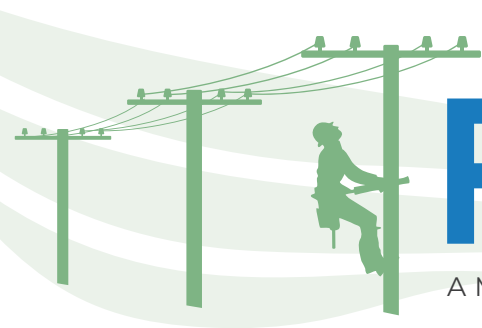


POWERLINES

A MONTHLY PUBLICATION FOR THE MEMBERS OF WHITEWATER VALLEY REMC



IN THIS ISSUE

PAGE 2

Going Fully Digital with Powerlines in August: Electronic Delivery & Bill Credit Offer

Welcome to the Team!

PAGE 3

Save some GREEN by going GREEN

Stay safe around water and electricity

PAGE 4

Bill Credit Winners Before you dig in

JUNE DUE DATES

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



JOSHUA JOHNSON
CEO

At WWVREMC, we understand that no two members are alike—and neither are their financial situations or preferences when it comes to paying bills. As your local electric cooperative, we aim to serve you in ways that fit your lifestyle. That's why we're introducing Prepaid Electric Service, a new billing option available beginning June 1, 2026, designed to give members more flexibility and control over how and when they pay for electricity.

We understand that prepaid service may not be for everyone—and that's okay. You are not required to switch to prepaid billing. Traditional monthly billing will continue just as it always has. Prepaid Electric Service is simply an additional option for members who may find this approach more convenient, helpful, or better suited to their budgeting style. For some, it can also encourage greater mindfulness of daily electricity use.

What Is Prepaid Billing?

With prepaid billing, you pay for electricity before you use it, similar to how you buy gas for your vehicle. Purchasing electricity in advance lets you control your budget by deciding how much to pay and when. There are no monthly bills, no security deposits, and no late fees. Instead, your electric use and balance are calculated daily.

How Does It Work?

After enrolling, you set an initial prepaid balance on your account. As electricity is used, daily charges, including

a portion of fixed costs such as the service fee, are deducted from that balance. To use the prepaid service, you must have the Smarthub app, which lets you easily monitor your balance, make payments, track electricity use, and review your payment history.

Payments can also be made when it's convenient for you—online, over the phone, or in person at our office. When your balance runs low, you'll receive alerts by email, phone call, or text message, letting you know it's time to add funds.

Important Things to Consider

Because prepaid service is paid in advance, members are responsible for monitoring their account balance. If the balance reaches \$0.00 or below, electric service may be automatically disconnected. Once payment is made and a minimum balance is restored, service will reconnect.

Is Prepaid Right for You?

Prepaid Electric Service is not a one-size-fits-all solution, but for some members, it may be a useful tool for budgeting and energy awareness. By offering this option, we aim to provide you with more choice and flexibility in how you manage your electric service.

If you're interested in learning more or want to determine if prepaid billing suits your needs, please contact our office. Our member support representatives will be happy to discuss it further with you.

GOING FULLY DIGITAL WITH POWERLINES IN AUGUST: **Electronic Delivery & Bill Credit Offer**

We're always looking for smart ways to be good stewards of your cooperative dollars. One way we do that is by reducing operating costs—because when we save, it helps keep costs lower for our members.

Beginning in August, Powerlines, our monthly newsletter, will be delivered only digitally to members who have an email address on file with us. This change helps reduce printing and mailing expenses while keeping you connected to everything happening at your cooperative.

If you do not currently have an email address on file with us, we encourage you to add one. You may do so by contacting our office, where our member support representatives will be pleased to assist you. Additionally, you may register for SmartHub via your computer or smartphone. SmartHub is our online portal for your account, allowing you to conveniently enroll in paperless billing.

If you still enjoy a printed copy, don't worry—we will continue to have a limited number of hard copies available in our office.

We understand that some of our members do not use the internet, and we want to be accommodating to you as well. If that's the case, simply give us a call, and we'll have an office copy ready for you.

Go Paperless & Get Rewarded

Members who enroll in paperless billing for the first time from May to August will get a one-time \$10 bill credit. Small adjustments can make a significant difference, and opting for paperless billing is an easy way to contribute positively.

A New Way to Win a Bill Credit

Along with our digital delivery, we're introducing a fun and interactive way to stay engaged with the Powerlines newsletter. Starting in August, the hidden account number will be retired. Instead, each issue will include a short quiz based on that month's newsletter content.



Here's how it works:

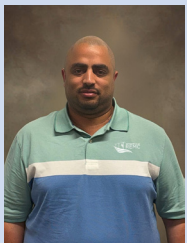
- Read Powerlines
- Answer all quiz questions correctly
- Submit your entry

Each month, we will hold a random drawing among all members who participated in the quiz and answered all questions correctly, and the selected member will receive a \$25 bill credit.

We encourage all members to take advantage of the paperless option. The hidden account number is 826807. You'll still receive the same great information you rely on—just delivered electronically, with a little extra fun along the way.

Small change. Big impact. Thank you for helping us save together.

Welcome to the Team!



Robert Jones joins us as our new System Engineer. Robert graduated from Purdue University with a degree in Electrical Engineering Technology. Outside of work, he enjoys creative storytelling, spending time outdoors, and cheering on the Philadelphia Eagles. We're thrilled to

welcome Robert to the team and look forward to the valuable expertise he will bring as we continue serving our members.



Nolan Ponder joins us as our new Apprentice Lineman. Nolan is a graduate of Ross High School and completed his lineman training at the North American Lineman Training Center (NALTC) in McEwen, Tennessee. He is from Okeana, Ohio, and enjoys hunting, fishing, and watching sports in his free time. We're glad to have Nolan on board

and look forward to watching him grow in his career as he begins this next chapter with Whitewater Valley REMC.

Please join us in giving Robert and Nolan a warm welcome to our cooperative family!

Save some GREEN by going GREEN

As a WWVREMC member, you can save up to \$150 on new outdoor equipment with our electric outdoor equipment rebate program.

What electric outdoor equipment qualifies for a rebate?

Corded or battery-powered options, including:

- Lawn mowers
- Trimmers
- Leaf blowers
- Chain saws
- Snowblowers
- Rototillers
- Pressure washers



Apply for your rebate online at wwwremc.com/electric-lawn-equipment-rebate-program or contact our office for assistance.

Stay safe around water and electricity

WATER AND ELECTRICITY CAN BE A FATAL COMBINATION. STAY ALERT, FOLLOW SAFETY GUIDELINES, AND REVIEW THEM BEFORE SWIMMING, FISHING, OR BOATING.

Pools and spas

Keep electrical appliances away from pools and hot tubs. Use only battery-powered or waterproof equipment near water.

If someone feels a stinging sensation in the water, do not dive in after them. Shut off the power and use a non-metal shepherd's hook to bring the person to safety.

Lakes and rivers

Avoid swimming near docks or boats connected to shore power, where faulty wiring can leak electricity into the water.

Never run extension cords to the shoreline.

If someone is shocked in the water, turn off the power source and use an insulated object to assist from land. Call 911 immediately.

Boating safety

Boaters should keep at least 10 feet of distance from overhead power lines and enlist help when docking to ensure clearance.

Boats should be equipped with ground fault circuit interrupters (GFCIs) labeled "UL-Marine Listed" and equipment leakage circuit interrupters (ELCIs).



PLUG INTO
SAFETY

HIDDEN ACCOUNT NUMBER

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

NO APRIL WINNER

Keep reading your Powerlines each month. The next hidden account number could be yours!

PAYMENT OPTIONS

U.S. Mail

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

SmartHub

Log on at www.remc.com.

Pay-by-Phone

Call 855-940-3859. Set up your PIN. Follow prompts.

Liberty Office

In person or in the drop box.

Automatic Withdrawal

Sign up on SmartHub, over the phone, or in the office.

Franklin County National Bank (FCN)

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

VanillaDirect

Visit 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

1201 S. State Road 101, Liberty, IN 47353

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.

Log in 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.



BILL CREDIT WINNERS

Our monthly drawing for five \$20 bill credits from all voting members of the 2025 annual meeting continues. Here are the winners.

JUNE

Don Wendel, Cedar Grove
Marvin Heacox, Richmond
Larry D. Wysong, Connersville
Randy E. Sperry, Hagerstown
Larry Bolser, Cedar Grove

BRIGHT KIDS | SAFE CHOICES

STAY AWAY
FROM
DOWNED
POWER LINES



Brought to you by:



WATTson

energy efficiency TIP OF THE MONTH

During these warm summer months, a smart thermostat can help keep your home comfortable while reducing cooling costs. Smart thermostats learn your routine and automatically raise the temperature when you're away and cool things down before you return, avoiding unnecessary energy use. You can also adjust settings remotely from your phone, so you're never cooling an empty house. Setting your thermostat a few degrees higher while you're away or asleep can lead to significant savings. Many smart thermostats provide reports and tips, helping you fine-tune your energy use and stay cool while keeping your electric bill in check.



1201 S. State Rd. 101, P.O. Box 349, Liberty, IN 47353
765-458-5171 • 1-800-529-5557 • www.remc.com • info@www.remc.com
President and CEO - Joshua Johnson • Powerlines Editor - Jennifer Scott