

1850 W. Oklahoma, P.O. Box 368
Ulysses, KS 67880
620-356-1211 or 800-794-9302
www.pioneerelectric.coop

**PIONEER ELECTRIC
COOPERATIVE**



Your Touchstone Energy® Cooperative 

NEWS

Pioneer Electric Cooperative, Inc.

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- Alfred Alexander** – Vice President
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- George Bushnell** – Vice President of Engineering and Operations
- Chantry Scott** – Vice President of Finance and Accounting
- Anita Wendt** – Vice President of Energy Services
- Drew Waechter** – Editor

In Case of an Outage

If your electricity is off for more than a few minutes, call 888-551-4140. After-hours calls will be answered by dispatch and forwarded to standby personnel.

Taking a Look Forward STEVE EPPERSON, CEO



Steve Epperson

Heritage and history are important; they outline who we are and what we stand for. It's why we celebrate the courage, honor and patriotism of our forefathers

each July. However, Independence Day is not just a celebration of past accomplishments; it's a promise to look forward. It's a commitment to building upon the path pioneered by those who came before us. We hold a responsibility of taking our history and using it to better the lives of those we hold dear. Much like our country, this is echoed by your cooperative.

Pioneer Electric was formed to provide affordable electrical service. A

dream made by individuals choosing to look forward. Almost 75 years later, this dream has evolved with each generation of neighbors, families, businesses and communities served. Change is tough, but we understand that it is a necessity in what we do. We must be willing to build upon our past principles and apply them in a way to benefit our future members.

As we move toward the next chapter of our cooperative, we promise to hold the truths and commitments of our roots close to our hearts. We are servants, neighbors, family, friends and co-op members ourselves and want nothing more than to see our community and country prosper. On behalf of your cooperative, its employees, board and staff—we hope you have a wonderful and safe Independence Day.

Connections Corner

The card that does it all! As a Pioneer Electric member, you have access to some great local discounts. Visit our office to grab your Connections Card! Check out our featured deals;

Hamilton County Museum, Syracuse

- ▶ Free admission with connections card

U-Town Zone, Ulysses

- ▶ Free drink and dessert with a dinner

Find more local co-op connections at pioneerelectric.coop!



A Smarter Way to Manage Your

As we're pulled between the 100 different commitments that fill our day, we look for ease and convenience to conserve what little spare time we have left. Directions, takeout meals, banking, insurance and other services have migrated to the palm of our hands. What about your electric bill? Well, there's an app for that. SmartHub is 24/7 access to your Pioneer Electric membership. It gives you the flexibility to make payments, report outages, manage account information and even check out your past energy usage—from wherever you roam.

"We want to be proactive in fulfilling the needs of those we serve," said Anita Wendt, Vice President of Energy Services.

"Our membership is changing and the cooperative must adapt and grow to those changes. It's why we are continuing to invest in programs and services that are accessible to those digital natives. It's about taking the heritage of our cooperative, service to southwest Kansas, and using that commitment to establish a bright future for tomorrow's members."

Getting Started

1. Download SmartHub

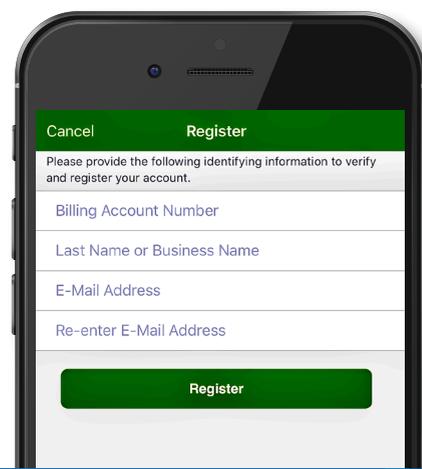
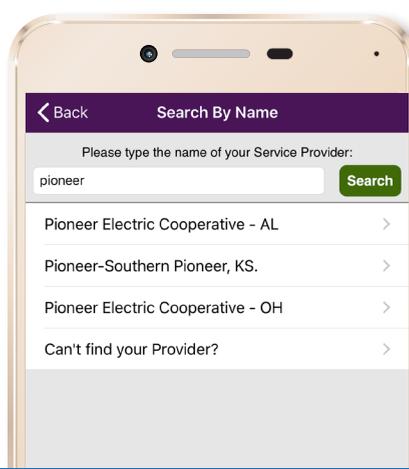
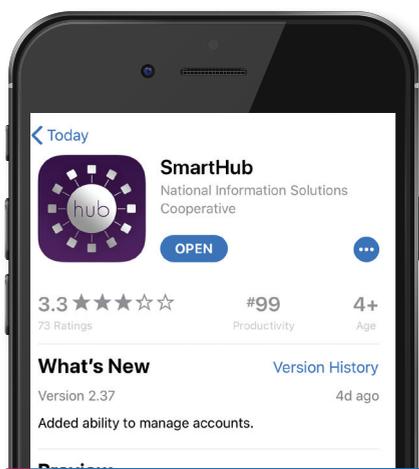
Download the SmartHub application onto your favorite mobile device. To find the application, simply search for "SmartHub" in the App Store (for iOS devices) or Google Play Store for Android devices. The correct app is from our partners at National Information Solutions Cooperative.

2. Find Pioneer Electric

On the initial start-up of the app, you will be prompted to find your service provider. Simply tap the search bar and look for "Pioneer-Southern Pioneer, KS" in the provided list of cooperatives. Please be sure to select the correct cooperative select to begin your setup.

3. Register Your Membership

Once you've found Pioneer Electric in the application, you will be prompted to create a login account for SmartHub. Members with an e-billing login can login using their existing account. Please note, you will need your billing number to complete your SmartHub account registration.



Membership

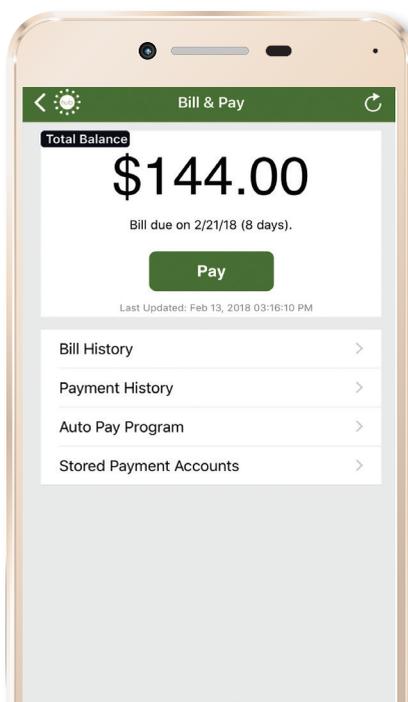
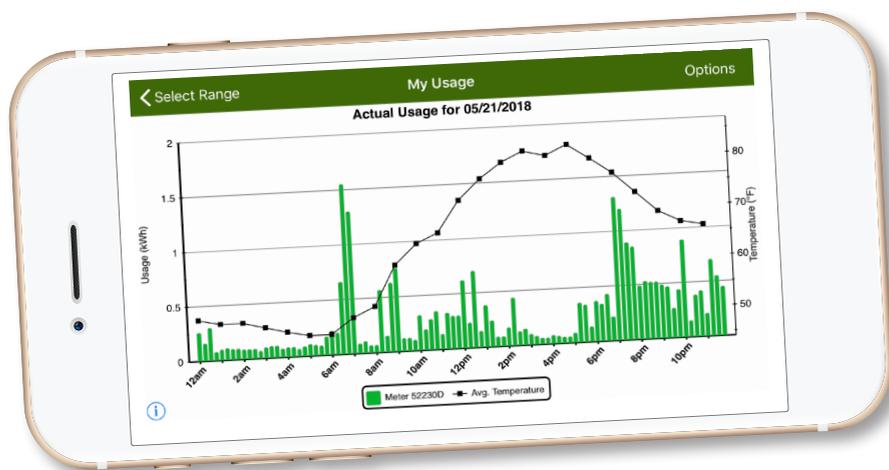
Meet SmartHub

Your Electricity Usage

1. Tap the “My Usage” icon on the main screen to access your usage information.

2. On SmartHub, view the usage of all of the accounts tied to your membership. Simply tap the account you wish view and select a date from the available options.

3. Your usage will show as a graph, which can be customized through the “Options” tab at the top of your screen. For a more in-depth look at your usage, click the blue “i” icon at the bottom left of the screen. Usage information can be used to pinpoint how you are using energy and adjust your electrical use. Pair this information with efficiency tips from our website for more savings!

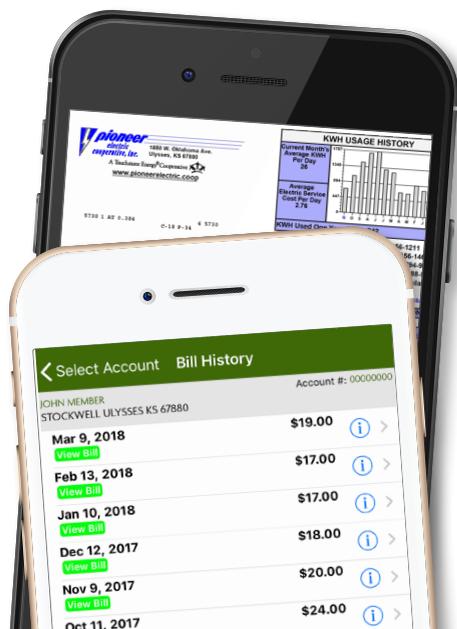


Pay and Manage Your Bill

1. From the home screen, tap the “Bill and Pay” icon.

2. Simply click the “Pay” icon to begin the payment process. On SmartHub you can save a credit/debit card for future transactions. These payment options can be managed by tapping the “Stored Payment Accounts” link on the bottom of the payment screen.

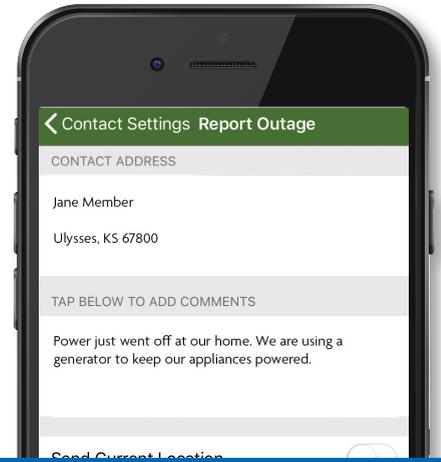
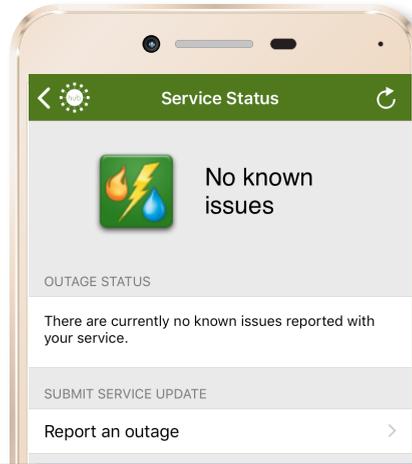
3. Past billing statements are available by tapping the “Bill History” link. You can view, export and email past bills by pressing the blue “i” icon next to each billing statement.



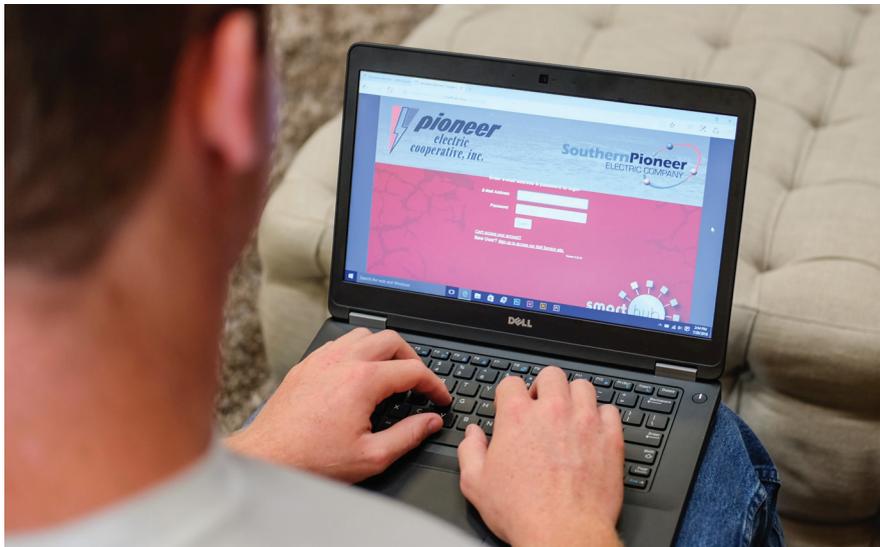
Report Outages at Any Time

1. Outages can be reported through SmartHub by tapping the “Service Status” icon. Any outages affecting meters tied to your membership will be featured on this screen.

2. Click the “Report an outage” link and follow the on-screen instructions. You will have the opportunity to leave comments or a message with your outage report. Once ready, submit your report and it will be used to alert Pioneer Electric crews.



SmartHub on Computer



Your account command center

Enjoy many of the same benefits and more by logging into SmartHub on your computer. Through the online portal, you will be able to adjust membership information, save payment options and opt into our paperless billing program.

1. Go to pioneerelectric.coop in your web browser.
2. Click the “Pay My Bill Online Via SmartHub” link on our home page.
3. Follow the on-screen instructions to create or login with an existing Pioneer e-billing account.

Statement of Non-discrimination

Pioneer Electric Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age of Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization’s programs or activities.

The person responsible for coordinating the organization’s nondiscrimination compliance efforts is Stephen J. Epperson. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, DC 20250; or the Administrator, Rural Utilities Service, Washington, DC 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.