



Rio Grande Electric Cooperative, Inc.

# Update



February 2013



## A Message From The General Manager/CEO

By Dan Laws

*“. . .improving your experience  
with RGEC.”*

February is the month our auditing company, EideBailly, LLP, comes in to audit our financials. This is an extremely busy time of year for our accounting group. They are closing out 2012 business and responding to the requests of the auditors. All of this is happening, in addition to their normal duties, which are significant in and of themselves. As a member-owned corporation, RGEC has an even greater responsibility to ensure that the funds are properly accounted for, because they are your funds.

In an effort to be open and transparent, we post our audit on the RGEC website, [www.riogrande.coop](http://www.riogrande.coop) for members to review, if they wish. There is a wealth of information provided on the website that you will find interesting and useful. All of the information is aimed at improving your experience with RGEC, making RGEC transparent, and allowing you access to information that you may need from time to time, that is relevant to your membership in Rio Grande Electric Cooperative.

If you are a faithful reader of our magazine, then you have no doubt noticed that we are now offering the SmartHub App for smartphones. The SmartHub App gives you the ability to pay your electric bill from your smart phone, monitor your usage on a daily basis, report problems with your service and review your billing/usage history. This tool is being provided to help you know what drives your usage, and therefore, your bill, as well as a convenient way for paying your bill.

The app for iPhones is free from the Apple App Store, and the Android version is available from Google Play. Downloading it takes only a minute or two, depending on the quality of your connection to the internet. If you already have an E-bill username and password, you can use them to access SmartHub, which is taking the place of E-bill. If you're not currently enrolled in E-bill, follow the prompts on the SmartHub App to create your username and password, or simply call our consumer accounting department at 800-749-1509. Once you have done this, you can enter them when prompted by the app to access your usage information.

I realize that many reading this article don't have smartphones, don't want a smartphone and don't care about having the information this app provides, but there are many who do. And, those who do want this information will really be able to appreciate the easy user-friendly way in which it is provided.

SmartHub was developed by RGEC's software partner NISC (National Information Solutions Cooperative). Since NISC is a member-owned corporation, RGEC is part owner, since RGEC is part owner you are part owner. This kind of business model insures that you get the best service available, because there is no contradiction in business goals. Both NISC and RGEC are focused on you.

As you know, RGEC has a very large service area. I sincerely believe that the use of technology is the best way to shorten the distances and allow us to better manage the flow of energy and information to you. The directors of RGEC have been strong advocates in support of technology and have stepped up to the plate, themselves. Their reports and the information they need to do their jobs are all provided in electronic format. Our hope is that you see the value in what we are providing, and that you are encouraged that we are not stagnant.