



## ELECTRONIC VOTING

By James Anderson, General Manager/CEO

There is only one issue of this magazine left until our annual meeting on the 24th of April. This year, we have added an electronic voting option to our normal voting methods. To ensure each member feels comfortable with the process, I have asked staff to put together some Frequently Asked Questions (FAQs) regarding electronic voting (see page 18).

Please review all the information in the issue and if you have

any questions, feel free to contact us at either office, so we can get you the answers. Member participation is what makes your cooperative work for you. Please make sure that you take an active part by voting. You CAN make a difference with your vote.—Jim

“One person can make a difference, and everyone should try.”—John F. Kennedy



Jump River Electric  
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# ANNUAL MEETING 2021

The 83rd annual meeting is tentatively set for April 24, 2021 and is to be held in the Ladysmith High School Auditorium. Members will have the opportunity to vote on district 1, 5, and 6 director elections and on any proposed bylaw amendments. Members can vote one of three ways:

## 1 ABSENTEE BALLOT



An absentee ballot will be mailed to each active member at the end of March. Follow the instructions found within that mailer to complete the absentee ballot. Ballots will need to be received at our offices on or before April 23 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 March 29 and close April 22.

## 3 IN PERSON AT THE ANNUAL MEETING



Members who attend the annual meeting on April 24 and have not cast a ballot prior to the meeting will receive a “Meeting Day” ballot. Ballots can be obtained from the person at the registration table.

# YOUR VOTE COUNTS

**PLEASE NOTE:** The health and safety of our members and employees are our primary concerns. We are monitoring the COVID-19 situation, and if we need to change the location or postpone the annual meeting to help prevent the spread of the disease we will do so. Please continue to check our website, Facebook, Twitter, this magazine, or local newspapers for updates on the annual meeting.

# 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 March 29.

## 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](http://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 your account identity and Last 4 Digits of Social Security Number (if for Business):

Mailing ZIP Code:

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

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
- Birthday (Month and Day)
- Billing Zip Code
- Security Question and Answer

Submit Cancel

**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)

**Please change your password**

E-Mail Address:

New Password:

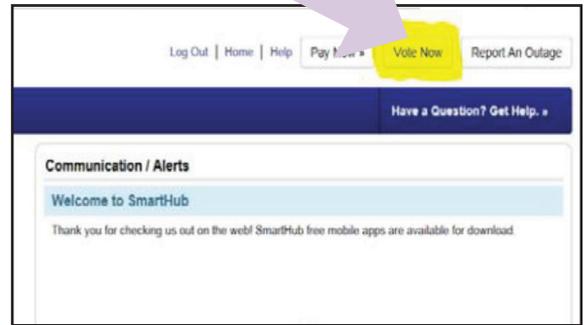
Confirm Password:

Submit Cancel

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

[Go to Ballot Confirmation](#)

[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**

[Change Votes](#) [Submit Ballot](#)

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.

[Change Votes](#) [Submit Ballot](#)

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

**Step 4:** Click Logout



## FOR YOUR INFORMATION

### Your Board of Directors

**District 1, Jane Reich**  
district1@jrec.com

**District 2, Myron Brooks  
Chairperson**  
district2@jrec.com

**District 3, Joe Lorence  
Secretary/Treasurer**  
district3@jrec.com

**District 4, Jerry Carow**  
district4@jrec.com

**District 5, Bill van Doorn**  
district5@jrec.com

**District 6, Open Seat**

**District 7, Jason Weaver  
Vice Chairperson**  
district7@jrec.com

**District 8, Wally Kruk**  
district8@jrec.com

**District 9, Sandy Schara**  
district9@jrec.com

**Pay by Phone**  
888-255-6489

### Services & Billing Questions

715-532-5524 Ladysmith  
715-634-4575 Hayward

**After-Hours Emergency**  
866-273-5111

# Jump River Board Minutes Summary

*The regular board meeting of Jump River Electric Cooperative, was held in person at the Ladysmith Headquarters and Virtual in Hayward on Tuesday, December 29, 2020 at 9 a.m.*

November minutes, financials, member applications, member refund list, outages, board expense and general manager reports were submitted to the board of directors to review prior to the start of the meeting.

**November Minutes** – A motion was made, seconded and unanimously carried to approve the November minutes as amended.

**Operations Update** – Kurt Harris, general foreman, reported on pole replacement, PCP pole replacement, trimming, squirrel wrapping, and mowing projects. A motion was made, seconded and unanimously approved to accept the operations report.

**General Manager's Report** - Anderson introduced Jim McCabe, the new engineer, to the board of directors. The directors were able to ask McCabe questions about his progress on identifying line loss and areas for needed infrastructure improvements. Anderson went on to report on manager's expenses, member applications, member refunds, outages, and director expenses. A motion was made, seconded and unanimously approved to accept the general manager's report.

**Financial Report** – Lori Davis, finance manager, reported on the check register, operating report, and investments. A motion was made, seconded, and unanimously approved to accept the financial report. Davis presented the 2020 Deferral Plan in Exhibit 12-20-9. A motion was made, seconded and unanimously carried to approve the 2020 Deferral Plan as presented.

**Dairyland Power Cooperative Director Report** – Director Jane Reich reported on DPC's reduction in rates, the impact of G3, the DPC 2021 budget, capital projects, MISO market revenue, revision of core values, Tatanka Wind Farm, EV Charging Network, and Nemadji Trail. A motion was made, seconded and unanimously carried to approve the Dairyland director report.

Thank you notes were distributed by Brooks from Ladysmith Elementary School, Martha Thorpe, Glen Flora Community Club, Laura Johnson, the Schweigert Family, and the Women with Courage Foundation.

**Board Issues and Action Items** – Electronic voting was presented to the directors. A motion was made, seconded, and carried with a vote of 7 for, and 1 against to approve electronic voting for the 2021 Annual Meeting.

A motion was made, seconded and unanimously carried to elect Jason Weaver as vice chairperson of the board of directors. A motion was made, seconded, and approved to appoint Director Brooks to the WECA Legislative Committee. A motion was made, seconded, and unanimously approved to appoint Director Lorence to the WECA Legislative Committee.

A motion was made, seconded and unanimously approved increase scholarship amounts and add homeschool at-large.

January meeting date was set as Monday, January 25, 2021, at 9 a.m. at the Ladysmith Headquarters and virtually in Hayward.

**Executive Session** – A motion was made, seconded and unanimously carried to enter into Executive Session at 1:30 p.m.

**Out of Executive Session** – A motion was made, seconded and unanimously carried to come out of Executive Session at 2:05 p.m.

Action Resulting from Executive Session – none.

Adjournment – Chairperson Brooks adjourned the meeting at 2:07 p.m.

Please go to [jrec.com](http://jrec.com) to view the complete minutes and video footage from the December 2020 board meeting.



# Frequently asked questions on voting

## Q. CAN I VOTE FOR ALL THE DIRECTORS ON THE BALLOT, EVEN IF I'M NOT A MEMBER IN THAT DISTRICT?

A. Yes.

## Q. HOW CAN I VOTE?

- A. You can vote one of three ways.
1. Vote by mail by completing an Absentee Ballot that will be mailed to you, or
  2. cast an electronic vote through the SmartHub system, or
  3. cast your vote at the annual meeting held April 24, 2021.

## Q. WHEN CAN I VOTE?

A. Absentee ballots will be mailed to each member at the end of March and will be accepted on or before April 23. Electronic voting opens March 29 and closes at 11:59 p.m. on April 22. Members can also vote at the annual meeting on April 24, 2021.

## Q. CAN MY SPOUSE AND I BOTH VOTE?

A. No. Only one vote per joint membership is allowed. Regardless of the number of meters or accounts you may have with JREC, you only have one membership. See Article I, Section 3 of the co-op bylaws.

## Q. CAN I BRING MY ABSENTEE BALLOT TO THE ANNUAL MEETING TO BE COUNTED?

A. No. Absentee ballots need to arrive at either our Hayward or Ladysmith office on or before April 23 to be counted.

## Q. CAN I WITHDRAW MY VOTE OR SUBSTITUTE MY BALLOT ONCE CAST?

A. No. See Article III, Section 7(g) of JREC's bylaws.

## Q. HOW CAN AN ONLINE ELECTION WEBSITE PREVENT VOTING MORE THAN ONCE?

A. Each member's log-in information is disabled immediately after submitting their web ballot, preventing them from logging into the voting website again and voting twice. Read next question for more on JRECs voting verification procedure.

## Q. HOW DOES JREC ENSURE ONLY ONE VOTE IS CAST PER MEMBERSHIP, REGARDLESS OF HOW THEY VOTE?

A. JREC has a proven voting verification procedure in place that records when a vote is cast by absentee ballot or electronic ballot. Once a vote is cast electronically, that member's online voting option is disabled, ensuring that only one web ballot can be cast per membership. Members who attend the annual meeting are only given a Meeting Day ballot once it has been confirmed that no other ballot had been previously cast.

## Q. WHO OVERSEES THE ELECTRONIC VOTING PROCESS?

A. JREC has hired Survey & Ballot Systems (SBS) to set up and oversee the electronic voting process. They are a well-established company located in Eden Prairie, Minnesota, with an A+ rating from the Better Business Bureau. For more information log on to [surveyandballot.com](http://surveyandballot.com).

## Q. WHAT TYPE OF SECURITY CAN I EXPECT WITH AN SBS-MANAGED ONLINE ELECTION?

A. Several layers of security are employed to protect your SBS election. The voting website is hosted on their secure server and our election website is only accessible to authorized members through unique voter logins and passwords. Ballots are transmitted to the data center using Symantec TLS encryption and authentication technology. Voting websites also employ passive and active network and security monitoring services to detect and prevent unauthorized access. Data is stored in a secure data center with controlled, monitored access 24 hours per day, 7 days per week, 365 days per year.

## Q. DOES SBS HAVE QUALITY CONTROL PROCEDURES IN PLACE?

A. Yes. A summary of their procedures includes data receipt verification, proofing, test batches, auditing, and certification.

## Q. HOW IS MY VOTE KEPT ANNOYNOUS?

A. SBS only provides a list of members who voted to JREC, not how they voted. Web votes are tallied by SBS and certified election results given to JREC. Mail-in absentee votes are kept in a secure location until the Annual Meeting day. Members who serve on the election inspection committee open and tally these votes in a way that maintains anonymity.

### James Anderson, General Manager/CEO

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**Denise Zimmer, Editor**



## Jump River Electric Cooperative, Inc.

Since 1938

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2021 co-op calendars can be picked up at either office.