

HIGHLINES

NEWS FOR THE MEMBERS OF PELLA COOPERATIVE ELECTRIC

SEPTEMBER 2026

Join Us for Our Member Appreciation Day Drive-Thru BBQ!

Mark your calendar for **Saturday, September 19, from 11 a.m.-1 p.m.** for Pella Cooperative Electric's annual Member Appreciation Day!

Drive through the co-op for a FREE lunch featuring hamburgers and hot dogs grilled by the Marion County Cattlemen, along with chips, a drink and a sweet treat. Plus, we'll send you on your way with a special member gift as our way of saying **thank you for being part of our cooperative!**

New Route for 2026

We've made a few important changes to the drive-thru route this year to help keep traffic moving safely and smoothly.

Enter from the west on Fifield Road, across from Chick-fil-A, and follow the signs to the Covenant Reformed Church parking lot.

From there, PCEA employees and directors will be ready to guide you along the route and into the co-op.

Be sure to check out the **updated route map on page 2** before you arrive!

Once inside, you'll cruise through our shop, pick up your meal and member gift, and be on your way. Signs and friendly faces will be stationed throughout the route to help keep everything moving.

We can't wait to celebrate YOU, our members! Thank you for being part of Pella Cooperative Electric and for making our cooperative community so great. We'll see you September 19!

While supplies last. Meals are provided for vehicle occupants only.

Pella Cooperative Electric

Your Touchstone Energy® Cooperative 

2615 Washington St.
PO Box 106
Pella, IA 50219

1-800-619-1040
www.pella-cea.org
service@pella-cea.org



Open weekdays: 7:30 am - 4:30 pm;
excluding holidays



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Pella Cooperative Electric is a not-for-profit, member-owned electric cooperative, governed by an elected Board of Directors. This institution is an equal opportunity provider and employer. See pella-cea.org > Non-discrimination Statement for more information.

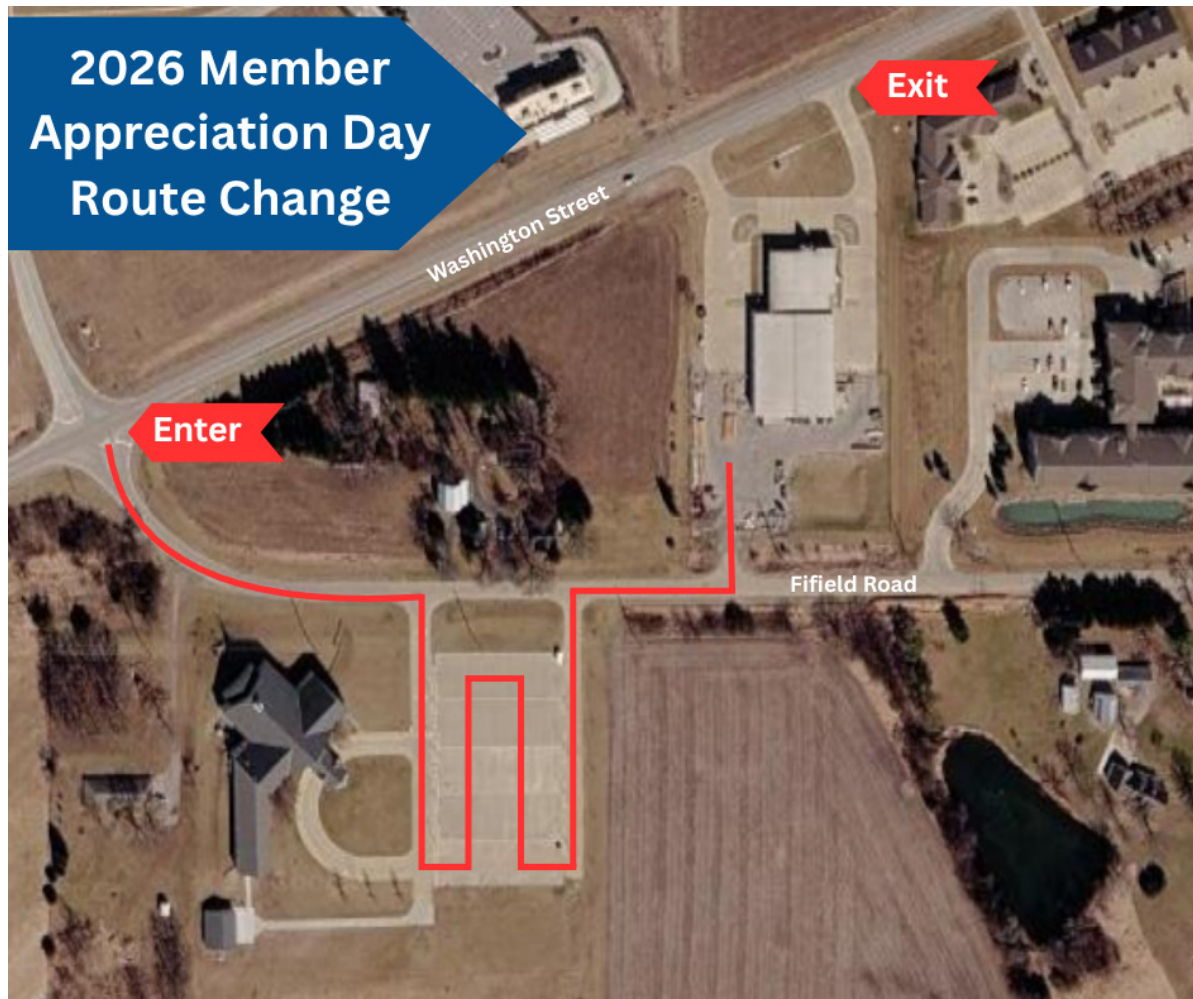
Same Appreciation, Brand-New Route!

Our annual Drive-Through Member Appreciation Day BBQ is just around the corner, and we can't wait to celebrate with you!

This year, we've made another change to our drive-through route to help accommodate the continued growth of this event. With more members attending each year, we've updated the traffic pattern to improve safety for our members, employees, and directors while keeping traffic moving as efficiently as possible.

Please Note: The Drive-Through Route Has Changed for 2026

All members should enter at the corner of Washington Street and Fifield Road. Upon entering, vehicles will be directed into the Covenant Reformed Church parking lot, where traffic will be staged before being released through our shop. Holding vehicles in the parking lot allows us to safely manage the increased number of attendees and maintain a smooth flow of traffic throughout the event.



If you approach from West 16th Street and travel down Fifield Road from the opposite direction, don't worry! Staff will direct you into the church parking lot so you can join the line in the correct location.

Please refer to the route map above before arriving. Our staff, directors, and volunteers will also be onsite to guide you every step of the way.

As always, you'll drive through our shop where our team will be serving up fresh-grilled burgers and hot dogs, along with chips, a drink, a sweet treat, and a special giveaway as our way of saying thank you for your membership and support.

We appreciate your patience and cooperation as we implement this new traffic pattern, and we look forward to celebrating another great Member Appreciation Day with you!

Smart Communication with SmartHub

Have you ever had questions about your electric bill? Do you ever wonder your true usage? If you've ever had questions about your account, our innovative web and mobile app, SmartHub, can help provide some answers.



SmartHub is available through Pella Cooperative Electric's website and as a free mobile app through the App Store (iOS devices) or Google Play Marketplace (Android devices).

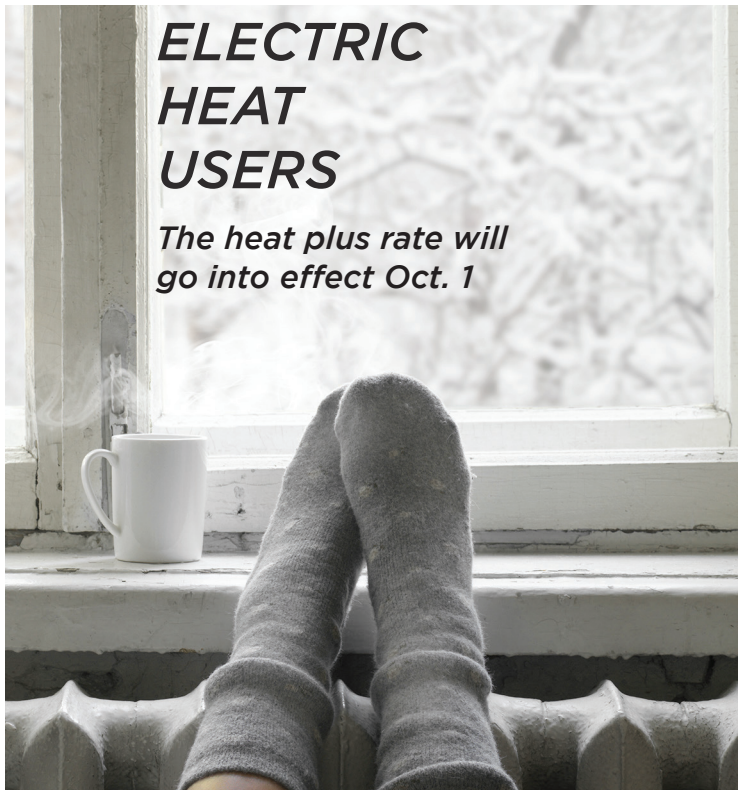
With SmartHub, you'll be able to view detailed usage information and gain insight that can help you better understand your bill. You can easily sign up for auto pay and manage your payment methods with SmartHub. You'll be able to put yourself in the driver's seat of your electric account.

You can also contact us with any issues regarding your service. Take control of your account and make interacting easy with SmartHub.

Learn more at
www.pella-cea.org/smarthub

ELECTRIC HEAT USERS

*The heat plus rate will
go into effect Oct. 1*



STUDENTS:
Are you
interested
in service,
advocacy or
leadership?



Attend our webinar
series in October for
a chance to win a
college scholarship!

Learn more at
IowaYouthTour.com



RECare: Just a Few Dollars Can Go a Long Way

Take the opportunity to make a difference in our community and give back to those in need with the RECare program. The RECare program helps low-income members make weatherization improvements to their home and/or pay their electric bill. Unemployment and unexpected expenses are some of the many reasons why families fall behind on their energy bills.

It's easy to sign up. Fill out this form and mail it back to us, or sign up online at pella-cea.org.

RECare SIGN UP FORM

"YES! I want to donate."

- ☐ Enclosed is a check with a one-time donation.
- ☐ I would like to make a monthly donation of \$ _____.
I understand that this amount will be automatically added to my monthly electric bill.
- ☐ Matching fund contribution. I will make a one-time contribution with a check enclosed. My contribution will be matched by: _____

Account #: _____

Name: _____

Address: _____

City, State, Zip: _____

NAVIGATING YOUR NEW ELECTRIC BILL

Your September bill has a new look! We've redesigned your electric bill with a fresh new look and a more organized layout that's easier to read. The updated design makes key account information simpler to find and features important messages from Pella Cooperative Electric Association more prominently.



Visit us online at www.pella-cea.org
Phone: (641) 628-1040
Toll Free: (800) 619-1040

Important Messages

Summer Lobby Hours:
Our lobby will be open Monday through Thursday, 7:00 a.m. to 4:30 p.m., and Friday, 7:00 a.m. to 11:00 a.m. Regular hours resume on September 7. Outage reporting remains available 24/7.

Member Name JOHN DOE
JANE DOE
12345678

Account # 12345678

Billing Date: 08/10/2026
Current Bill Due Date: 09/01/2026

Previous Balance	\$140.85
Payment Received	-\$140.85
Balance Forward	\$0.00
Current Charges	\$184.22
Total Amount Due 09/01/26	\$184.22

Total Due

\$184.22

Due Date: 09/01/2026

Service Address: 123 MAIN STREET

Meter No.	Rate	Reading From	Reading To	Previous	Readings Present	Multiplier	kWh Usage	Non-Coins Dmd KW	Coins Dmd KW	Ratchet Dmd KW
123456789	RES02	07/01/26	07/31/26	90915	92009	1	1,094	7.71	0.000	0.000

Energy Cost Adjustment Factor: 0.0046001

Distribution Cost Adjustment Factor: 0.0000000

Current Service Detail

Facility Charges	\$45.00
Energy Cost Adj.	\$5.03
Energy Sales Meter # 123456789	\$132.37
Subtotal	\$182.40
County Tax	\$1.82
Total Current Charges	\$184.22

Energy Usage Comparison

This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg Daily High
1,094 kWh 31 days	751 kWh 31 days	1,125 kWh 30 days	35 kWh	\$5.94	72°F

Account Number 12345678
Total Due 09/01/2026 \$184.22
Amount Due After 09/01/2026 \$186.98
Checks must be in U.S. funds and drawn on a U.S. bank.

PELLA COOPERATIVE ELECTRIC
PO BOX 106
PELLA IA 50219-0106

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PO BOX 106
PELLA IA 50219

A ACCOUNT INFORMATION.

This section shows your account name, account number, billing date and a summary of your account.

B TOTAL AMOUNT DUE.

This section summarizes your total amount due and payment due date. If you participate in automatic payment or budget billing, that information will also appear here.

C ELECTRIC USAGE GRAPH.

This graph shows your monthly electric usage and the average temperature for each month over the past year.

D BILL BREAKDOWN.

This section provides a detailed breakdown of your electric service and monthly charges.

E ENERGY USAGE COMPARISON.

This section compares your current month's energy usage with the previous month, the same month last year, and your daily average usage.

F PAYMENT STUB.

If you are paying by check, please detach here and return this stub with your payment.

Have questions about your bill?

Give us a call at (800) 619-1040 or send us an email at service@pella-cea.org.

For more information on billing options like budget billing or autopay, visit www.pella-cea.org/payment-billing.