

NORTH WEST

Your Touchstone Energy[®]
Cooperative



Contact Information



800-766-2099



nwrec@nwrec.coop



www.nwrec.coop



**nwrec
app**



scan
for
Apple



scan
for
Android



**P.O. Box 435
Orange City, IA 51041**



Orange City Office - Headquarters
Hours: 7:30am - 4pm
1505 Albany Pl SE Orange City, IA 51041

Le Mars Office
Hours: 9am-3pm Tuesday - Thursday
2496 Lincoln Ave SW Le Mars, IA 51031

Ida Grove Office
Hours: 9am - 2pm Wednesdays
5975 Highway 175 Ida Grove, IA 51445

Primghar Service Center
Dropbox outside service facility
880 Industrial Park Rd Primghar, IA 51245

**An outside depository box is available
24/7 at each location.**

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How Do I?

**Report
an
Outage**

Call us at 800-766-2099 to report an outage or submit an outage online through SmartHub.

**Pay my
Bill**

1. Mail your payment.
2. Pay in person at your local REC office.
3. Place your payment in the dropbox located outside each office.
4. Set up your account for auto bank draft.
5. Pay your bill online using SmartHub.

**Transfer
my service**

Call us at 800-766-2099.

**Apply for
a Rebate**

Fill out the correct rebate application on our website and send us a copy of your invoice.

**Get a
Locate**

Call Iowa ONE CALL at 1-800-292-8989 or you can call by dialing 811. Call 2 days before you dig.

**Buy a
Water
Heater**

Come to the office, we have water heaters on hand for our members. Call first if you need one from Primghar or Ida Grove.