who is a lineman foreman for Ameren. He has a daughter who is a Physician’s Assistant and a daughter about to graduate from the University of Illinois in Crop Sciences. Currently he has four grandchildren with one on the way. In his free time, Doug enjoys spending time with his family and especially his grandkids.

He also enjoys collecting antique tractors. His pride and joy is a 1950 M tractor with a mounted corn picker. The tractor was manufactured by Farmall, a part of International Harvester, between 1939 – 1954. New it retailed for \$2,400.

When not working on his 1950 Model M, you may find Doug visiting one of his favorite places: Pine, Arizona, located near the Tonto National Forest.

He also hopes to take a trip with his wife to Italy in the future and take in the history, culture, and food of Rome, Venice, Naples, and Sicily.



NEW LOOK. NEW EXPERIENCE. SAME SMARTHUB.

All in the palm of your hand or online

Looking for a way to have a hassle-free experience managing your electric bill? Sign up for SmartHub.

Now you can touch, swipe, or tap from your computer or smart phone and you'll have easy access to your electric bill. You can manage your account, view and pay your bill, monitor your use 24/7, report service issues, and receive important notices.

What is SmartHub?

Eastern Illini offers SmartHub to you as a way to pay your electric bill online in a simple and convenient way and the app is FREE! The SmartHub App is encrypted during every transaction run and no personal information is stored on your mobile device.

NOTE: Mobile devices do offer the ability to store your login information for applications installed on the device. Please remember, if you choose to store your login information, any person who has access to your mobile device can access your account.

Why consider SmartHub?

- Easy navigation
- Convenient home screen features
- Ease in making payments
- Ability to view and compare monthly usage
- View known issues
- Ability to report an outage

Do I have to change the way I pay my bill in order to use SmartHub?

No. You can take advantage of all of the features of SmartHub and pay your bill as you have in the past. You also have the ability to schedule your payment day. You can pay now or pay anytime before your bill due date.

How current is the information I see in the App or on the Web?

The information you see in the App and in the Web is shown in real time, so it's always accurate. If you keep your app or the Web version open for a long time, always refresh the page. What you see on the computer screen or on your cell phone is current and up-to-date information.

Do I need to have an email address to use SmartHub?

SmartHub requires an email address for proper identification and processing. If you don't have an email address, consider choosing a free mail service like gmail.

How do I get the SmartHub App for my phone?

The new-look SmartHub is now available in the Apple Store or Google Play Marketplace. SmartHub Mobile 3.0 will automatically occur on your devices using at least Android 5.0 or iOS 9.0. Simply look for SmartHub in the Apple Store® or in the Android® Market: Search: SmartHub (not case sensitive, but must be all one word).

If duplicates appear, be sure to choose the one provided by our partner, National Information Solutions Cooperative. After you download the app, you will need to choose your utility. Click on "By Name" and type in "Eastern Illini Electric Cooperative."

What is the difference between the mobile app and the Web version of SmartHub?

Our mobile apps can be downloaded and installed on your compatible mobile phone or tablet device. The Web version is internet accessible from any web enabled device.

Both the apps and the Web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts, set up recurring payments and report outages. They also allow you to monitor and manage your usage by use of graphics and usage markers.

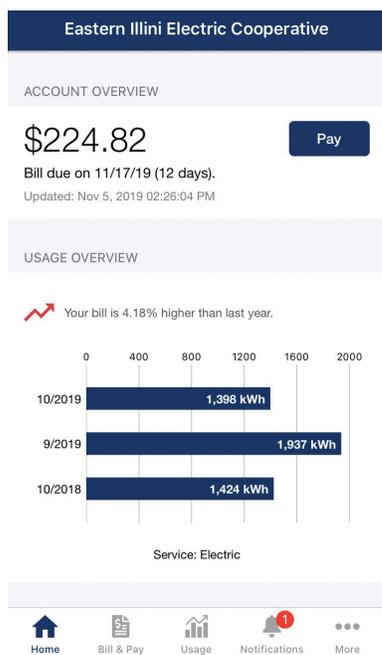


BENEFITS OF SMARTHUB

Dropping paper bills saves money

Many of you are looking for ways to conserve time and money while at the same time be environmentally conscious.

Look no further than our SmartHub service, online or through a free smart-device app! With SmartHub, your account information is available 24 hours a day, year-round. You can see helpful graphs of your energy use, make payments, change your account details or report an outage. And, if you choose, you can tell us to stop sending you paper bills. Here's an example of what your SmartHub account will look like on your cell phone.



Going paperless is easy.

You can view your bill online and even download a copy to save in your own records at home. You'll get an email letting you know when your statement is ready.

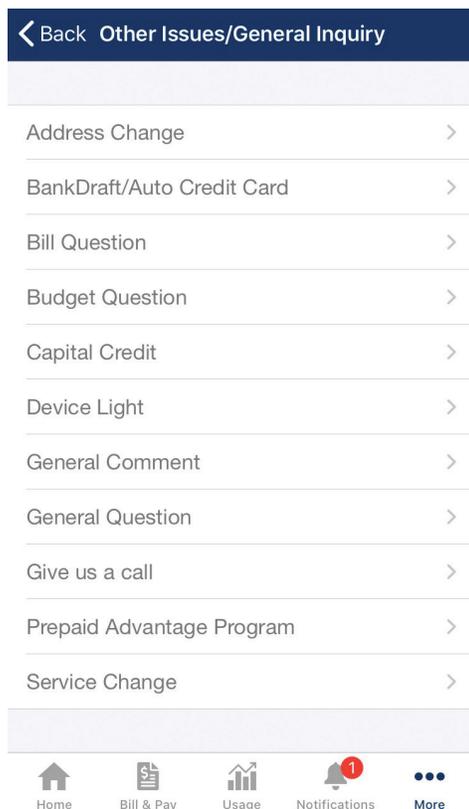
Going paperless prevents the possibility of delayed or lost bills in the mail. It keeps paper out of your trash and, eventually, landfills. And it helps Eastern Illini control costs. Between paper and postage, sending a paper bill to members 12 times a year adds up!

Today, members expect to be able to manage their account online. You will be able to see a usage analysis up front or can contact Eastern Illini with the click of a button right from the home screen.

Outage and billing alerts will be displayed right on your home screen, so we can keep you up to date on important information. Billing, payment and other features will be available with one click of a button in a new condensed menu.

Life is busy, let us make it a little easier with SmartHub, your one-stop shop for your electric account. Make your life a little more convenient and do a nice thing for the environment. Check out SmartHub today. You'll be amazed at all the information at your fingertips!

SmartHub users will notice that the mobile app will have a fresh, new look and all kinds of options. See below for ways to connect with Eastern Illini.



More information is available on the Eastern Illini website or give us a call at 1-800-824-5102 and we can answer your questions.

How Do I Register For SmartHub?

If you already have an online account, simply log in and follow the instructions from the Eastern Illini website. To create an account, go to eiec.smarthub.coop/login.html#registration. The New User Registration information is simple and straightforward and you'll be using SmartHub in no time. Once you register your account, you can set up your notifications. You can be notified for a variety of reasons: your bill is ready, your bill is past due, your recurring payment is confirmed, and many others.

Here's what the New User Registration screen will look like:

To register as a new user, please enter the following information.

Billing Account Number	<input type="text"/>
Last Name or Business	<input type="text"/>
E-mail Address	<input type="text"/>
Confirm E-mail Address	<input type="text"/>
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>



2020 YOUTH TO WASHINGTON

JUNE 19 - 26, 2020



Eastern Illini
Electric
Cooperative

APPLY AT EIEC.COOP BY JANUARY 31, 2020

Sophomores and juniors in high school, who are sons or daughters of Eastern Illini members are encouraged to apply for an all-expense-paid trip to Washington, D. C. Six finalists will attend Youth Day in Springfield, IL on March 31. Four finalists will be selected for the 2020 Youth to Washington trip.

For questions contact Gayle Ford at 217-379-0423 or email gayle.ford@eiec.coop. More information is available at <https://aiec.coop/youth-programs/youth-to-washington-tour/>