

Since 1940

WISCONSIN ENERGY *Cooperative* NEWS

August 2026

**Eau Claire Energy
Cooperative**

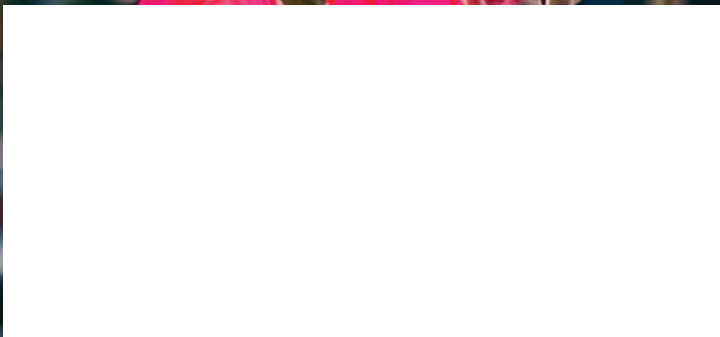
Your Touchstone Energy® Cooperative 

FRESH FLOWER FIELDS AND FARMS

A LEGACY OF INDEPENDENCE

IT ALL STARTS WITH "WHY?"

HOW DO I GET INVOLVED
WITH MY COOPERATIVE?





GET INVOLVED WITH YOUR COOPERATIVE

By Monica Obrycki, President and CEO

Eau Claire Energy Cooperative

Your Touchstone Energy® Cooperative 

When you think about your electric cooperative, you may think about the power lines, the employees who keep the system running, or the service we provide every day. But there is another important part of ECEC that makes us different: our members.

As a member-owned cooperative, Eau Claire Energy Cooperative is guided by the people we serve. Members have a voice in the decisions we make, the programs we offer, and the direction we take. While members interact with us through their electric service, there are many ways to become more involved and connected to your cooperative, beyond your bill.

One way to make your voice heard is by joining our Member Advisory Council (MAC). MAC gives members a forum to share ideas, discuss issues affecting the cooperative, and provide feedback on programs and services. Members of the council meet quarterly with staff and leadership to discuss topics ranging from emerging industry trends to member communications and community needs. The council helps ensure that member perspectives are considered as we plan for the future, and it serves as an important link between our membership and the cooperative.

Another meaningful way to get involved is by serving on ECEC's Board of Directors. Our directors are member-owners elected by the membership to provide oversight and help guide the cooperative's long-term direction. Directors represent the interests of their fellow members while making decisions that support the cooperative's financial health, reliability, and commitment to community. If you are interested in leadership, strategic planning, and the future of your cooperative, running for the board of directors can be a rewarding way to make a



Members of ECEC's Member Advisory Council (MAC) tour the CVTC Energy Education Center to learn more about the electric utility industry.

lasting impact. Director elections are held each year at our annual meeting.

Attending cooperative events is a low-commitment, simple, and rewarding way to get involved. Our Member Appreciation Event, held this year on October 10, provides an opportunity to meet employees, directors, and fellow members while celebrating the cooperative spirit that makes ECEC special. Members are also encouraged to attend our Annual Meeting each March, where they can hear updates about the cooperative, learn about important projects and initiatives, participate in director elections, and exercise their voice as member-owners.

Getting involved with ECEC doesn't have to be a huge time commitment. Many of these programs are meant to fit into your schedule. Whether you would like to serve on a committee, attend an event, or stay informed, every connection matters. Responding to surveys, following ECEC on social media, reading cooperative publications, or sharing feedback with our staff are all valuable ways to engage.

As we approach our 90th year of service, I am continually reminded of the incredible value of being a cooperative and having engaged members. The cooperative model succeeds because members care enough to participate, share their perspectives, and support one another.

Whether you're interested in joining the Member Advisory Council, running for a seat on our Board of Directors, or attending a cooperative event, there is a place for you to be involved.



ECEC Board of Directors members tour a substation to gain a firsthand look at the infrastructure and equipment that help deliver safe, reliable electricity.

UNDERSTAND YOUR ENERGY BILL WITH SMARTHUB

When most of us see our energy bill, we glance at the amount due, make a payment, and move on. However, the billing statement includes some extremely useful information that can help you better understand your energy usage throughout the month. Whether you're curious about saving energy and money, comparing your energy use over time, or simply want to know what's on your monthly bill, you can easily access your bills through SmartHub. On SmartHub, you can see a graph of your energy use, compare your billing history, and look at trends that may help paint a clearer picture of your household's electricity consumption.

How you receive your bill is important to accessing information and understanding. Members on traditional paper billing receive their bill in the mail well after those on ebill. Those who receive an ebill statement, or electronic billing statement, receive a text and/or email notification that their bill is ready. The bill is ready notification is not your full bill. This is just a notification to let you know you can view your bill at any time in SmartHub. Using SmartHub, ebill members can view the same statements mailed to non-ebill members, without waiting for the mail!

Visit ecec.com/my_account/smarthub, log in to your account, and navigate to **Bill & Pay>Billing History** to view statements.



Understanding Your Energy Bill

Once you view your bill, it can be overwhelming. There is a lot of information packed onto two pages, but each section serves a purpose. The front page of your statement includes totals, due date, charge/credit history, some quick energy consumption facts, and important safety and informational messages.

Page 2 (or the back of your statement) offers the most detailed view of your month's charges. Along the top is your basic account information, including your account number, address, and the billing period.

Below that, see a breakdown of the charges on your account. The monthly service charge helps cover the cost of maintaining the electric system and ensuring power is available whenever you need it. The energy charge reflects the amount of electricity your household used during the billing period (per kWh). The monthly demand is not a charge, but just a visual reminder of your home's energy demand for the month. Finally, there are applicable taxes, fees, or adjustments.

While your monthly statement provides a summary of your account, SmartHub takes it a step further by allowing you to explore your energy use a little deeper.

Use SmartHub to Explore Your Energy Use

SmartHub gives you access to information beyond your monthly statement. By reviewing your energy use history, you



can compare your usage from month to month and look for trends.

Within SmartHub, you can:

- **View your current and past bills**
- **Review your energy use history**
- **Compare your usage from previous months or years**
- **View daily energy consumption**
- **Track how your energy use changes over time**

These tools can help you better understand your household's energy patterns and how everyday activities can impact electricity use.

If You Have Questions About Your Energy Use

If you ever look at your bill and have questions, SmartHub is a great place to start. Reviewing your usage history can help you identify changes in your home's energy habits and provide more information before reaching out to our staff.

When comparing energy use, consider looking at:

- **The number of days included in the billing period**
- **How your usage compares to the same time last year**
- **Changes in your household routine**
- **Changes in the weather such as extreme heat or cold**
- **Seasonal equipment or appliances that may have been used more often**
- **New appliances, electronics, or changes in how your home uses energy**

Many factors can influence how much electricity a home uses, including weather, household size, and daily routines. SmartHub helps you see those patterns and provides the information you need to understand your account better.

Understanding your energy use doesn't have to be complicated. SmartHub gives you convenient access to your account information, helping you stay informed and understand your monthly energy use.

Whether you're checking your latest statement, reviewing your usage history, or exploring how your home uses electricity, SmartHub puts the information you need right at your fingertips.



SAVE THE DATE FOR *Our Member Appreciation Celebration!*



Life is a little sweeter because of members like you! Stop by for a jam-packed afternoon of family fun. Stop by for pie, ice cream, coffee, family fun, and your chance to take home a complimentary jar of jam from AVenue Orchards (while supplies last). We hope you'll spread the word and join us!

OCTOBER 10, 2026 | 1PM-4PM
8214 US HWY 12 | FALL CREEK, WI 54742

***Eau Claire Energy
Cooperative***

Your Touchstone Energy® Cooperative 



CALLING ALL HIGH SCHOOL STUDENTS!

*Become an Eau Claire Energy
Cooperative Youth Ambassador!*

Are you looking for an exciting opportunity to explore the cooperative difference, learn from area leaders, and experience how Eau Claire Energy Cooperative demonstrates our commitment to community? Youth Ambassadors (YA) at Eau Claire Energy Cooperative have a ton of fun. They do so while making connections in the community and adding extracurriculars to their college applications. Throughout the school year, Youth Ambassadors will meet once per month for educational learning sessions, field trips, and community service projects, followed by lunch. If this sounds like fun to you, apply today!



Apply now at www.ecec.com under the "Community" tab or by following the QR code. Current Youth Ambassadors are encouraged to invite friends and classmates to join.



2026-2027 Meeting Dates

September 16, 2026	February 17, 2027
October 14, 2026	March 17, 2027
November 18, 2026	April 14, 2027
December 16, 2026	May 12, 2027
January 20, 2027	

All dates are subject to change based on school schedules or other YA commitments.

Eau Claire Energy Cooperative

Your Touchstone Energy® Cooperative 

Monica Obrycki, President and CEO

**Taylor Skibba, Marketing and
Communications Coordinator**

HOMEOWNERS
GUIDE TO

DIGGERS HOTLINE®

Before you dig, know what's below. Failing to contact Diggers Hotline before digging can result in damaged utility lines, power outages, costly repairs, service interruptions, and serious injury.

**BEFORE YOU DIG, DIAL 811 OR VISIT:
DIGGERSHOTLINE.COM**

- 1. NOTIFY**  Notify Diggers Hotline by calling 811 or making an online request 3 business days before work begins. Diggers Hotline will transmit information to affected utility operators.
- 2. WAIT**  Wait 3 business days for affected utility operators to respond to your request. On average, between 7-8 utility operators are notified for each request.
- 3. CONFIRM**  Confirm that all affected utility operators have responded to your request by comparing the marks to the list of utilities Diggers Hotline notified.
- 4. RESPECT**  Respect the marks. The marks provided by the affected utility operators are your guide for the duration of your project. If you are unable to maintain the marks during your project, please contact Diggers Hotline to ask for a relocate.
- 5. DIG CAREFULLY**  Dig carefully if you can't avoid digging near the marks (within 18 inches on all sides). Consider moving your project to another part of your yard. If you must dig near the marks no mechanized equipment can be used within 18 inches of the marks; only hand digging is allowed.



8214 Hwy 12, P.O. Box 368, Fall Creek, WI 54742-0368
www.ecec.com   

Lobby Hours: 7:30 a.m.–4:30 p.m. Monday–Thursday;
7:30 a.m.–11:30 a.m. Friday

Non-emergencies: 715-832-1603

Emergencies & outages: Toll FREE 800-927-5090
24 hours a day, 7 days a week

Diggers Hotline: 811 or 1-800-242-8511
Call 3 working days before you dig.

ECEC's lobby will be closed August 3–7 for lobby renovations and September 7 for Labor Day.