

Life is fast, and it can be hectic, but paying your bill doesn't have to be complicated. Below information provides details on what you can expect in the coming months in preparation for Citizens Electric Corporation's newest technology launch, SmartHub!

WHAT IS SMART HUB AND WHAT'S IN IT FOR YOU?

Smart Hub is an innovative account management tool allowing members control of their account like never before! SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, contact member services and get the latest news!



PAYMENT STATION LOCATION CHANGES

Current Citizens Electric remote payment locations will no longer accept payments after November 28th, 2022. This change is due to technology upgrades allowing members more control and managing capabilities. New payment locations will be announced in the November edition of Rural Missouri magazine, on cecmo.com, and on the Citizens Electric Corporation Facebook page. Thank you to our partners at the following remote payment locations for their support:

- Country Mart
180 Plaza Drive Ste. Genevieve
- Bloomsdale Bank
55 Mill Hill Road Bloomsdale
- Bloomsdale Bank
695 Center Drive Ste. Genevieve
- Belgrade State Bank
515 W Karsch Blvd. Farmington
- Rozier's Food Centre
217 North Main Street Perryville

ATTENTION DEBIT & CREDIT PAYING MEMBERS

Due to new technology changes, beginning November 29, 2022 at 11:59 p.m. CST, all debit and credit card paying members will be required to log onto SmartHub, call in, or visit in person with card information. In accordance with Payment Card Industry (PCI) security standards, Citizens Electric Corporation will not save current card payment information to transfer to the new system. **Members will have access to the SmartHub beginning December 5th to set up accounts for autopay and draft.**

IMPORTANT DATES FOR YOU

At Citizens Electric Corporation, we're excited about a big upgrade headed your way soon! Coming in December, we will be launching a new technology, SmartHub! While the new system comes with a lot of great new features, the process of switching from our current system to the new system creates a few dates you should know about:

NOVEMBER 30 THROUGH DECEMBER 5

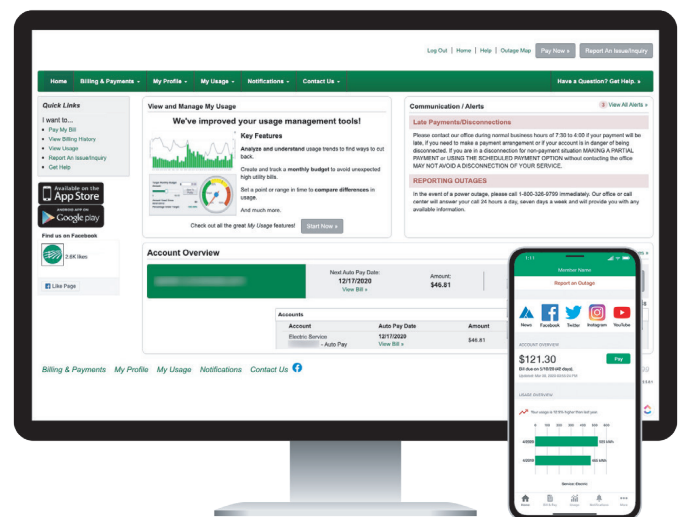
Invoice Cloud will be offline permanently. This will affect all members that use online payment solution for payments, auto-pay and paperless billing. For those using these features, a new app will be available to download and set up.

NOVEMBER 30 THROUGH DECEMBER 5

Credit card payments will not be accepted in our office or drive-through. Cash and check payments will be accepted but will not post to accounts until December 4th or December 5th.

DECEMBER 5: LAUNCH DAY

More information will be provided on our website, Facebook page, Rural Missouri Magazine, and in motly bill inserts.



NEED ASSISTANCE?

The Member Services team will be available for questions and to assist with the new registration process. Instructions, announcements, and answers to frequently asked question will be available online at cecmo.com/smarthub

WE WANT YOUR FEEDBACK

We want to know what you think! Take a few minutes to fill out our annual member survey to provide feedback on how we can better serve you, our member-owners.



HERE'S HOW

1 OPEN YOUR CAMERA AND HOVER OVER THE CODE AS IF YOU WERE TAKING A PHOTO.

2 TAP THE AUTO POPULATED LINK TO THE SURVEY.



OR VISIT CECMO.COM/SURVEY

PHOTO CONTEST

We are excited to offer the members of Citizens Electric a chance to showcase their photographic skills with a photo contest! It is FREE to enter and open to traditional cameras, smartphones, or other smart devices.



CONTEST RULES

- Only Citizens Electric members are eligible.
- Limit one entry per person.
- Photos and entries will only be accepted on the cecmo.com Photo Contest web page: www.cecmo.com/photo-contest.
- Only high-resolution digital images (minimum 300 dpi) will be accepted.
- Deadline for all entries is October 31, 2022.
- Photographers must agree to allow Citizens Electric rights for sharing digitally.
- Photos must illustrate and exemplify one of the seven Cooperative Principles.

PRIZES

Votes and placement (1st, 2nd, and 3rd place) are calculated based on the number of "likes" on the photo from the Citizens Electric Corporation Facebook page. Only the top finalists' photos will be shared on the CEC Facebook page.

Best Adult Photographer

1st place \$100
2nd place \$75
3rd place \$50

Best Young Photographer*

1st place \$100
2nd place \$75
3rd place \$50

*Age 18 or younger must designate Young Photographer on entry form.



Citizens
Electric Corporation
A Touchstone Energy® Cooperative 