

March 2023



Pay-by-phone



Outage restoration



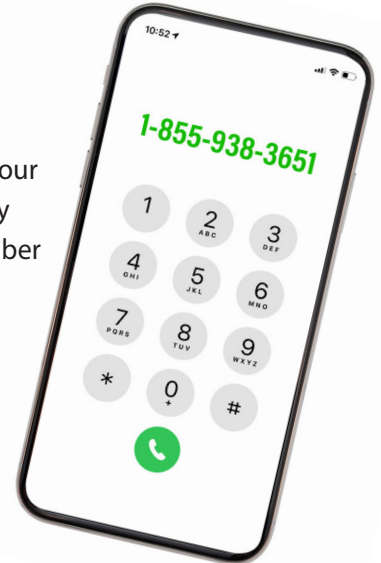
Drone safety

NEW pay-by-phone number

Nolin RECC offers members multiple ways to pay on your account. One way for members to pay your bill 24 hours a day, 7 days a week with your Visa/Mastercard is by phone. The number to call to pay by phone changed on February 1, 2023 to 1-855-938-3651. You will need your Nolin account number to use this secure, automated system.

In addition to this method of payment, one of the quickest and most secure ways is through our free SmartHub app. SmartHub can also be accessed on our website. To set up a SmartHub account, you will need your Nolin account number and a valid email address.

Find all the ways we offer to pay your bill at www.nolinrecc.com/pay-your-bill



What we do when your power goes out



1

Assess damage and protect the public

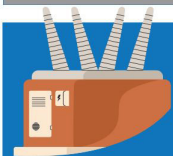
We must ensure that all downed wires are made safe and roads are accessible to restoration crews. At this point we patrol damaged circuits to assess infrastructure damages.



2

Repair transmission lines

Under our priority system, repair crews typically first address problems with transmission lines and substations that serve large numbers of members, and restore critical members such as hospitals and public safety facilities, water treatment facilities, etc.



3

Repair substations

While problems with transmission lines are being resolved, crews also begin to work on substations and primary lines that serve many members.



4

Repair distribution lines

Lines and transformers within neighborhoods and the wires that connect them to homes and businesses come next -- starting with areas that involve the most members.



5

Repair neighborhood tap lines

Crews then target secondary lines that serve local neighborhoods.

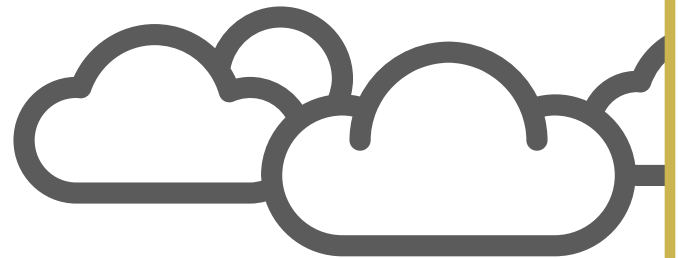
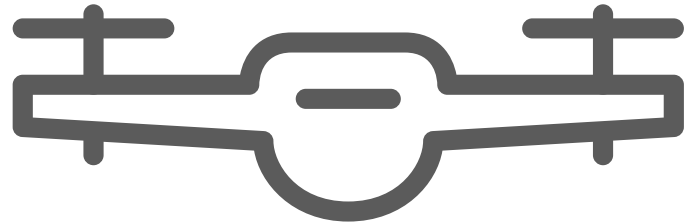


6

Connect individual customers

While you are waiting for your power to return, please know that we are doing everything we can to restore your electric service as quickly, and as safely as possible.

DRONE SAFETY



- Only Fly in Good Weather
- Observe Your Line of Sight
- Do NOT Fly Around Power Lines
- Do NOT Fly Over People
- Always Fly with Adult Supervision
- Know Where You Can Fly Legally

