



December 2023

Newsletter

DO YOU HAVE A CAPITAL CREDITS CHECK ARRIVING SOON?

OCEC will be paying out a portion of Capital Credits this month to members who used power during the year 2008. So don't just recycle that envelope before opening it!

Have Capital Credits Questions? Check out the frequently asked questions at <https://ocec.coop/faq/>

OFFICE HOURS UPDATE

Okanagan County Electric and Okanagan County Energy have chosen to move to a year-round office hours schedule. The year-round office hours are now:

Monday – Thursday 7:30am – 5:00pm, closed on Fridays

As always, our afterhours answering service will be available 24/7 for any electric or propane emergencies, questions or messages at (509) 996-2228.

LINECREW INSTALLS REGULATORS

The OCEC Linecrew recently installed a Regulator Bank near the Weeman Bridge. The Regulators are designed to “regulate” the voltage on longer circuits as the amperage (or usage) increases.



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ATTENTION: AUTO PAY MEMBERS!



On January 8, 2024, you will be required to re-register for Auto Pay in our new SmartHub payment system!



Auto Pay Re-Registration

On 1/8/24 we are switching to a new payment system.

If you are currently signed up for Auto Pay with a credit card or checking account, this will affect your account. We have provided some dates and important information for you to easily re-register for Auto Pay in our new system.



Web & Mobile Instructions

After we launch on 1/8/24 we will have instructions on how to register your account and re-activate your Auto Pay settings.

You will find the instructions on our SmartHub support page at ocec.coop/smarthub



Need Some Assistance?

After launch day on 1/8/24, if you have questions or issues with the registration process, you may contact customer service at (509) 996-2228 or info@ocec.coop.

****YOU CANNOT REGISTER UNTIL THE 1/8/24 LAUNCH DATE.****

Dates and Information

Okanagan County Electric is excited about an upgrade heading your way on 1/8/24! If you are currently registered for Auto Pay in our system with a credit card or checking account, mark the following dates on your calendar:



January 1 to January 8, 2024

January 1 is the last day you can make debit or credit card payments until 1/8/24!

Starting 1/2/24 payments will only be able to be made via check, cash or cashier check via mail, OCEC office drop box or Winthrop town hall drop box.

We have some FAQ information on our SmartHub support page at ocec.coop/smarthub.



January 8, 2024

Visit our site to find links and instructions on how to register your account.

YOU MUST REGISTER to re-signup for autopay with your credit/debit card or checking account, paperless billing and to take advantage of all the new features like usage details, account history, outage reporting, easily pay your bill, contact customer service all with your smartphone, tablet, or computer.

You can find more information on our SmartHub support page: ocec.coop/smarthub.