



# SPARKS

MARCH 2025

## WIN A \$100 BILL CREDIT — JUST FOR JOINING SMARTHUB & AUTO PAY

We're excited to announce a new quarterly raffle exclusively for members enrolled in SmartHub® and Auto Pay! If you're already signed up—or join before the deadline—you'll automatically be entered for a chance to win. Sign up for both SmartHub and Auto Pay, and you'll double your chances—earning two entries into the raffle!

Technology has revolutionized the utilities sector, making it easier to communicate and achieve more than ever before. Members can easily pay their bills, manage account details, receive important messages, and monitor usage through SmartHub on their desktop or mobile devices. Plus, reporting outages is quick and easy with SmartHub.

Recently, members have expressed concerns about receiving their bills on time. With SmartHub, you can access your bill at anytime, anywhere, and make payments to avoid late fees and service interruptions. Plus, you can enroll in paperless billing for added convenience.

As technology continues to change and the utility sector adapts, SmartHub gives members a safe and secure environment to stay updated and manage their information instantly. SmartHub allows members to set up notifications and alerts to stay informed on important account events such as upcoming events, as well as outage communications.



In addition, members can monitor their electric usage, especially during months

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**BOARD APPLICATIONS ARE OPEN FOR DISTRICTS 14, 16, AND 17. IF YOU'RE PASSIONATE ABOUT MAKING A DIFFERENCE OR KNOW SOMEONE WHO IS, VISIT OUR WEBSITE TO APPLY. APPLICATIONS ARE DUE MARCH 14, 2025. CALL OUR OFFICE FOR QUESTIONS!**

**HIGH WEST ENERGY**



**IN THIS ISSUE:**

**SIGN UP FOR SMARTHUB!**

**STAY SMART. STAY SAFE.**

*The mission of High West Energy is to serve our members and communities by providing safe, reliable and competitively priced energy and services.*

### CONTACT US

307-245-3261  
www.highwest.coop

### MAIN OFFICE

6270 County Road 212  
Pine Bluffs, WY 82082

### OFFICE HOURS

Monday-Thursday  
7:30 AM - 5 PM

### BOARD OF DIRECTORS

- Mike Romsa, District 11
- Gary Smith, District 12
- Jessica Crowder, District 13
- Jerry Burnett, District 14
- Damon Birkhofer, District 15
- Kosha Olsen, District 16
- Kevin Thomas, District 17

### HAVE A STORY SUGGESTION?

Email your ideas to:  
sparks@highwest.coop

*For updates, follow us on Facebook and LinkedIn!*

*This institution is an equal opportunity provider and employer.*

when bills tend to be higher. This feature empowers members to track usage, make informed decisions, and take steps to reduce costs.

Signing up for SmartHub is simple! You can register online on our website, or you can give us a call, and we will send you a link.

Even better, members can enroll in Auto Pay through SmartHub, making bill payments effortless. Instead of worrying about due dates or writing checks, your payment is automatically and securely deducted from your bank account or card before the due date—so you never miss a payment! Enrolling in Auto Pay with your bank account also means you'll never have to update card details or expiration dates—making bill payments even more convenient.

To easily enroll in Auto Pay, follow these few steps :

1. Open the SmartHub app on your mobile device.
2. Sign in to your account using your email address and password you set up during registration.
3. From the home screen, tap on the Bill & Pay button.
4. From the Bill & Pay screen, locate and tap on the Auto Pay Program menu.
5. Select the account you want to sign up for Auto Pay.
6. On the Auto Pay Program page, tap the Add New button.
7. Select a button to connect your bank account or credit card.
8. Follow the prompts on the next screen to finish the process.

## STAY IN THE KNOW



Stay connected by keeping your contact information up to date. Current contact information benefits you in multiple ways.

- ✓ Faster outage reporting and response
- ✓ Timely alerts about planned outages and other important updates
- ✓ Smoother customer service interactions
- ✓ Improved access to member benefits and programs

Ensure your phone number, email address and mailing address are up to date so you can enjoy the benefits of staying connected.

For a seamless experience, sign up for SmartHub first, then enroll in Auto Pay. Our first raffle will be for a \$100 bill credit and will be raffled at the end of June 2025. If you need assistance in enrolling in SmartHub or Auto Pay, please contact our office.

### DIRECTOR'S CORNER - Gary Smith, District 12

Safety is our top priority at High West Energy, and it includes protecting our members' information. Utility scams are on the rise, and while we work hard to keep you informed, we encourage you to stay cautious and vigilant. One growing threat is fraudulent websites designed to mimic utility sites and steal payment details or personal information. Always use our website domain, <https://www.highwest.coop>. It is now more important than ever to stay vigilant and stay informed!

#### To protect yourself:

- Avoid clicking links in emails or texts that appear to be from us. Instead, type our official website directly into your browser.
- Verify website security—Look for “https://” and a padlock icon in the address bar.
- Confirm with us—If you're ever unsure, call our office using the official number on your bill.

