

SEPTEMBER 2022

# POWERLINES

A MONTHLY PUBLICATION FOR THE MEMBERS OF WHITEWATER VALLEY REMC

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## September Due Dates

The due dates for  
payment of electric bills  
are **September 19** and **26**.



wwwremc.com

## MESSAGE FROM THE CEO

### THE POWER OF PREPARATION



MARY JO THOMAS,  
CEO

In honor of National Preparedness Month in September, I want to remind members of our community about the power of preparation. While you don't have to achieve a "doomsday prepper" level of preparedness, there are several practical steps you can take to keep you and your family safe.

Even at a modest level, preparation can help reduce stress and anxiety, and lessen the impact of an emergency event. We recommend starting with the basics.

Here are general guidelines recommended by the Federal Emergency Management Agency:

- Assemble a grab-and-go disaster kit. Include items like nonperishable food, water (one gallon per person, per day), diapers, batteries, flashlights, prescription medications, first-aid kit, battery-powered radio and phone chargers.
- Develop a plan for communicating with family and friends (i.e., via text, social media, third party, etc.).
- Fill your car with gas.
- Have some extra cash available; during a power outage, electronic card readers and cash machines may not work.
- Store important documents (birth certificates, property deed, etc.) in a safe place away from home (for example, a bank safe deposit box).
- Keep neighbors and coworkers apprised of your emergency plans.
- Organize your supplies so they are together in an easily accessible location that family members know about.

### Caring for vulnerable family members

If you have older family members or those with special needs, make sure they have enough medication and supplies for a few days. If they don't live with you, arrange for a neighbor to check in on them. If a severe weather event is expected, consider having your relative stay with you if feasible, otherwise call them daily. If you have an infant or young children, make certain that you have ample formula, diapers, medication and other supplies on hand to weather an outage lasting several days or longer.

### Keeping four-legged family members safe

For families with pets, having a plan in place in the event of a prolonged outage or an emergency will help reduce worry and stress, especially if you need to make a decision during an emergency.

- Bring pets indoors at the first sign of a storm or other emergency. Pets can become disoriented and frightened during severe weather and may wander off during an emergency.
- Microchip your pet and ensure the contact information is up to date.
- Store pet medical records on a USB drive or in an easy-to-remember location.
- Create an emergency kit for pets (include shelf-safe food, bottled water, medications and other supplies).

At WWVREMC, we care about your safety. Planning for an emergency situation today can give you more confidence to deal with severe weather and potential outages in the future.





## MEMBER SURVEY PLANNED THIS FALL

If you receive electric service from WWVREMC, you're not just a consumer of our product, you're also a member of this electric co-op. And the better WWVREMC understands you, the better we can serve you. The hidden account number is 1160001. That's why we occasionally survey our members to identify emerging trends in power use.

Researchers from SMARInsights will be contacting our members to help our power supplier, Hoosier Energy, determine how much power we'll need in the near future. Feedback about the types of heating and cooling systems, electronic devices and appliances used by our members, as well as the members' demographics, help WWVREMC and Hoosier Energy develop plans to provide reliable and efficient electric service throughout our communities. It also helps us develop programs that are of value to you.

The survey will begin this month and will end in October. This year, the survey will be completed via internet only and is designed to take less than 15 minutes. As an incentive to complete the survey, members who do will be entered for a chance to win one of five \$100 Amazon e-gift cards. Be on the lookout for an email that will be sent soon. If you do not wish to participate, you will not be pressured to do so, but we appreciate any and all feedback.

Service to our members is our top priority. We respect your privacy, and we encourage you to report to us any problems or questions you may have about the survey by calling the office at 765-458-5171 or toll free, 800-529-5557.



## Go Paperless. Get a \$5 Bill Credit!

Paperless billing is not only a convenient way for you to pay your bill, but it also gives you access to your account and an easy location to store your bills. Going paperless allows you to pay your bills directly online, rather than needing to mail a payment or travel to pay your bill. It also allows you to have easy access to your billing history without the paper clutter at home.

Going paperless is great for the environment and members benefit in other ways too.

- A monthly email notification will be sent via email.
- See the identical bill statement online as you would receive at home.
- You will be able to access your SmartHub website or mobile app 24/7.

- Receive your statement in real-time without any delays.
- Reduces your paper clutter at home and no more misplaced bills.
- Pay your bill online using your checking account or credit card. You will receive an email confirmation of your payments made online or through our mobile app.
- Your Powerlines newsletter will be emailed to you so you won't miss important co-op news.

**Sign up before October 1 to receive your power bill by email and receive a one-time \$5 bill credit.**

Reduce the number of paper bills being sent to your home by enrolling in our paperless billing notifications. It's free and simple!



# 5TH SHEDDING LIGHT ON HUNGER GOLF TOURNAMENT A SUCCESS!

BY KYLE JOBE

I want to thank our sponsors, prize donors, golfers, Brownstown Electric Supply Co. for frying the fish, and the WWVREMC employees who helped organize the tournament. This was my first year taking charge of our annual charity golf tournament, but without everyone "chipping" in, it wouldn't have been as successful. The lunch bag sponsors were generous as well, and WWVREMC employees have been busy filling them up and distributing them to local children.

The golf tournament is our largest fundraiser for the Shedding Light on Hunger program. Your continued support and time make this program possible, and we thank you for joining us to

help those in need. Make sure you follow us on social media as we plan to share how we use the funds raised to make a positive impact in the communities we serve, work and live in.



Derek Hill won the Chipping Contest.

YOUTH  
power  
& hope  
AWARDS

Apply for  
the Youth  
Power and Hope  
Awards.

Are you a **middle schooler making a difference** in your community?

**You could be a winner.  
Tell us your story.**

Parents, please visit  
[indianacconnection.org/  
youthpowerandhope](https://indianacconnection.org/youthpowerandhope)  
to apply and learn more.

IEC  
INDIANA ELECTRIC  
COOPERATIVES

INDIANA  
CONNECTION



Each month we hide an account number in the Powerlines. Did you find it?

## NO AUGUST WINNER

Keep reading your Powerlines each month because the next hidden account number could be yours!

## Payment Options

### US Mail

Whitewater Valley REMC, P.O. Box 350  
Liberty, IN 47353

### SmartHub

Log-on at [wwwremc.com](http://wwwremc.com).

### Pay-by-Phone

Call 844-827-4759. Set up your PIN. Follow prompts.

### Liberty Office

In person or in the drop box.

### Automatic Withdrawal

Simply request a form and submit it to our office.

### FCN or Franklin County National Bank

In person or in the drop box. Bring payment stub.

### VanillaDirect

Visit [vanilladirect.com](http://vanilladirect.com) for payment locations and details.



**For more information about payment options, please call us:**

765-458-5171 or 1-800-529-5557

## Helpful Information

### Liberty Office Hours

7:30 a.m. to 4:30 p.m. Monday through Friday

**CLOSED SATURDAYS, SUNDAYS AND HOLIDAYS.**

### To Report an Outage or Emergency

Call 1-800-776-0493, 24 hours a day, 7 days a week. Login to your SmartHub account and report your outage.

### Be ready to provide the following information:

- The name and account number under which your electric service is listed.
- Map location number.
- Your phone number - needed to call back or confirm power restoration.
- The type of problem you are experiencing - flickering lights, complete power outage, etc.

## Director Candidate Applications

### AVAILABLE ON THE WEB

WWVREMC members interested in running for a seat on the WWVREMC Board of Directors are encouraged to read the Director Candidate Information Sheet and complete an application. The information sheet and application can be downloaded from the cooperative website.

Members interested in serving on the Nominating Committee can download the Nominating Committee Candidate Information Form. More information on the 2023 district election will be included in upcoming issues of the Powerlines. Applications must be received by November 1 for consideration at the 2022 nominating committee meeting.

## AUGUST POWERLINES CORRECTION

The August Powerlines had a misprint on the change in the Wholesale Power Adjustment (WPA). The change will be part of the WPA calculation starting with bills mailed in September instead of August as reported last month. We apologize for the confusion.

## Bill Credit Winners

Our monthly drawing for five \$20 bill credits from all voting members of the 2022 annual meeting continues. Here are the winners.

### SEPTEMBER

**Richard Pegg**, Centerville

**Neil Roark**, Lynn

**Bruce Cowen**, Lynn

**Brett Manning**, Lynn

**Michael Lutz**, Lynn



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