

energy update



229 Highway 51 • P.O. Box 715 • Postville, IA 52162-0715
T: (563) 864-7611 • F: (563) 864-7820 • E-mail: acrec@acrec.coop • Website: acrec.com

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24/7 Secure-Pay-By-Phone

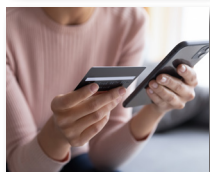
PAY-BY-PHONE TOLL-FREE NUMBER 833-284-5051



Allamakee-Clayton Electric Cooperative has a 24/7 Secure-Pay-By-Phone option. If you want to make a payment on your bill over the phone using a credit/debit card or check, you must call the above number.



The system is automated and all of your personal information, such as card number and payment amount will be entered by YOU. At any time, you may hang up and this will discontinue the phone call.



The automated system makes ACEC compliant with the Payment Card Industry Data Security Standards. These payment processing standards are designed to help companies process payments more securely through increased data controls. Secure-Pay-By-Phone offers the convenience of making payment 24/7 and ensures our continued ability to accept debit and credit card payments over the phone.

If you have any questions about Secure-Pay-By-Phone or any of our other payment options, please call our office.

BILLING AND PAYMENT OPTIONS



SMARTHUB

Take control of your account from your computer, smart-phone or tablet.



BY MAIL

Mail check or money order to PO Box 715, Postville, IA 52162.



AUTOPAY

Set up automatic payments from your bank or credit card account.



PAPERLESS

View your bill electronically. Enroll in paperless billing through SmartHub.



ONE TIME PAYMENT

Call 1-833-284-5051 to pay using your bank or credit card.



VISIT

Make a payment in person at our office located at 229 Hwy 51, Postville, IA.



**ACCOUNT MANAGEMENT
AT YOUR FINGERTIPS...
DOWNLOAD THE
SMARTHUB APP TODAY!**

SmartHub has several features that make managing your account easy:

- Pay your bill
- Set up recurring payments
- View billing history/energy use
- Go green with paperless billing

It is available **for free** in the Apple App Store (iPhone or iPad) or Google Play Marketplace (Android phone or tablet), or by scanning the QR codes below.

Android Users



iOS Users



Construction plans?

Pre-planning is essential for you and the Co-op



Call us early in the planning process if you are constructing grain drying facilities, a home addition, new farm building or anything else that may require a service upgrade. Aandi Deering, the Cooperative's Staking Engineer, can answer your questions regarding a line extension or service upgrade.

If you have plans to construct new or add on to grain drying facilities, a home addition, a new farm building or anything else that requires an increase in amperage, please call us early in the planning so we can complete the work in time to accommodate your needs. Each year, especially during the heat of the summer, we receive outage calls from members who added central air, geothermal, or even built a new, larger home without notifying us. If the transformer is not large enough to handle the extra load, it can over load and create an unnecessary outage. Not only is the outage and equipment replacement costly for the Cooperative and its members, it's an unnecessary inconvenience for all members affected.

We urge all members to plan ahead for any new services or improvements to existing services so the work can be arranged and completed in a timely manner. Give us a call if you have any questions regarding a line extension or a service upgrade. By working together, we keep costs down and the power on.



NOTICE

Complaint Procedures

The following notice is delivered annually to our members in compliance with Complaint Procedures rules as adopted by the Iowa State Utilities Board (IUB).

If you have a complaint concerning your electric service received from Allamakee-Clayton Electric Cooperative, contact the Co-op at 229 Hwy 51, PO Box 715, Postville, IA 52162, 888-788-1551 or 563-864-7611.

If your complaint is related to Allamakee-Clayton Electric Cooperative service rather than its rates, and Allamakee-Clayton Electric Cooperative does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 515-725-7321, or toll free 877-565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, IA 50319-0069, or by email to customer@iub.iowa.gov.