



PRINCIPLE #6 AT WORK

By Kurt Harris, Assistant General Manager



Jump River Electric Cooperative, Inc.

Since 1938

Your Touchstone Energy® Cooperative

I'm excited to be writing my first article to you, the member owners of Jump River Electric Cooperative. I have worked with and spoken to many of you in my previous roles with JREC

and I am excited to be able to share some of the important work we do. When thinking about what I wanted to write about, I chose a topic that I have had a lot of experience with over the years. This article explains one way we put Cooperative Principal 6 into play.

Cooperative Principal 6: Cooperation Among Cooperatives

By working together through local, national, regional, and international structures, cooperatives improve services, bolster local economies, and deal more effectively with social and community needs.

We are part of a program called ROPE (Restoration of Power in an Emergency). ROPE is an emergency restoration plan for electric cooperatives that are part of Dairyland Power Cooperative, JREC's wholesale power provider, and the Wisconsin Electric Cooperative Association.

This program is something we have used in the past to serve our members as well as members of other cooperatives. When a severe storm hits and there is an overwhelming number of outages, other cooperatives will report to assist with storm cleanup and repair so power can be restored as safely and quickly as possible. Another key part of ROPE is a list of resources that are available. Each cooperative has a list available of what equipment and resources they can offer to their partnering cooperatives when an emergency hits.

Over the years, I've witnessed the power of this program and how it can make a difference in the service to cooperative members. A few years ago, a severe storm in the Hayward area caused numerous outages and extensive damage in the community. Several crews from other cooperatives provided aid to clear downed power lines, replace broken poles, and restore power. We have also sent crews to other cooperatives in times of need.

The unprecedented thunderstorm we experienced in December saw us sending a crew to assist one of our neighboring cooperatives. Our crews worked hard to ensure

that our members and the members of the neighboring cooperative had their power restored as quickly as possible. It gives me great pride to see our line crew jump at the opportunity to provide the best service possible to our members and those within the ROPE network.

So the next time you see a convoy of bucket trucks traveling down the road, it just might be Cooperative Principal #6 at work. As a member and an employee of Jump River Electric, I am proud to know that we have a system in place that allows us to work together quickly and easily to serve our community. Having seen it firsthand, I know this is just one way we can put members first and provide the very best service possible.

Billing Changes Coming Soon The cooperative will be changing from two billing cycles to one billing cycle beginning in April. This change will streamline our billing process, keep the number of days billed consistent for all members, and reduce overall expenses associated with the billing and collection process. Please refer to page 17 for more on this change.

Welcome, Lee! You may have already had the opportunity to meet Lee Hennig if you have visited our Hayward office in the last month. Lee is our consumer service representative and will be the first person to greet you when you come into the Hayward office. Lee is no stranger to Hayward as she grew up in this area but left some years ago, returning just two years ago so she could be closer to her family.



Some of Lee's past work experience includes working for Ralph Lauren®, Macy's, and more recently as a department manager at Marketplace. She loves spending time outdoors kayaking and snowshoeing. When indoors, she enjoys cooking and reading.

When asked what she is most looking forward to in her new job, Lee said, "I am looking forward to learning more about the electric utility industry and getting to know more of the members." Welcome, Lee, to JREC.

EARN UP TO \$25 IN ENERGY CREDITS

There are a lot of great reasons to have your energy bill withdrawn each month from your checking or savings account, but here is another reason: a one-time \$15 energy credit. Don't stop there. Sign up for paperless billing and you can earn another one-time credit of \$10, for a total savings of \$25.

You can sign up for both autopay and paperless billing through the online account portal called SmartHub. Find out how to create a SmartHub account on page 16. Members who sign up for either option after February 1, 2022, will receive this one-time credit on their next energy bill.

HOW TO VOTE Using SmartHub

Follow the instructions below to establish a SmartHub account. If you have an account, log in to SmartHub and proceed to Step 1 (right) to cast your electronic vote. Electronic voting opens April 1 and closes April 28 at 4 p.m.

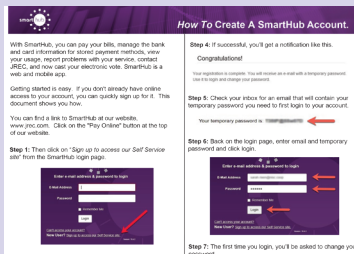
How to create a SmartHub Account

With SmartHub, you can pay your bills, manage the bank and card information for stored payment methods, view your usage, report problems with your service, contact JREC, and now cast your electronic vote. SmartHub is a web and mobile app.

Getting started is easy. If you don't already have online access to your account, you can quickly sign up for it. You can find a link to SmartHub at our website, www.jrec.com. Click on the "Pay Online" button at the top of our website.

Step 1: Then click on "Sign up to access our Self Service site" from the SmartHub log-in page. (right)

Step 2: Enter the requested account information in order to verify your identity. Answers must match account info exactly. Then click Submit. (below)



New User Registration

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

Billing Account Number:

Last Name or Business:

E-mail Address:

Confirm E-mail Address:

Please answer the following about the account that you are trying to register in order to protect you against identity theft. Last 4 Digits Of SSN Or Federal Tax ID (For Businesses):

Mailing ZIP Code:

Please select a Secret Hint Question to answer: We may ask you to answer this, if you forget your login credentials. Security Question:

I'm not a robot

I accept the [Terms and Conditions](#)

Note: Security questions will vary. Examples include:

- Last bill amount
- Last 4 digits of Social Security Number
- Birthdate (Month and Day)
- Billing Zip Code
- Security Question and Answer

Step 3: If successful, you'll get a notification that says "Congratulations! Your registration is complete. You will receive an email with a temporary password. Use it to log in and change your password."

Step 4: Check your inbox for an email that will contain your temporary password to first log-in to your account.

Step 5: Back on the log-in page, enter email and temporary password and click Login. (right)

Step 6: The first time you log in, you'll be asked to change your password. (below)

Enter e-mail address & password to login

E-Mail Address:

Password:

Remember Me

Can't access your account? [New User? Sign up to access our Self Service site.](#)

Please change your password

E-Mail Address:

New Password:

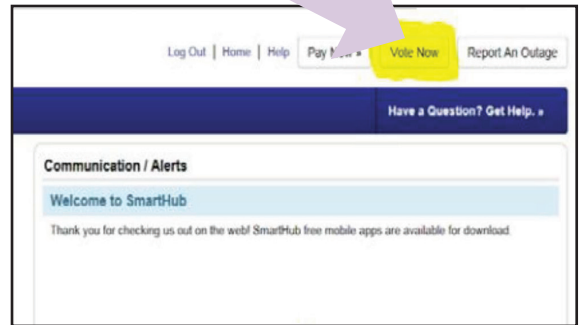
Confirm Password:

Password Strength:

8-character minimum; 15-character maximum at least one special character

Once you're logged into SmartHub you can cast your vote by following the steps on this page.

Step 1: Click on the "Vote Now" tab at top.



Step 2: The Client Election Screen will open, and you can view the director bios and bylaw information from this screen. Vote for 1 candidate per district and Yes or No for each Bylaw Amendment. Click on the "Go to Ballot Confirmation" to view summary of ballot.

Client Election

To cast a vote:

- Check the box next to your selection.
- To change your vote, click the box again and the mark will be removed.
- To review candidate information, click the "View Bio" button next to each candidate.
- To review your selections, click the "Go to Ballot Confirmation" button.
- You may save your ballot and return later by clicking the "Logout" link.

District 1 Candidate
Select 1 from below.

Incumbent [View Bio](#)

Challenger [View Bio](#)

Bylaw Vote
Select 1 from below.

[View Bylaw Information](#)

Yes

No

[Contact](#) technical assistance.

Step 3: You can view and/or change your vote from this summary screen. Click "Submit Ballot" once you are ready to cast your vote. You can also print a record of your ballot summary.

Client Election

Your ballot is not cast until you click the **Submit Ballot** button. You have satisfied the voting range in all offices. Click the **Submit Ballot** button to cast your votes.

District 1 Candidate
Currently 1 Selected.

Incumbent

Selected: 1

Bylaw Vote
Currently 1 Selected.

Yes

Selected: 1

Your ballot is not cast until you click the **Submit Ballot** button. You have satisfied the voting range in all offices. Click the **Submit Ballot** button to cast your votes.

To print a record of your ballot summary above, click [here](#) or use your browser print menu option.

Step 4: Click Logout





IN-PERSON AND VIRTUAL OPTIONS PLANNED FOR ANNUAL MEETING

Saturday, April 30, 2022

The 84th annual meeting is fast approaching. This year, members can either attend in-person at the Ladysmith High School or participate virtually in Hayward. Details are still being worked out on the meeting itself and the location of the virtual meeting. You will be able to find all the meeting details and obtain your absentee ballot in the April issue of this magazine. The April issue will also include information on director candidates and any proposed bylaw amendments that members will be asked to vote on.

Like last year, members can vote one of three ways.

1. **Absentee ballot.** Look for the absentee ballot with the April issue of this magazine. Absentee ballots will need to be either dropped off at our office or received by mail by 4 p.m. on April 29 to be counted.
2. **Electronic ballot.** Members can cast a web ballot online through SmartHub (an online account portal). You will need to follow the instructions on page 16 to use this option. Online voting will open on April 1 and close April 28 at 4 p.m.
3. **Day of meeting.** Members who attend in-person or virtually at the designated location can cast a “Meeting Day” ballot prior to the meeting on April 30. These “Meeting Day” ballots can only be obtained from the person at the registration table until the opening of the business meeting.



As you prepare for planting season, don't forget to plan for safety. There are many aspects to safety on the farm, but electrical safety is often overlooked. Keep these safety tips in mind as you prepare for planting:

- **Train Others:** Train anyone working on your farm, including family and seasonal workers, about electrical hazards.
- **Safety First:** Have daily meetings to review the day's work and discuss safety implications. Know and review where the power lines are, the clearance required, and the proper position of extensions as they are transported.
- **Wait to Unfold:** Remind workers to fold or unfold extensions well into the field, not close to the field's edge where power lines are typically located.
- **Use a Spotter:** When working in the vicinity of power lines, always have a spotter on the ground who can direct you away from power lines or poles if you are getting too close.
- **Do Not Exit Your Cab:** If your machine or truck makes contact with a power line, pole, or guy wire, you could become electricity's path to ground and become electrocuted if you step out of the cab. Call 9-1-1 to have your electric utility dispatched to de-energize the power source. Only exit the cab if your equipment is on fire. If that happens, make a solid jump out and hop away with feet together as far as you can.

For more information, visit safeelectricity.org

CHANGE IN BILLING AND PAYMENT DUE DATE

EFFECTIVE APRIL 2022



Your Jump River Electric Cooperative billing cycle will change as follows:

- Bills will be mailed on the *5th of each month
 - Payment is due on the *20th of each month
 - Members will be billed for previous month's usage (1st to 31st)
- *If this date falls on a weekend or holiday, the following business day will apply.

If you are on autopay your payment will be taken on the 20th. If your payments are made through a bank, please change the check issue date so it arrives by the 20th of each month. Call 715-532-5524 for questions or go to jrec.com for more information.

2021-2022 Winter Photo Contest Winners

Members who placed in our most recent photo contest received an energy credit: \$50 (first place), \$30 (second place), and \$20 (third place). There were so many great photos, making this task very difficult for staff. Thank you to all who submitted their photos.



First Place –Shana Finnessy of Ladysmith
“Hay’s first cut”



Second Place – Marcia Suchy of Courderay
“Sunset at the Landing”



Third Place– Amy Krumenauer of Ladysmith – “Sharing a campfire on the Flambeau”

HOME FOR THE HOLIDAYS CONTEST WINNERS

The winning entries for our “Home of the Holidays” gingerbread house contest are pictured here. Each winner received a \$50 energy credit. Thanks to all who participated!



Judy Soyring of Ladysmith



Victoria Baker, Ladysmith



Thomas Crist and family, Hayward



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715-532-5524 (Ladysmith); 715-634-4575 (Hayward) • www.jrec.com

After-hour emergency service, call 866-273-5111

Pay by Phone: 888-255-6489

Find us on Facebook & Twitter  


JREC is an equal opportunity provider and employer.

Denise Zimmer, Editor



**Jump River Electric
Cooperative, Inc.**

Since 1938

Your Touchstone Energy® Cooperative 

NEW OFFICE HOURS FOR HAYWARD OUTPOST –
9 a.m. to 3 p.m., Monday – Friday.