



Steve Lucas, CEO

A message from the CEO

ELECTRICITY BRINGS EVERYDAY VALUE

Even though I work in the energy industry, like most people, I still don't think much about the electricity I use. I expect the lights to turn on when I flip the switch and the coffeemaker to work each morning. Because electricity is so abundant, we don't think much about it. Since many of us have been spending more time at home over the past few months, we have likely been using more energy. And yet, we still expect an endless supply of power with uninterrupted service 24/7. The only time we really think about electricity is when the power goes out or perhaps when the monthly bill arrives.

Given how electricity powers our modern lifestyle every day, it's a great value, especially when compared to other common services and expenses. For example, think back to the cost of a gallon of gasoline 20 years ago. Consider the cost of groceries or a cup of your favorite specialty coffee from a few years back. In comparison, the cost of electricity has remained largely flat, unlike most other consumer goods.

Like many of you, I have a cell phone to stay connected, and I subscribe to cable channels so I can enjoy more viewing options. Many of us consider these necessities for modern day life. We can see what we're getting for our money, and we pay the price for those services. In contrast, when we use electricity, we don't necessarily "see" all that we're getting for our money.

But considering what electricity does for us, it's a tremendous value for our quality of life as well as our budgets. For comparison, consider that the average rent increase was nearly 4% (from 2014–2019) according to the Bureau of Labor Statistics Consumer Price Index (CPI). The cost of medical care was increased 3% during this time, and education was not too far behind at 2.6%. So, where did electricity rank? According to the CPI, electricity increased by less than half a percentage point, 0.4%.

The bottom line: Electricity brings everyday value. Regardless of the weather, day of the week, or time of day, our employees respond to outages to restore electricity quickly. At the same time that we are striving to increase our service reliability, reduce those brief interruptions and reduce costs,

we are doing so safely. We are continually working to improve our operations to ensure a smarter grid and exploring more renewable energy options where possible. Considering that electricity is something that we all use around the clock, I'm very proud of our track record.

Scenic Rivers Energy Cooperative provides the reliable service you expect and deserve as valued members of the co-op. And as your trusted energy advisor, we want to help you

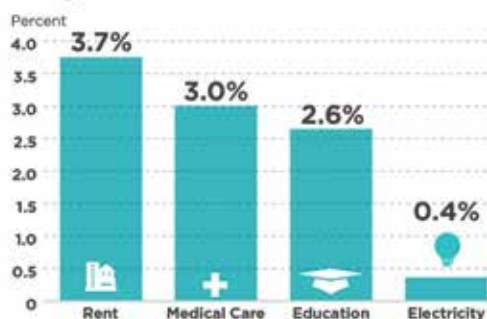
save energy and money. This publication, along with our monthly newsletter, *Watt's Happening*, are packed full of energy-saving information, rebates, news, and much more.

We recognize that the past few months have been challenging for many of our members and we're here to help. Just last month we announced that the expected rate adjustment was postponed by the board of directors. If you have questions about your account or are looking for ways to save energy at home, please give us a call. Scenic Rivers Energy Cooperative is your electric co-op and our sole purpose is to serve you and the needs of our community. That's everyday value.

ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises slowly when compared to other common expenses. Looking at price increases over the last five years, it's easy to see electricity remains a good value!

Average Annual Price Increase 2014-2019



Sources: U.S. Bureau of Labor Statistics Consumer Price Index



August's winning photo in SREC's 2020 Member Photo Contest is from Dick and Rhonda Wiedenbeck of Lancaster. Our 2021 Member Photo Contest is underway; visit www.sre.coop for details and entry forms.

TIPS FOR TEACHING CYBERSECURITY

Now, more than ever, our young adults and children are online. We think about security online at our jobs, but what about at home? With the potential that more students will be taking classes from home this fall, it is a good time to ensure that everyone stays safe and secure online.

The first step is to teach children how to STOP, THINK, CONNECT, by taking safety measures, thinking about the consequences of your actions, and then connecting only when you have taken steps to safeguard yourself and your family when online.

Here are a few basic tips for how parents can teach their children about cybersecurity:

- **Share with care.** What you post can last a lifetime. Help your children understand that any information they share online can easily be copied and is almost impossible to take back. Teach them to consider who might see a post and how it might be perceived in the future.
- **Personal information is like money.** Value it and protect it. Information about your kids, such as the games they like to play and what they search for online, has value—just like money. Talk to your kids about the value of their information and how to be selective with the information they provide to apps and websites.
- **Post only about others what you would like to have them post about you.** Remind children and family members about the golden rule and that it applies online as well. What they do online can positively or negatively affect other people.
- **Own your online presence.** Start the conversation about the public nature of the internet early. Learn about and teach your kids how to use privacy and security settings on their favorite games, apps, and platforms.
- **Remain Positively Engaged.** Pay attention to and know the online environments your children use. The real world has good and bad neighborhoods, and the online world is no different. Help them to identify safe and trusted websites and apps. Encourage them to be cautious about clicking on, downloading, posting, and uploading content.
- **Stay Current.** Keep pace with new ways to stay safe online. Keep up with new technology and ways to manage privacy. Visit www.staysafeonline.org or other trusted websites for the latest information about ways to stay safe online. Talk about what you discovered with your family members and engage them on a regular basis to share what they know about privacy.

Our children are taught basic safety and security in real life, such as not talking to strangers and how to safely cross a street. We must also teach children how to be safe online.

CyberSafety

DOS & DON'TS FOR PARENTS

| STAY IN THE OPEN <small>Keep devices in open spaces. New research indicates bedroom technology use is more harmful.</small> | IGNORE <small>Teach kids how to recognize and report bad behavior by NOT ignoring it. Show them and discuss as needed.</small> |
|---|---|
| GIVE TIME LIMITS <small>The AAP* recommends ZERO device time for kids under 2. ONE hour from age 2-5 and no more than TWO hours for all other kids.</small> | ALLOW MULTI-TASKING <small>One quality device at a time is all that is necessary. Avoid using TV and phones or tablets, etc.</small> |
| STAY CONNECTED <small>If your kids are on social media, do stay connected digitally. Friend, follow or like their profiles online.</small> | OVERSHARE <small>Respect your children's right to privacy AND model good digital habits by checking with them BEFORE you post about them online.</small> |
| USE SAFETY FEATURES <small>Use the settings features to set up parental controls on each device, then check provider sites for additional tools to block bad content.</small> | OVERREACT <small>Your child, or their friends, will likely make a bad choice online. Talk about what went wrong and how to fix it focusing on the action as wrong and not the person.</small> |
| TALK EARLY AND OFTEN <small>Start conversations about cyber safety early and keep talking about the good and bad things online.</small> | FORGET TO USE YOUR EYES <small>Monitoring apps and services are great but don't forget to check text messages or history logs with your own eyes.</small> |

*American Academy of Pediatrics

Smart Management. Smart Life. SmartHub.



No one likes having a high energy bill, and Scenic Rivers provides SmartHub to help you manage your energy usage. SmartHub is the easy, convenient control center for all your account needs. Pay your bill, view your electricity use and billing history, and now—sign up for text alerts when your location is without power. You can do all this from your computer, tablet or phone.

As soon as you log in, you can view your billing history and make a payment with just a couple of clicks, or taps, if you are using the app. You can see your current bill, along with bills from the previous month or even the previous summer,

if you want to compare your costs. Not only is your billing history available, you can monitor your daily usage to see how it trends over time. The electrical usage analysis graph in SmartHub provides valuable information on when and how much electricity is used. This information allows you to take steps to lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment, either on the web or on your mobile device, you can securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

Notification Management:

Important Scenic Rivers Energy notices are also available through SmartHub—starting with outage notifications. You can select how you want to be notified either by email or text messaging. You can even set a usage threshold, so you know when you're using more electricity than you'd like. This feature can help you keep your electricity bill as low as possible.

If you are already a SmartHub user or a new user, simply follow the appropriate steps as laid out below in order to select the notifications you'd like to receive. These include usage thresholds, outages, billing notices, and more. Users can customize their notices to know when a bill is due, when a payment is successful or not, when you have hit a usage threshold or even when your credit card has expired. Members can control the amount of notices they receive and which ones are helpful to them.

Access SmartHub by visiting SREC's website or by downloading the app on your mobile device, either from the App store (iOS devices) or the Google Play Marketplace (Android devices). You'll need your account number, your last name, and an email address.

Plenty of things in life are complicated. Manage your SREC account simply, quickly, and easily with SmartHub.

To sign up through the website:

- Visit srec.coop
- Select the appropriate link at the top of the page (either **New User** or simply **login**)
- If you are a new user, enter your account information and choose **submit**
- A temporary password will be sent to the email address you provide
- When you receive the email, click the login link and use the temporary password
- Change your password and choose **confirm** to access SmartHub
- After you are logged in, go to **notifications** and then **manage notifications**
- Select the notifications that make sense to you. You can change them at any time.

To sign up through the app:

- Download the app from the Apple App Store or the Google Play Marketplace
- Find Scenic Rivers Energy Cooperative by location or name and **confirm**
- Select the **New User** link or simply **login**
- If you are a new user, enter your account information and choose **register**
- A temporary password will be sent to the email address you provide
- When you receive the email, click the login link and use the temporary password
- Change your password and choose **confirm** to access the SmartHub app
- After you are logged in, go to **settings** and then **manage notifications**
- Select the notifications that make sense to you. You can change them at any time.



PUBLIC NOTICE: UNCLAIMED CAPITAL CREDITS

Scenic Rivers Energy Cooperative has unclaimed capital credits for former members of the cooperative.

Funds for these people have been unclaimed for a minimum of three years. In accordance with SREC bylaws, after 60 days from the mailing of notices to these people's last known address, the unclaimed funds shall be forfeited. These funds will be used for educational scholarships or other charitable purposes as the board of directors determines.

The complete listing of names is published on our website: www.sre.coop/unclaimedfunds. If you do not have access to our website, you may request a listing by contacting our office during regular business hours.

If you know the whereabouts of these former members, please ask either the individual or the estate executor to contact us at 800-236-2141. When writing to us, please include information to verify the person is the same one we are trying to locate. A previous mailing address, service address, street, road, or fire number where service was received would be helpful.

We will respond to all inquiries; however, due to the large volume of inquiries please be patient as we do our best to serve you, our members.

Energy Efficiency Tip of the Month

Installing a smart power strip is a quick and easy way to start saving money while making your home more energy efficient. Smart power strips can actually cut power off to save energy since they are able to detect when a device is in standby mode.—Source: energy.gov



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This institution is an equal opportunity employer and provider



**2020 MEMBER
APPRECIATION
CELEBRATIONS
CANCELED**

Don't get us wrong—we still appreciate our members!

In fact, it's *because* we appreciate our members that the SREC board of directors has made the difficult decision to cancel the Member Appreciation Celebrations we typically host each October. We want to do everything possible to keep our members safe while the coronavirus is still a public health threat.

We look forward to the time when we can safely gather to celebrate October Co-op Month once again.

Stay safe, everyone!

Board of Directors

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Sandra Davidson, Secretary–Treasurer
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