

# PEAK ALERT NOTIFICATION

Every year Flint Hills Rural Electric Cooperative (Flint Hills REC) asks our members to help us save energy during the summer peak load hour which occurs one hour during the months of July and August. That one hour costs the coop approximately \$115 per kW -- that would be approximately the equivalent of two weeks of electricity for the average home in just one hour. This is why we created the Peak Alert Savings Rebate Program.

The Peak Alert Savings Program is in effect during July and August, only Monday through Friday from 3 pm to 6 pm. This program is engaged on peak load days, which typically occur when the temperature is forecasted to be above 95 degrees or higher.

When peak load days are engaged members are asked to make a reduction in their usage between the hours of 3 pm and 6 pm weekdays. These reductions could be as simple as moving everyday household chores to a different time of the day. For example, run major appliances, (e.g. dishwasher, oven, washer, and dryer) in the morning or later in the evening. One of the most helpful ways to cut back on usage during the peak load hour is to turn your thermostat up during the peak alert hours. You can do this manually or by utilizing a programmable thermostat. The more you lower your usage during the peak load hour, the bigger the credit you could be eligible for.

To help notify our members of when peak load days occur Flint Hills REC offers a free notification service to let you know what days are considered peak load days. The notification can assist you with when the peak may occur. On these days, we will place a notice on our website, and send an email or text message to you. To receive the email or text message you will need to select this option through SmartHub or the SmartHub app, to do this follow these steps:

1. Go to [www.flinthillsrec.com](http://www.flinthillsrec.com) and login to your SmartHub account or if you have not registered for SmartHub you will need to do so here. (You will need your account number to sign up as a new user.)

The screenshot shows the website header with the phone number 620-767-5144 and navigation links for Payment Options, Report an Outage, and Contact Us. The Flint Hills Rural Electric Cooperative Association logo is displayed, along with their address in Council Grove, KS. A banner for 'Suspension of Disconnects' is visible, stating that disconnections will be suspended until May 31, 2020. The main navigation menu includes Home, About The Cooperative, Member Services, News and Events, and Safety. The main content area features a 'WELCOME TO FLINT HILLS ELECTRIC COOPERATIVE' message and a 'PAY BILL ONLINE' section. The SmartHub Login form is highlighted with a red circle, showing fields for Email and Password, a Login button, and links for 'Can't access your account?' and 'New User? Register to use SmartHub'.

2. Once in SmartHub you will need to click on the “Notifications” tab. From this section you will need to “Manage Contacts”. This allows you to add email addresses and phone numbers you would like to use to receive notifications.

**FLINT HILLS**  
RURAL ELECTRIC COOPERATIVE ASSOCIATION  
PO Box 8 • 1664 S 1000 Rd  
Council Grove, KS 66846-0810  
A Touchstone Energy® Cooperative

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Home | Billing & Payments | My Profile | My Usage | **Notifications** | Contact Us | Have a Question? Get Help. »

SmartHub Feed  
**Manage Contacts**  
Manage Notifications

### Manage Contacts

Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

+ Add E-Mail Contact + Add Phone Contact

#### Verified Contacts

These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

Method	Contact	Status	Available Actions		
Text	[Redacted]	Text Enrolled	Activate	Edit	Delete
E-Mail	[Redacted]	E-Mail Enrolled	Activate	Edit	Delete

Billing & Payments My Profile My Usage Notifications Contact Us

Call Us: (620) 767-5144

Version: 12.01.1

3. Once you have entered your contact information you will need to click on “Manage Notifications”. If you have multiple accounts select your account and how you would like to be notified.

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SmartHub Feed  
Manage Contacts  
**Manage Notifications**

### Manage Notifications

Use this page to sign up for notifications about activity on your billing account.

- Billing
- Miscellaneous
- On Demand**
- Service

Select Account  
[Redacted]

Alert Type	Description	Text Message	E-Mail
Peak Load Notice	Peak Load is Predicted	None	None

Reset Save Settings

If you have any questions about load management or you need help signing up for SmartHub, please call our office at 620-767-5144.