



Lewis County REC

A Touchstone Energy® Cooperative 

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From the desk of Travis Mathes

Manager of Member Services



May always seems to arrive faster than expected. One minute we're bundling up against the chill of winter, and before we know it, the days are longer, the grass is greener, and the pace of life feels just a little lighter. It's a season of transition—school years winding down, summer plans taking shape, and kids eagerly counting down the final days until they're free for summer break. That sense of excitement is contagious, and it's something we all look forward to this time of year.

Here at Lewis County REC, we're feeling that same sense of anticipation and new beginnings. We're excited to share that we are in the process of undertaking a major software conversion that will enhance the way we serve our members. On June 1, 2026, we will officially launch our new SmartHub mobile app and web portal—a system designed to give you more control, convenience, and insight into your account.

SmartHub is built with our members in mind. It will allow you to access your account anytime, anywhere, making it easier than ever to manage your electric service. With features like billing and payments, you'll no longer have to wait for your bill to arrive in the mail. You can securely view and pay your bill online at your convenience. The platform also offers alerts and notifications, keeping you informed about important account updates through email or text. For those who like to keep a close eye on their energy use, SmartHub provides detailed usage monitoring tools to help avoid surprises and make informed decisions that could reduce your bill. And for those tired of waiting on the mail to arrive, paperless billing allows you to save time and instantly have your bill in hand.

As we prepare for this transition, there are a few important dates and details we want to make sure all members are aware of. Beginning after 12:00 p.m. on May 26, 2026, payments by debit

or credit card will no longer be available on our website during the transition period. However, cash and check payments can still be made in our lobby, mailed to our office, or placed in the night drop box. Please note that some payments made during this time may not post to your account until the new system is fully in place.

For members currently enrolled in Auto Pay using a debit or credit card, action will be required. On or after June 1, 2026, you will need to register your account in SmartHub and re-establish your Auto Pay settings within the new system. We understand this is an adjustment, and to help ease the transition, a grace period regarding late fees will be in place.

Once SmartHub launches, we will provide step-by-step instructions on how to register your account and re-activate Auto Pay on our SmartHub support page at lewiscountyrec.org/smarthub. If you have questions or experience any issues during the registration process after launch day, our customer service team will be ready to assist you via email at lewisrec@lewiscountyrec.org.

We know that transitions like this can come with temporary inconveniences, but this upgrade is an important step forward in providing you with better tools, better access, and better service. Our goal is to make managing your account simpler, faster, and more efficient—so you can spend less time worrying about your bill and more time enjoying the moments that matter most.

As we step into the summer season, filled with sunshine, family time, and well-deserved breaks, we're excited to take this step forward together. Thank you for your continued support and patience as we work to serve you better. Here's to a smooth transition and a great start to summer.

2026 Annual Meeting

Lewis County REC was established in 1936, and this year marks 90 years of dedicated service to our members. The cooperative's longevity and success would not have been possible without the continued involvement and support of our member-owners throughout these nine decades.

Participation in the Annual Meeting is an important way to stay engaged and help ensure the cooperative remains strong for the next 90 years. We encourage all members to take part in this year's meeting, which will be held on Thursday, August 6.

To provide greater accessibility, this year's Annual Meeting will be conducted in a hybrid format, offering several convenient ways for member-owners to participate. Each member-owner will receive a ballot and return envelope in the July edition of Rural Missouri magazine. Those who choose to vote by mail may return their ballot using the prepaid envelope by July 17.

Members may also vote absentee in person at the office

from 7:30 a.m. to 4:00 p.m., July 29 through August 4, and from 7:30 a.m. to 6:00 p.m. on August 5 and 6. If you are unable to enter the office, please call ahead, and staff will assist you in the parking lot so you can register and vote.

Regardless of the method used to register or vote, each membership will receive a \$20 bill credit for participating. The Board of Directors has worked to make participation as convenient as possible and encourages all members to take part in the cooperative's business.

For those who wish to attend in person, the business meeting will be held at 6:00 p.m. on August 6 in the boardroom at the Lewis County REC office. The meeting will also be livestreamed on our website at www.lewiscountytrec.org.

Reports presented during the meeting will also be published in the July edition of Rural Missouri magazine.

Please mark your calendar and make plans to participate in the 2026 Annual Meeting of Lewis County REC

TIPS TO AVOID

ENERGY SCAMS



If you receive a call from someone stating you have overpaid your energy bill and you should provide your banking information or a credit card number to receive a refund, hang up because it's likely a scam. If you overpay your bill, your utility will apply the overpayment credit to your account balance or mail a check. They will not call and request your banking information to issue the refund.

Source: Utilities United Against Scams



WEATHER PROVERBS

- A cold May is kindly and fills the barn finely.
- The weather usually clears at noon when a southerly wind is blowing.
- With dew before midnight, the next day will sure be bright.
- When the thrush sings at sunset, a fair day will follow.
- Plant the bean when the moon is light; plant potatoes when the moon is dark.
- Clover contracts its leaves at the approach of a storm.
- Wind roaring into the chimney, there is rain to come.
- A late spring is a great blessing.

Our office will be closed on Monday May 25th in observance of Memorial Day!



SMARTHUB IS COMING SOON



Lewis County REC

Your life is busy and managing your account can feel complicated. With our new SmartHub tool, it won't be. Save time and money by managing your account anytime, from anywhere.

HOW CAN SMARTHUB HELP YOU CONTROL YOUR ACCOUNT?

Our SmartHub mobile app and web portal will keep you informed and will show you how to save time and money on your bills.



Billing & Payments: No more waiting for your bill to arrive in the mail, access your bill at anytime from anywhere. Save time with easy payment options to avoid late fees and service interruptions.



Alerts & Notifications: Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

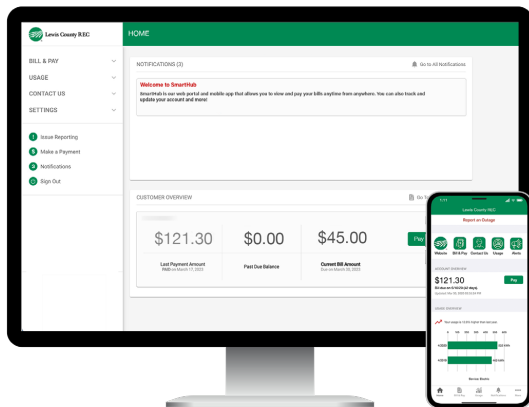


Usage Monitoring: Worrying about usage or surprising bill amounts can be stressful. With access to this information, you can be in control and make decisions that can help reduce your bill.



Paperless Billing: What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

SmartHub gives you complete control over your account by giving you the tools that deliver the right information at the right time so you can make the right decisions about your account.



IMPORTANT INFORMATION

On **June 1, 2026**, we will be launching our new SmartHub mobile app and web portal. This new system has features to help you save time and money.

Some payment options will be unavailable **during this transition time**. Payments will not post to your account until the new system is in place. Visit lewiscountyrec.org/smarthub for more information.

lewisrec@lewiscountyrec.org

ATTENTION: DEBIT AND CREDIT CARD AUTO PAY MEMBERS!



On June 1, 2026, if you are currently registered for Auto Pay with a debit or credit card, you will be required to re-register for Auto Pay in our new SmartHub payment system!

IMPORTANT DATES AND INFORMATION



If you are on our current Auto Pay system using a debit or credit card, please take note of these dates. We will have a grace period regarding late fees.

On **June 1, 2026**, please register your account in SmartHub. We will have information on how to re-register for Auto Pay on our SmartHub support page at lewiscountyrec.org/smarthub.

PAYMENTS DURING SYSTEM TRANSITION

After **12:00 p.m.** on **May 26, 2026**, no payments will be able to be made via debit or credit card on the website during this transition period.

Cash and check payments can still be made in our lobby or checks can be mailed or left in our night drop box.



NEED SOME ASSISTANCE?

After launch day on **June 1, 2026**, if you have questions or issues with the registration process, you may email customer service at lewisrec@lewiscountyrec.org.



WEB & MOBILE INSTRUCTIONS

After we launch on **June 1, 2026**, we will have instructions on how to register your account and re-activate your Auto Pay settings on our SmartHub support page at lewiscountyrec.org/smarthub.