

THE OUTLET

The Official Member Newsletter of CORE Electric Cooperative

March 2022

POWER IN YOUR HANDS

Arriving in April: Our New App

Next month, you will have a new way to easily access your account!

As part of many upgrades we are making to your member experience, **our app will be available for download on both iOS and Android devices starting April 4.** The app will allow you to:

- Pay your bill and view billing history.
- Sign up for Auto Pay and request paperless billing.
- View and manage your energy use.
- Set custom account notifications and alerts.
- Update your contact information.
- Get the latest CORE news.
- Start and stop service.



Countdown to Control, Choice, Convenience

Please take note of these **important dates regarding your Member Experience Upgrades.** Visit our website, www.CORE.coop, for additional info. If you have any

questions, our Member Service Representatives are here to help at (800) 332-9540, 7 a.m. to 7 p.m. Mondays through Thursdays and 7 a.m. to 5:30 p.m. Fridays.

March 1-23

Access and pay your bill as you normally do.

March 24-April 3

Online and phone payments **will not be available** as we upgrade our system. **Bills will not have due dates that fall during this window.**

Monday, April 4

Our new app and account management and payment services launch! Visit www.CORE.coop on or after this date to download the app and/or access your CORE account.

Additional Account Options at Your Fingertips April 4



Pay your bill at local retail locations. Just open up the app to locate the nearest participating retailer.



Easily access and view detailed energy usage info – including hourly, daily, weekly and monthly data – in the new app or by logging in at www.CORE.coop.



Current eBill members: On or after April 4, you will be notified that your bill is ready. Your bill will not be attached to the email, but will be available in the new app or by logging in at www.CORE.coop.

These and other account management upgrades will be **available starting April 4** at www.CORE.coop.

Sneak Peek: Your New Bill

Your next bill will have a **new look**, but still includes important information regarding your account and usage. Check it out when next month's bill arrives on or after April 4.



College-Bound? A CORE Ed Grant Can Help



CORE will award **\$2,000 grants to 35 graduating high school seniors** who plan to continue their education. Five recipients from each of our seven director districts will be chosen at random via a lottery-type drawing at the June 2022 board of directors meeting.

Visit www.CORE.coop > My Community > CORE Commitments > Education Grants for more information and to apply. The deadline for applications is 5 p.m. Friday, June 10.

Capital Credits Update

As a member-owned cooperative, **CORE returns profits to members as capital credits** when our financial condition allows. Our board of directors will decide this spring whether to issue capital credits in 2022. If approved, capital credits will be issued later in the year because of upgrades to our account management system.