

# Member Engagement Survey 2025

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**We Want Your Feedback!** North West REC is conducting a Member Engagement Survey to ensure we continue providing safe, reliable, and affordable electricity. Your input is essential in helping us improve and plan for the future.

## Survey Open until May 31, 2025!

Take the survey online: [www.nwrec.coop/member-survey-2025](http://www.nwrec.coop/member-survey-2025)  
Prefer a paper copy? Call our office, and we'll mail you one! Scan the QR code with your phone for the direct link to survey.

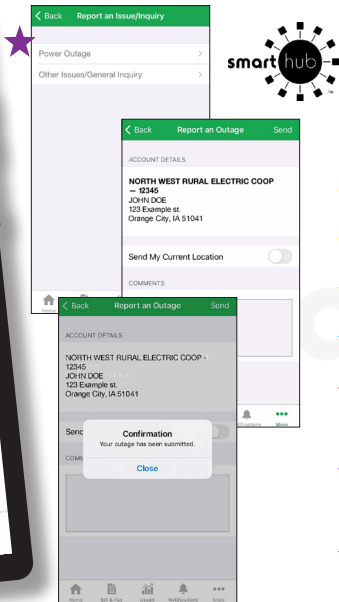
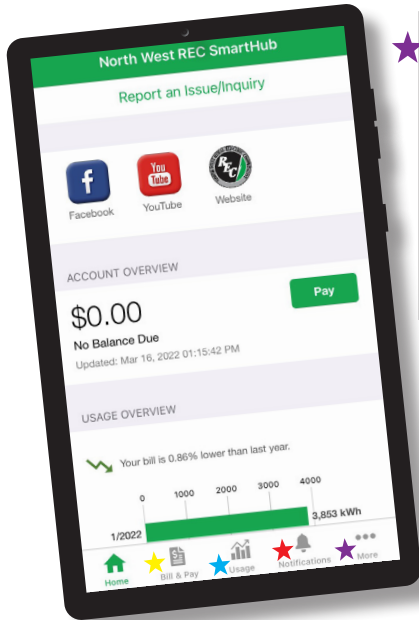


## Enter to Win!

Complete the survey by May 31, 2025, for a chance to win a Blackstone grill, a Frosted Frog 54-quart cooler, or one of eight \$100 bill credits!

Your feedback matters—thank you for helping us improve your cooperative!





# Sign up for SmartHub!

## With SmartHub you can:

- ★ Pay your bill
- ★ View Payment History
- ★ View current and past bills
- ★ View your electricity usage
- ★ Receive email or text alerts for power outages and restorations
- ★ Contact our office with account issues
- ★ Report Power Outages

The "Contact Us" screen in the SmartHub app. It has a green header with "Back", "Contact Us", and "Continue" buttons. Below the header is a section titled "MY CONTACT PREFERENCES" with a red star icon. The text says "Please review your preferred contact settings below." There are two rows of settings: "example@nwrec.coop" with "Email Enrolled" and "(555) 555-5555" with "Text Enrolled". A disclaimer at the bottom states: "\*The timeliness and accuracy of notifications is not guaranteed. You may disable notifications at any time." The bottom navigation bar shows icons for Home, Bill & Pay, Usage, Notifications, and More.