

Important Account Information Enclosed!



A Touchstone Energy® Cooperative 

May 2018

As we get ready to go live with our new customer information system, please be aware of the following dates:

May 15th - Last day Bill4U will be available

June 4th - Will be the day the first new statement will be mailed

May 16th and 17th - Customer information system unavailable to process payments

May 21st - New and improved customer information system goes live



What do these dates mean to you, our member?

If You Currently Pay Online

Unfortunately, none of your login information will transfer to the new system, SmartHub. Once you are logged into SmartHub you will have to set up your account information. **New Dunn Energy account numbers will be assigned and will be listed on your June statement.** Please contact our office after May 21st for your new account number if you would like to set up your account before the May billing statement is mailed.

If you currently receive paperless billing statements you will have to reset that option in the new system. All accounts will receive a paper billing statement in June.

Credit/Debit Card Payments

To protect your identity, your credit/debit card account number will not transfer to the new online bill pay system. After you set up your account you will have to re-enter your information.

Mobile App

You can manage your account when you're on the go with your smartphone. The SmartHub app is free and available for download from the Apple Store, Google Play, and other Android markets after the go-live date of May 21st.

Need Help Signing Up for SmartHub Online Bill Pay?

Dunn Energy Cooperative member service representatives will be available at the cooperative office Monday – Friday from 8 a.m. to 4 p.m. to help you sign up for online bill pay. With this new system, we encourage members to pay their bill online. If you do not have access to the internet or do not feel comfortable paying online, you will still be able to mail in your payment the traditional way.

Pay Now Option

This is a new payment option available with the new system. You will be able to make a one-time online payment by credit card, savings, or checking account. Registration will not be required. There will be a link on our website to access the Pay Now page.

To Make Payment by Credit/Debit Card by Phone Call 844-749-3050

This is Dunn Energy's designated phone number for credit and debit card payments. You can continue to call our office with a card payment, but **you will be redirected to a secure line where you will enter your card information and your payment will be processed.**

Calendar of Events

May 2018

- 3-5 Thrift, Quilt, & Bake Sale**
- Christ Lutheran Church, Menomonie – Thur-Fri 8 a.m. – 4 p.m. and Sat. 9 a.m. - Noon
- 26 Downsville Community Museum Pancake Breakfast**
- Downsville – 8-11 a.m. – Pancakes, sausage, and juice/ coffee - Free will donation

If you have any upcoming events you'd like to post in our calendar, please call Jolene at 232-6240 or email her at jolene@dunnenergy.com.



Not available until May 21.

Features

- ▲ Easy to navigate
- ▲ Sign up for paperless billing
- ▲ Pay your bill
- ▲ Set up recurring payments
- ▲ Store payment methods
- ▲ Monitor your usage
- ▲ Receive account notifications by e-mail or text (you choose!)
- ▲ Contact Dunn Energy



Scan this QR code to access SmartHub in the Android Market.



Scan this QR code to access SmartHub in the Apple iTunes App Store.