

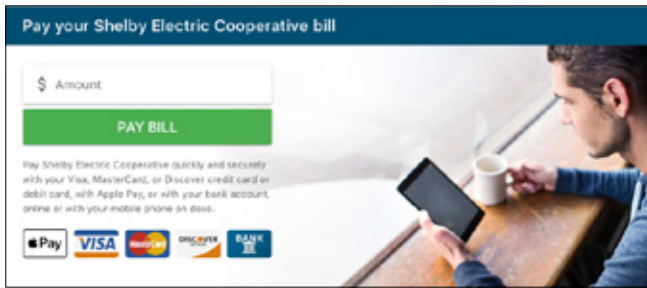


## **ALERT:** Unaffiliated bill payment service targeting cooperative members

It has recently come to our attention that a company known as doxo, Inc., which is not affiliated with Shelby Electric Cooperative, is using our logo, contact information,

and reputation to market its online bill payment service to potential consumers. We are not in partnership with this company and have not authorized them to use our logo or materials. Furthermore, we do not require members to use doxo's (or any third party) services to pay their electric bill. Using these services often includes fees. The cooperative's free online bill pay service can be reached via our website [shelbyelectric.coop](http://shelbyelectric.coop) or you can use the SmartHub app.

We currently offer secure online bill pay from our website, as well other payment options. Please refer to the Ways to Pay graphic below. As always, if you are ever concerned or curious as to payment options please contact the cooperative at 800-677-2612.



## Ways to Pay



### Pay online –

View and pay your bill online with SmartHub web, 24/7, with a checking account or credit/debit card. Visit [www.shelbyelectric.coop](http://www.shelbyelectric.coop) and click on the “SmartHub” icon.



### SmartHub App –

View and pay your bill using this app with your smart phone or smart tablet. The app is available at your favorite app store.



### Pay-by-phone –

Pay your bill securely by phone 24/7. Call toll free 1-855-385-9981 and follow the automated prompts to pay by check, or debit/credit card.



### Automatic draft –

Credit/Debit/Checking/Savings – Choose an automatic payment deduction from the account of your choice. This is set up as a recurring payment draft on the due date shown on your bill. Sign up by using SmartHub or using our automated pay-by-phone line.



### Pay by mail –

Mail your check along with the stub conveniently located at the bottom of your bill to Shelby Electric Cooperative in the envelope provided with your statement. Please allow 3 to 5 business days for delivery.



### Pay in person –

Stop by the office in Shelbyville during business hours to pay your bill in person. An after-hours drop box is also available.



**Touchstone Energy®**  
**BALLOONFEST**  
at Lake Shelbyville  
**October 11-13, 2019**  
Columbus Day Weekend


Follow the Touchstone Energy Balloonfest at Lake Shelbyville on Facebook: @balloonslakeshelbyville.

All Scheduled Event times are approximate, weather dependent, and are at the pilots' discretion  
Balloonfest admission is free and events are open to the public | Donations appreciated  
[www.shelbyelectric.coop](http://www.shelbyelectric.coop) | [www.lakeshelbyville.com/events/balloon.htm](http://www.lakeshelbyville.com/events/balloon.htm)

**P.O. BOX 560**  
**Shelbyville, IL 62565**  
**Phone: 217-774-3986**  
**or 1-800-677-2612**  
**Pay-by-Phone:**  
**1-855-385-9981**  
**[www.shelbyelectric.coop](http://www.shelbyelectric.coop)**  
**[twitter.com/YourCoop](https://twitter.com/YourCoop)**  
**[facebook.com/YourCoop](https://facebook.com/YourCoop)**

**Office Hours:**  
**7:00 a.m. - 4:00 p.m.**

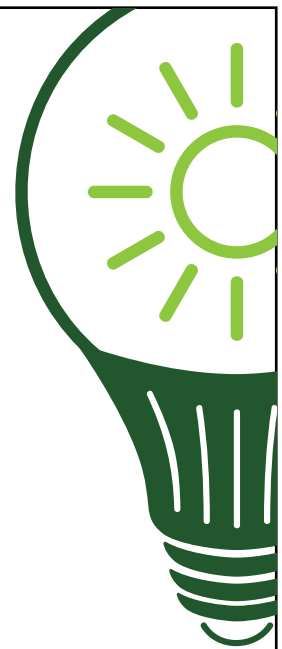


Your Touchstone Energy® Partner 

## Energy Efficiency Tip of the Month

Heating requires more energy than any other system in your home, typically making up about 42% of your energy bill. With proper equipment maintenance and upgrades like additional insulation and air sealing, you can save about 30% on your energy bill.

Source: [energy.gov](http://energy.gov)





October is National Co-op Month.



### Electric cooperatives are led by the community, for the community.

Cooperatives are driven by these seven principles:

1. Voluntary and Open Membership
2. Democratic Member Control
3. Members' Economic Participation
4. Autonomy and Independence
5. Education, Training, and Information
6. Cooperation Among Cooperatives
7. Concern for Community.

To exemplify principle six, 14 Illinois electric distribution cooperatives, three generation and transmission cooperatives, the cooperative's statewide association, and a handful of other cooperative partners worked together at the recent Farm Progress Show held in Decatur, Illinois. In honor of Co-op Month, here are some pictures from the Illinois Electric Cooperatives' exhibit.





**REAL LIFE  REAL POWER**

## Getting Real with Marla and heating

October means pumpkin spice and everything nice! We may also see the first frost on the pumpkins around the middle of the month. That chill in the air will lead many of us to turn on the furnace. More than half of the money you spend on energy costs for your home go to heating and cooling. Now is the time to make sure your furnace is ready.

**Schedule a trained HVAC professional to service your furnace.**

Just like having your vehicle serviced, it is important to have your HVAC system serviced. When HVAC systems become dirty, they become less efficient. This can mean higher energy bills

**Replace furnace filters once a month.**

Dirty filters restrict airflow and increase energy use. Put a reminder in your phone or on your calendar. It is easy to underestimate how long it has been since the filter was last changed.



**Set your thermostat to 68 degrees.**

For every degree you lower your heat from the 70-degree range, you will save an average of 3 percent on heating fuel costs. Setting the thermostat back to 55 degrees when leaving home for an extended time can save you 5-20 percent of your heating costs. Geothermal and air source heat pumps are the exception! If you have a heat pump and set it back, raise the temperature by only 1-2 degrees at a time. Otherwise, the system will switch to the emergency back-up heat source to bring up the temperature quickly.

**Close your fireplace flue.**

Do not let the air you are paying to heat go out the chimney. Always make sure the fireplace damper seals tightly and remains closed except when a fire is burning or smoldering in the fireplace. If installed, close fireplace doors.

**Use space heaters sparingly and cautiously, or not at all.**

According to the National Fire Protection Association, space heaters are the cause of 43 percent of United States home heating fires. Additionally, be aware of the operating costs. Regardless of the brand, any 1,500-watt appliance costs approximately 18 cents per hour to operate.

Once you have made sure that your heating system is safely and efficiently ready to use, take time to enjoy a pumpkin treat and a mug of hot chocolate!

*~Marla Pruemmer,  
Communication Specialist*

*Sources: [keepwarmillinois.gov](http://keepwarmillinois.gov),  
[energystar.gov](http://energystar.gov)*



**Stay up to date on cooperative news, outages, events, and more!**

