

April 2020

# WATT'S HAPPENING

SCENIC RIVERS ENERGY COOPERATIVE  
LANCASTER, DARLINGTON AND GAYS MILLS, WISCONSIN

## Immediate News Release Annual Meeting Postponed

**POSTPONED**

At Scenic Rivers Energy Cooperative, the health and well-being of our members, employees and communities are our top priority. Given the evolving concerns around COVID-19 (novel coronavirus) and to help support community health management efforts, we are POSTPONING our 2020 Annual Meeting. Information regarding the rescheduling of this event will be forthcoming. The original date of the meeting was April 4, 2020. If you have questions regarding this situation, please call our office.

### Service Continuity

We want to assure our members and the communities we serve that we are focused on keeping the lights on. While this situation continues to evolve, we have safety pre-cautions in place to ensure that our staff is able to maintain your electrical service as you have come to expect. We are following CDC guidelines and are taking steps to reduce face-to-face contact to help protect our community and keep our employees safe, healthy and on the job for you. If necessary, we will curtail non-essential tasks both in the field and in the offices. We ask that you report outages as always by contacting us via phone at 1-800-236-2141.

We are also temporarily suspending lobby access at our locations. This change will go into effect immediately and will continue until further notice. We continue to offer many options to serve your needs:

Stop at one of our three office locations and place your payment in the drop box.

1. Lancaster (231 N. Sheridan Street)
2. Gays Mills (15985 State Hwy 131)
3. Darlington (300 Barth Drive)

Call our office to pay by phone during office hours.

1. Lancaster (hours 7:30 a.m. to 4:00 p.m.): 800-236-2141 or 608-723-2121
2. Gays Mills (hours 7:00 a.m. to 3:30 p.m.): 800-236-2141
3. Darlington (hours 7:00 a.m. to 3:30 p.m.): 800-236-2141

### Pay by Phone 24/7

Call 844-849-1511 to pay by phone at any hour and without filling out any forms. Prior to making the call, have your bill in front of you because you will need your account number and meter number.

### Online Payment

Click on SmartHub if you want to create an account to pay online. This will enable you to see billing history and usage. When you set up your login and password for the first time, you will need your bill in front of you to enter your account number and meter number. Next time, you just need to remember your login and password. For more SmartHub information, click on SmartHub under the Billing menu.

If you want to make a payment, but don't want to do all of the set up in SmartHub, use SmartHub PayNow Link. This is a separate site from SmartHub. There is no billing or payment history on this site and you don't have to register for a SmartHub account. The only information you need is your account number and name on the account.

### Automatic Fund Transfer

Making an automatic fund transfer payment can be done by filling out a form or by filling out the form printed on the back of your bill. You can have this set up to come out of your checking or savings account on the 10th or the 20th of each month.

### We're here for you

For over 80 years, we have dedicated ourselves to our members and communities. We remain steadfast in our support and will continue to be here for you.

We look forward to continuing to serve you and to keeping the lights on. ■

# Coronavirus — What you need to know and what Scenic Rivers is doing



Scenic Rivers is taking steps in the event there is significant impact from the coronavirus in our communities. We are focused on maintaining a healthy workforce, and keeping key personnel—such as line workers and member service representatives— available so that we can continue to provide the excellent service you expect from us. The overall wellness and safety of our employees and members is a top priority. Scenic Rivers is committed to staying informed of the current risk levels and potential action steps to be implemented in the event of outbreaks in our communities.

## Communicating With Experts and Actively Monitoring

We are following several trusted organizations and experts. The Centers for Disease Control and Prevention (CDC) along with the World Health Organization, Wisconsin Department of Health Services (DHS), MISO and other groups are all monitoring COVID-19 cases very closely and providing updates.

The CDC and DHS currently indicate that the risk for individual Americans is low. Our goal is to ensure we protect members, employees, and maintain reliability of critical business operations if coronavirus does emerge in our area.

You can find the most up to date information about SREC's response to this situation by visiting our web-site, [www.sre.coop](http://www.sre.coop) or by following us on Facebook. We will use radio and other media resources as needed. Announcements regarding member events, our office hours and much more will be communicated as quickly as possible.

## Take Precautions

The best precautions we can take to protect ourselves and our families are the same basic prevention measures everyone should follow to avoid the flu and other common seasonal respiratory illnesses:

- Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer;
- Avoid touching your eyes, nose and mouth with unwashed hands;
- Maintain social distances (at least 3 feet) from anyone who is coughing or sneezing;
- Stay home if you are sick until symptom free for at least 24 hours;
- Cover your mouth with a tissue or bent elbow when coughing or sneezing;
- Clean and disinfect frequently touched objects and surfaces;
- If you have a fever, cough and difficulty breathing, seek medical attention;
- Contact your doctor immediately if you think you have been exposed to the virus or if you have related questions.

Also, SREC members should be on the lookout for suspicious emails, phone calls, or persons impersonating business employees or charitable organizations. Unfortunately, scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent SREC and they make threats or demand immediate payment, hang up and call us at 1-800-236-2141. ■



[www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

# Remember to #ThankALineworker on April 13

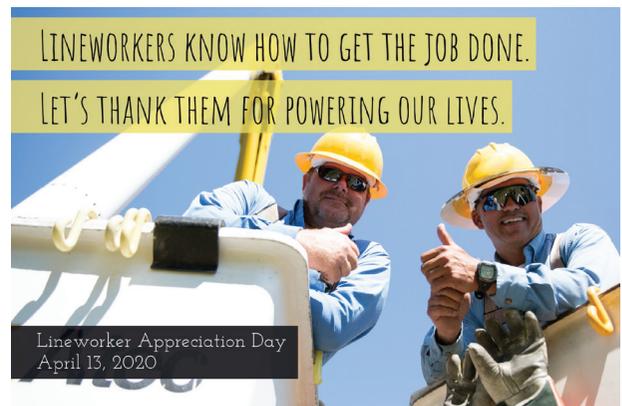
Lineworkers serve on the frontlines of our nation's energy needs, and on April 13, 2020, Scenic Rivers Energy Cooperative (SREC), along with other electric cooperatives across the country, will honor the brave men and women who work hard to keep the lights on.

Line crews work around the clock, sometimes in difficult and dangerous conditions, to keep power flowing to our local communities. Whether they're restoring power after a major storm or maintaining critical infrastructure to our electric system, lineworkers are at the heart of our co-op.

When a storm hits, they set aside their personal priorities because Mother Nature doesn't work around holidays, vacations and birthdays. A service-oriented mentality is one of the many admirable characteristics of an electric lineworker.

SREC is proud to honor the twenty-two lineworkers that maintain over 3,500 miles of power lines in our service territory.

SREC invites all co-op members to take a moment and thank a lineworker for the important work they do. On April 13, you can use #ThankALineworker on social media to show your support for the brave men and women who power our lives. ■



## 2020 MEMBER PHOTO CONTEST

Our annual member photo contest is now underway!



**Our focus this year is "Rural life—farm animals."**

Photos must be taken within the Scenic Rivers Energy Cooperative service area. Winning photos will be featured in our 2021 calendar and may be used in future newsletters or cooperative publications. High-resolution photos must be submitted via email to [jmims@srec.net](mailto:jmims@srec.net).

*For a complete list of rules and criteria as well as downloadable forms, visit our website, [www.sre.coop](http://www.sre.coop). Entry forms can also be picked up at our office, or we will email a copy to you.*

## Energy Efficiency Tip of the Month



Earth Day is April 22. Give back to the environment by planting a deciduous tree near your home. Deciduous trees lose their leaves during the fall, allowing sunlight to warm your home. The extra shade during summer months will keep your home cooler and give your AC a much needed break.

# Census 2020

For the first time, in 2020 the U.S. Census Bureau will accept responses online. The process will be quick and secure. You can respond to the census in less time than it takes to finish your morning coffee. You'll still be able to respond by mail. To learn more about what to expect, visit [2020census.gov](https://2020census.gov). #2020Census



Every 10 years, the @uscensusbureau undertakes a mammoth task: counting all the people residing in the United States. This count affects the allocation of funding for our community's public resources (e.g., roads, hospitals, schools), how we plan for the future, and our voice in government. Learn more about the importance of the #2020Census and how to participate: [2020census.gov](https://2020census.gov). ■



## Vegetation Management

Zielies Tree Service will be working in Crawford County on the Soldiers Grove Substation west circuit along County Road C, Norwegian Hollow Road and River Road the month of April.

Badgerland Utility Solutions LLC will be inspecting underground transformers and cabinets in Lafayette County in the Shullsburg and Belmont areas the month of April.

Badgerland Utility Solutions LLC will also be testing poles in Lafayette County in portions of Waldwick, Fayette, Moscow, and Blanchard Townships the month of April.

It is important for SREC to maintain its rights-of-way for the following reasons:

- Accessibility for field crews, vehicles and equipment
- Fire prevention
- Reliable electric service
- Quality service with the reduction of outages and blinks
- Safety for workers and the public
- Meeting state and federal code requirements

On a daily basis, SREC employees and contractors are working throughout the area, at times on your property, to operate and maintain the electric system and our rights-of-ways. We appreciate your cooperation. **If you have questions, please contact Jay at [jgardner@srec.net](mailto:jgardner@srec.net) or call 800-236-2141 ext. 566.**

## WATT'S HAPPENING

Watt's Happening is published monthly as an information service to the member-owners of Scenic Rivers Energy Cooperative.

Any questions or comments can be directed to Watt's Happening, Scenic Rivers Energy Cooperative, 231 North Sheridan, Lancaster, WI 53813 or telephone (608) 723-2121 or toll free 800-236-2141.

[www.sre.coop](http://www.sre.coop)

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