



**Oakdale Electric
Cooperative**

Your Touchstone Energy® Partner 



LET'S CONNECT

When we say that we live in a “connected” world, most of us think about technology, like our smart phones and other devices. But when you’re a member of an electric co-op, there’s so much more to

being part of our connected co-op community.

We greatly value our connection to you, the members we serve. And we’d like to help you maximize the value you can get from Oakdale Electric Cooperative through a variety of programs, products, and services that we offer our members. For example, we can help you save money on your energy bill through incentives and rebates. When you download our SmartHub app, you can monitor and manage your home energy use, pay your bill online, sign up for Operation Round Up, and access a menu of additional options for potential savings and more. You can even sign up for text alerts/push notifications, so that you can receive advance notices on many different items including outage and restoration information and billing updates.

When you follow us on Facebook, Twitter, and/or Instagram, you can stay up to date on power restoration efforts, tree trimming planning, co-op director elections, giveaways, and more. You’ll also see photos of our line crews in action and our employees helping with community service projects—and who doesn’t enjoy seeing good things happening in our communities!

By connecting with us, you can get real-time updates

from your co-op. That’s why we want to make sure we have your most current contact information on hand. If we can’t connect with you on these platforms or in-person, you could miss out on potential savings or important information.

Oakdale Electric Cooperative relies on data for nearly every aspect of our operations, and up-to-date contact information from our members helps ensure that we can provide the highest level of service that you expect and deserve.

Updated contact information can even speed up the power restoration process during an outage. That’s because when you call to report an outage, our automated system recognizes your phone number and matches it with your account location.

Accurate information helps our outage-management system predict the location and the possible cause of an outage, making it easier for Oakdale Electric Cooperative crews to correct the problem.

We hope you will connect with us whenever and wherever you can—whether that means attending our annual meeting, reading our monthly magazine, providing feedback on a recent visit or call with our employees, or simply downloading our app.

Oakdale Electric Cooperative exists to serve our members, and when we’re better connected to you and our local community, we’re better prepared to answer the call.

To update your contact information or to learn more about co-op products and services that can help you save, visit www.oakdalerec.com, or call us at 800-241-2468.

We look forward to connecting with you in 2021!

Chris Tackmann, General Manager/CEO

MY CO-OP

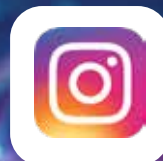
CONNECT WITH US



Website



Facebook



Instagram



Twitter



SmartHub



SMARTHUB CONNECTION



Oakdale Electric Cooperative's online bill payment system, SmartHub, has a new feature that will help members take control of their accounts. It's called SmartHub Voice Assist. Now you can connect your SmartHub account to a Google Home or Alexa to pay your bill, get payment history, check your usage and balance, look for service issues, and more.

SmartHub Connection: Here are some tips to connect with Oakdale Electric Cooperative through your smart home device.

Devices Supported

All Amazon Echo and Google Home devices are supported.

This includes:

Amazon Echo, Amazon Echo Dot, Amazon Echo Plus, Amazon Echo Show, Amazon Echo Spot, Google Home, Google Home Hub, Google Home Max, Google Home Mini

Functionality Available

Below is a list of the current functionality included in SmartHub voice assistant:

- What is my account balance?
- What's my payment amount?
- When's my due date?
- How much do I owe?
- What's my electric bill?

Most Recent Billing and Payment History

- What was my last payment amount?
- What was my prior billing?
- What is my payment history?
- What is my last bill?

Payments

You can make a one-time payment with a previously stored payment option.

Current Outage Information

- Is there an outage?
- Do I have any outages on my account?
- Is my power out?

Account Number

- What's my account number?

Custom Alerts

- Any news?
- Any alerts?
- Is there any information available?

Help

- You can request your current balance, get information about your last payment, check for outages on your accounts, read your account number, and get information or alerts. We are always adding new features to better serve you.
- You can ask for alerts, inquire about your current account balance, read your linked accounts, check outage statuses, and read utility alerts.

SmartHub Voice Assistant SET-UP GUIDES

Google Home Devices

AUTOMATIC SETUP

1. Ask the Google Assistant to open your app (ex. “Hey Google, let me talk to SmartHub”).
2. Review and agree to Google Assistant privacy policy when prompted.
3. Link your SmartHub account when prompted. SmartHub app will be sent to the provider search where the user can select the provider and then will be taken to the log-in page.

MANUAL SETUP

1. Open the Google Assistant on your phone.
2. Select the Compass icon in the bottom right to open the Action Directory.
3. Search for the action you wish to enable.
4. Select that action and you will be prompted to link your account. SmartHub app will be sent to the provider search where the user can select the provider and then will be taken to the log-in page.

Amazon Echo Devices (Alexa)

AUTOMATIC SETUP

1. Ask Alexa to talk to SmartHub: “Alexa, let me talk to SmartHub.” Alexa will respond: “Okay, here’s SmartHub. To use it, you’ll need to go to the Alexa app and complete setup.”
2. A card will appear in the Alexa app that will prompt you to enable the skill and link your account.

MANUAL SETUP

1. Open the Alexa app on your mobile phone or tablet.
2. Select Skills & Games from the menu.
3. Search for “SmartHub.”
4. Enable the “SmartHub” Skill.
5. Select **Oakdale Electric Cooperative** from drop-down.
6. You will be directed to the SmartHub log-in page—log in using your SmartHub credentials.



Echo Dot Giveaway

We're giving away five [5] Echo dots to members to encourage the SmartHub Connection. To be eligible for the Echo Dot Giveaway, members need to enroll [or be enrolled] in Operation Round Up.

Operation Round Up, a voluntary community support program helps local organizations and worthy causes via spare change. Oakdale Electric Cooperative members can choose to have their monthly electric bills rounded up to the nearest dollar, with the exceeding cents going towards Operation Round Up.

Round up your monthly electric bill to the nearest dollar and the remaining cents will go towards Operation Round Up. The average annual contribution from a cooperative member is \$6. The most a member could contribute is \$11.88 (99¢ a month). A listing of the 2020 Operation Round Up donations is listed on page 18.



To enroll in Operation Round Up, and be eligible for the Echo Dot Giveaway, view page 18.

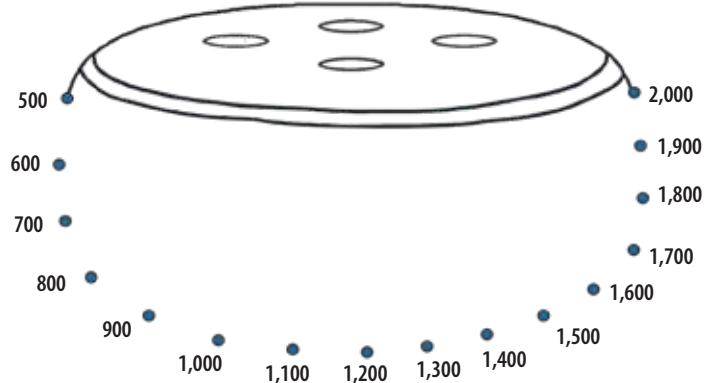


1,900 MEMBERS
 donated \$12,000 in 2020
\$92,000 since 2002

- 10 – Pairs of shoes for Kids in Need
- 4 – Benefits
- Tomah Fire Department
- Tomah FFA
- Outdoors Forever
- School District of Mauston
- Tomah Youth Hockey
- Queen of the Apostles School—PTA
- Boys & Girls Clubs of West Central Wisconsin, Reedsburg Club
- Nekoosa Fire Department
- Mauston Area Youth Soccer
- Juneau Co. CADVSEA
- Faith in Action Volunteers Compass
- Learning Center Generations Dance
- Academy Caring Closet
- Christine's Center Stage Dance Studio n.a.s.a.
- Monroe County Agricultural Society
- Juneau County Agricultural Society
- Elroy Fair
- Sauk County Agricultural Society
- Brighter Tomorrows
- Tomah Area Historical Society Museum
- Camp Douglas Food Pantry
- Ecumenical Bread Basket Food Pantry
- Elroy Food Pantry
- Maustom Community Sharing Pantry
- CouleeCap, Inc.
- Necedah Food Pantry
- Neighbor for Neighbor, Inc.
- New Lisbon Food Pantry
- Ontario Food Pantry
- PANS
- Reedsburg Area Food Pantry
- Wilton Food Pantry
- Wonewoc-Union Center Food Pantry
- Toys for Tots—Tomah
- Tomah High School—DECA
- Mr. Ed's Community Thanksgiving Dinner
- New Lisbon Community Supper
- Mauston Sharing Supper
- Cranberry Country Lioness
- Elroy United Methodist Church

CONNECT THE DOTS

to 2,000 member participants



Help Operation Round Up reach 2,000-member participants by enrolling. Your spare change is connected to help those in need.



Echo Dot Giveaway Details We're giving away five [5] Echo dots to members to encourage the SmartHub Connection. Five [5] winners will be selected by drawing on Friday, February 26, 2021. To be eligible for the Echo Dot Giveaway, members need to enroll in Oakdale Electric Co-op's Operation Round Up. Members currently enrolled in Operation Round Up are automatically entered into the Echo Dot Giveaway, and do not need to re-enter.

Operation Round Up Enrollment Options

CALL 1-608-372-4131 Monday – Friday from 7:30 a.m. – 4 p.m. and speak to a member services employee.

CLICK Visit www.oakdalerec.com/operation-round and enroll online.

CLIP Return the completed entry form with a bill payment, or place in the drop box at the co-op administrative building [489 N. Oakwood St, Tomah, WI]

YES, I would like to enroll in Operation Round Up!

Please round my electric bill to the next highest dollar, with the difference placed in Operation Round Up.

Member Name _____

Member Number _____

Address _____ City _____ State _____ ZIP Code _____

Email Address _____

Please return this form to Oakdale Electric Cooperative, P.O. Box 40, Oakdale, WI 54649

Chris Tackmann, General Manager/CEO

P.O. Box 40, Oakdale, WI 54649
 608-372-4131 • 800-241-2468

info@oakdalerec.com

Deana Protz, Editor



Oakdale Electric Cooperative

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Office Hours: Monday–Friday, 7:30 a.m.–4:00 p.m.
 24-Hour Emergency Power Restoration: 800-927-6151
 Toll-free Online Bill Payment 866-392-4307

Diggers Hotline: For underground cable locates and power line clearance information, call 800-242-8511.