



Sac Osage Electric Cooperative

News

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A Touchstone Energy® Cooperative 

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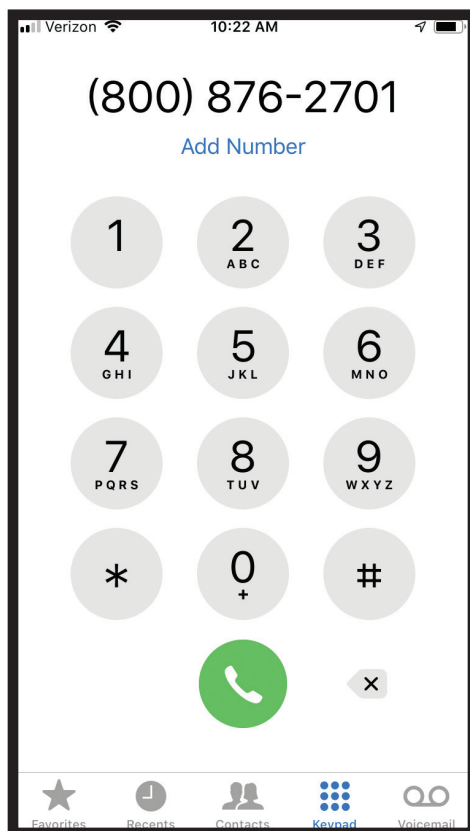
Do I need To Call?

Many members have experienced that moment when the lights turn off, the television goes dark and something somewhere in the house beeps. They may wait a couple of minutes to see if the lights come back on. They may step outside to see if the neighbors are off too. They may just go about their business believing that someone has reported the problem and it will be fixed soon. But the common question members ask during a power outage is “Does the co-op know we are out of power?”

The answer is “Sometimes.”

Outages can be caused by a great many things. Trees can fall into lines or lose branches that do. Vehicles or farm equipment can come into contact with poles, or other electrical equipment. These things might cause outages that spread more than a mile away and in all four directions.

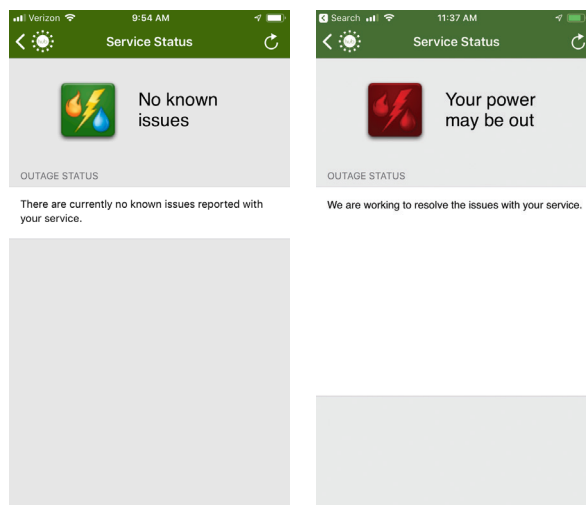
Squirrels, birds and even snakes can cause safety measures to open the line. The outage



may be on the same pole as the meter, or a member and 75 of her neighbors could be in the dark.

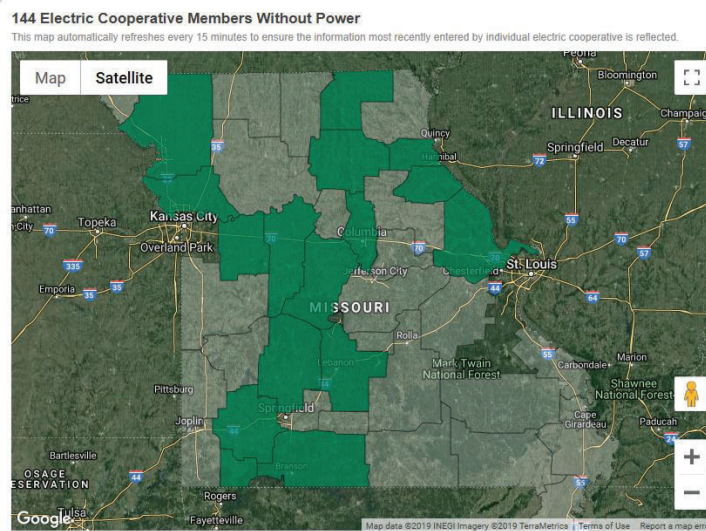
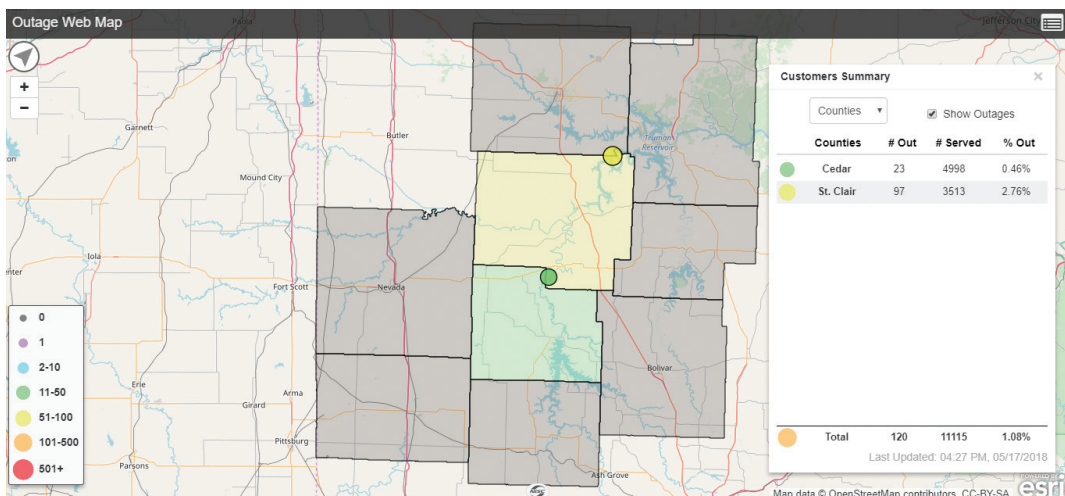
Once in a while a problem will occur in a substation that will cause a widespread outage. Sometimes Sac Osage Lineman have to disconnect a section of line to make repairs safely. When the cooperative knows this is going to happen, it will give notice to the effected members. However, there are times when it makes the most sense to fix the problem immediately and members are temporarily in the dark.

If there are storms in the area with lightning or ice, members assume that is the cause of the outage and that the cooperative knows it has problems. But how do you really know if the cooperative is aware of your outage and help is on the way? Until recently calling the co-op was the only way to know for sure.



Today Sac Osage has a couple of new ways to know if you need to call. Smartphone users can download the Smarthub App and create an account. If the member loses power, they can check the “Service Status” section. If the message is “No known issues” then it is time to call. If the outage is known, the app will let the member know, and they can be assured that help is on the way.

Alternately, members can see general areas of outages without signing up for Smarthub. The cooperative website www.sacosage.com has an outage map showing known power outages. If the member’s area is covered in color, they can skip making the call.



Storm watchers may also be interested in the statewide cooperative outage map. <https://outages.amec.org/outages/maps>

Calendar Contest

We would like to invite our members to participate in Sac Osage Electric Cooperative's photo contest. Thirteen photos will be selected for display in our 2020 Calendar. We would like photos for all seasons. Start looking through those memory cards and have your cameras ready so you can capture just the right picture for our contest. Photos can be any appropriate subject or scene, but must be taken in the general service territory of Sac Osage. Judges will select a photo for each month and one for the cover. Each winner selected will receive a \$25.00 credit on their bill.



Monitor Your Electric Energy Usage

Using Sac Osage Electric's SmartHub app on your smart phone or SmartHub on the internet is a great way to monitor your usage.

If you wish to install SmartHub on your smart phone, follow these steps:

Android Users:

1. To get the SmartHub app on your Android phone, go to "Play Store"
2. Touch the magnifying glass symbol and type "smarthub"

Apple Users:

1. To get the SmartHub app on your iPhone, open the "AppStore"
2. Search for "SmartHub", the app by National Information Solutions Cooperative

All Users:

3. Choose the "SmartHub icon" (a purple icon surrounded with dots, with "Hub" in the center)
4. Choose "Install"
5. Choose "Accept" to give SmartHub access to location, etc., then SmartHub will download
6. Choose "Open"
7. Choose your utility provider by selecting "By Name"
8. Type "Sac Osage Electric" and hit "Go"
9. Touch the name "Sac Osage Electric", then "Confirm"
10. Enter your email address and create a password, then "Login"
11. If you wish to use the SmartHub payment feature, click on "Bill and Pay", then "Manage Payment Methods", then choose "Add Payment Method", and then enter your credit card, debit card, checking account or savings account information

If you wish to install SmartHub using the internet:

1. Go to www.sacosage.com
2. Click on "SmartHub", or "Online Bill Payment" if you wish to use the SmartHub payment feature
3. Look for "New User?" and click "Sign up to access our Self Service site"
4. Enter your Account Number, Last Name, and E-Mail Address in the appropriate fields, and select the "Submit" button
5. Answer the Security Question, input the captcha (pictured number), and check the box next to "I accept the Terms and Conditions", then click the "Submit" button
6. The system will send you an e-mail with a temporary password and a link to sign into SmartHub

Unclaimed Capital Credits

Capital Credits are:

- Monies returned to the members for equity built in Sac Osage Electric Cooperative.
- The equivalent of dividends in an Investor Owned Utility (except capital credits are paid to all members based on their kilowatt usage not just stockholders).
- A direct result of achievement of the financial goals set by the Board of Directors for Sac Osage Electric Cooperative.

We are trying to locate former members with unclaimed refunds. Please visit www.sacosage.com/content/capital-credit-claim-form for more information and to view the full list of names.

SAFETY FIRST!

Stay safe during the fall harvest by keeping equipment at least 10 feet away from power lines. Always use a spotter when raising augers or grain truck beds. Before using grain dryers have them checked by an electrician. And remember your equipment may not clear lines the way it did last year — check first.



Energy Efficiency

Tip of the Month

As we approach fall, it's not unusual for your heater to run in the morning and your air conditioner to kick on in the afternoon. Today's smart thermostats can help save money by keeping track of your energy use patterns and adjusting your HVAC equipment accordingly for the most efficient operation.