

Nordic Mountain

“Wisconsin’s Favorite Family Ski Area”

Winter in Wisconsin brings with it a great variety of fun activities. Among the most popular are downhill skiing and the rapidly growing sport of snowboarding. A favorite destination for many families is Nordic Mountain, near Mt. Morris in Waushara County.

Nordic Mountain is one of the few downhill ski facilities in the area. The facility draws heavily from the Fox Valley communities that are about one hour’s drive away. With a typical season running from early December until the first weekend in March, Nordic Mountain hosts more than 35,000 ski and snowboard enthusiasts per year. Among them are around 1,000 season pass holders. The facility maintains 14 slopes, a terrain park, and six miles of power-tilled runs. Their continuous snow-making equipment assists Mother Nature.

Bill and Lynn Creamer have managed the corporate-owned business since it opened in 1976. With a year-round staff of just five people, employment swells to 150 people during their three-month operating season.

Some 50 Ski Patrol volunteers provide a valuable service to ski and snowboard enthusiasts at Nordic Mountain. Pictured are (1-r) John Brandt, Cindy Jarvis, Vi Kjentvet, and Ellen Handel.



“We’ve always been a family-orientated business and we’ve always been blessed with wonderful and dedicated employees. Nordic Mountain is now serving a second generation of skiers and snowboarders as many of our original guests return with their kids.”—Lynn Creamer

Bill and Lynn credit much of their business success to a highly dedicated employee group. Some have been with the company since it opened, and many have been around for 15 years or more.

Many are college students, including their two children, Marnie and Ben. Others supplement their three-season employment by working at Nordic Mountain.

Nordic Mountain’s seasonal employment peaks at 150 people. Six employees took a moment from their busy day for this photo. Posed in front of the chalet fireplace are (1-r) Nicole Lasocki, Zach Gunderson, Marnie Creamer, Emily Aleson, Havin Rehwinkel, and Lynn Creamer.



If the employees are dedicated, then the same must be said of the customers. Many of Nordic Mountain's first-generation skiers are now returning with their kids. Of course, many of the kids now strap on a snowboard instead of skis. This sport has mushroomed in the past five years and now accounts for half of all rentals for kids age 10–14.

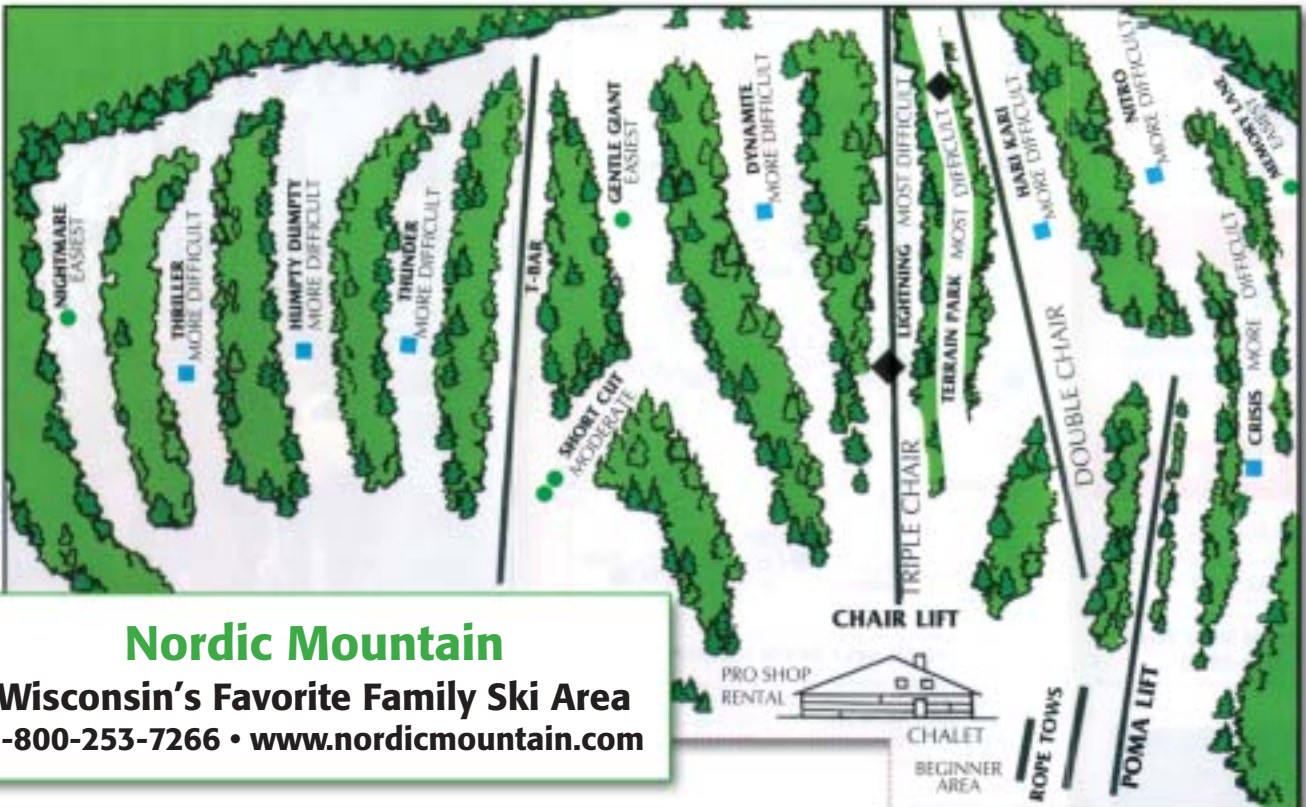
If one Wisconsin ski hill has a good year, then it's likely that others are doing well, too. "There's a psychological effect at work," says Lynn Creamer. "Even though our slopes may be in beautiful condition, many people won't go skiing unless there's fresh snow in their back yard." Ski and snowboard enthusiasts can get up-to-date snow conditions by calling 1-800-253-7266 or by going on-line to www.nordicmountain.com.

Nordic Mountain is ideal for group promotions, and it's not uncommon to see several tour buses in the parking lot. "Group promotions is a great way to introduce people to a sport that they might not try on their own," says Lynn. Nordic Mountain's winter business has a ripple effect on area restaurants and hotels. It's a nice fit for an area that depends heavily on summertime tourism.

Nordic Mountain is a family-oriented business with a flair for wintertime fun. If you're visiting for the first time or revisiting a childhood memory with your kids, this winter all roads lead to Nordic Mountain ... Wisconsin's favorite family ski area.—Keith Wohlfert ■



Bill Creamer has managed Nordic Mountain since it opened in 1976. During the off season, there's plenty of maintenance work needed to keep the property in peak operating condition.



Nordic Mountain
Wisconsin's Favorite Family Ski Area
 1-800-253-7266 • www.nordicmountain.com

Save time with ACEC's Automatic Payment Plan

Adams–Columbia now has the ability to receive Automated Clearing House transfers for payment of electric bills. For those members enrolled, a direct charge would be made to your checking account on the 15th day of the month for the amount of your electric bill. If you are interested in using Adams–Columbia's Automatic Payment Plan, complete the attached coupon and return it to our office for processing. ■



Automatic Bill Payment Plan *Terms and Conditions of Enrollment*

AUTHORIZATION: Complete the enrollment form or call Adams–Columbia Electric Cooperative for details. By using ACEC's Automatic Payment Plan, your monthly/quarterly bills are paid as if you had sent us a check with your personal signature. Note: A voided check **MUST** be enclosed to ensure accurate processing.

PROCEDURE (Timing): On (or about) the first day of the month, your electric bill will be mailed to you. Please review it and contact us immediately if you have any questions. On the 15th day of the month, your payment will be deducted from your bank account.

REVOCATION: The Automatic Payment Plan authority is to remain in effect until revoked by the member, cooperative, or financial institution.

STOP PAYMENT: You have the right to stop payment of a charge by notifying your financial institution up to three (3) business days prior to the charging of your account. Your financial institution may charge to stop a payment.

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PLEASE INCLUDE A VOIDED CHECK.

Signature _____ Date _____

Wisconsin's Electric Cooperatives Announce Dairy Farm Rewiring Assistance Program



Marty Hillert talks with Wisconsin's Lieutenant Governor Margaret Farrow and dairy farmer Kay Olson before the program began. Since the tragic death of her husband in an on-farm electrical accident, Olson has worked tirelessly to bring attention to farm electrical safety.

Tears from heaven." That's how Kay Olson described the raindrops falling as she spoke at a news conference to announce a new dairy farm rewiring assistance program. On a cold and rainy October day, representatives of Wisconsin's electric cooperatives went to the Olson dairy farm near Arsdale to kick off a new assistance program designed for dairy producer members.

In June 1999, Kay's husband, "Olson" (Eddie), died tragically in an electrical accident while working in the



barn. Since then, Kay has volunteered to be a member of the state's Rural Energy Management Council (REMC), an advisory council to the Wisconsin Department of Agriculture, Trade and Consumer Protection. Kay is one of the members of the Professional Services Committee looking at several issues related to farm electrical safety. "I'm doing this so other farmers don't have to go through what I went through," said Olson.

Dubbed "Safety First!," the program will include both a grant and a loan component. Dairy producers may qualify for a maximum grant of \$4,000 and a maximum loan of \$16,000 at 5-percent interest with a five-year repayment term, according to Wisconsin Electric Cooperative Association (WECA) Statewide Manager David Jenkins. The work will have to be done by qualified electricians, who will be encouraged to participate in the Wisconsin Technical College System farm-wiring course, said Jenkins.

"The program does not cover new construction," said Jenkins. "It is primarily aimed at the small and medium-sized producers." He noted that a similar program of Wisconsin Public Service Corporation demonstrated lower stray voltage on most farms that had been rewired. Jenkins indicated that dairy producer members could apply for the loan-grant assistance in about a month.

When Adams–Columbia Electric Cooperative first announced the new program in August, there was still a good deal of work to be completed before dairy producers could apply for grants and loans. With this preliminary work completed, qualified farmers are encouraged to apply.

This is a three-year program that began on November 1, 2002, and will run through October 31, 2005. It is expected that statewide interest in this program will be high among dairy producers looking to improve their on-farm wiring system. ■



David Jenkins, Wisconsin Electric Cooperative Association statewide manager, talks with a newspaper reporter at a news conference to announce the new Safety First! farm rewiring assistance program.

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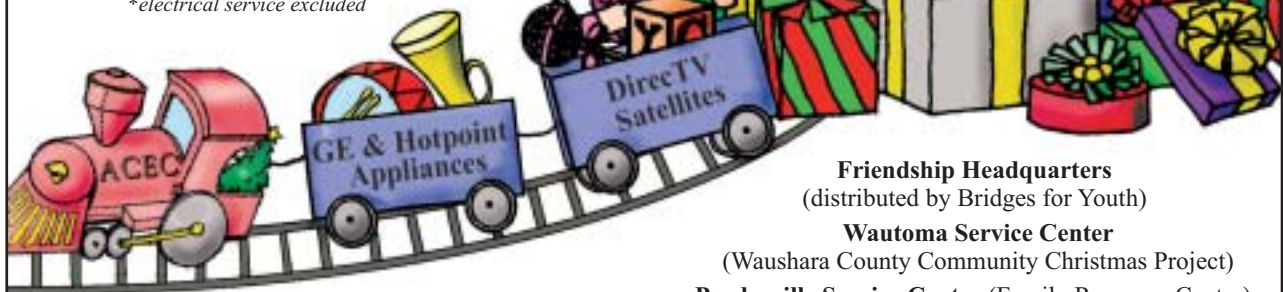
For each new toy you donate (minimum \$15 value), receive **\$25 OFF** your next product or service purchase* from Adams-Columbia Electric Cooperative.

**Make it a special
Christmas
for a needy child**

Bring in a new, unwrapped toy to the Adams-Columbia Service Center nearest you!

**Deadline for drop-off:
December 14th**

**electrical service excluded*



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Wautoma Service Center
(Waushara County Community Christmas Project)
Pardeeville Service Center (Family Resource Center)

Outage Alert Information

IVR to Greatly Reduce Busy Signals and Long Hold Times!

Adams–Columbia Electric Cooperative has launched its new Interactive Voice Response system (IVR). This new system promises to greatly reduce annoying busy signals, especially during major storms and power interruptions. Members can now quickly and efficiently report valuable power outage information without waiting to talk with a dispatcher. By dialing the new 24-Hour Power Outage Reporting number (1-888-928-2232) from a touchtone telephone, members will be connected directly to the IVR. The IVR system promises to be both efficient and user-friendly!

During non-power outage periods, co-op employees will continue to answer incoming telephone calls on our traditional published telephone numbers. However, during power interruptions, you will be encouraged to use the new 24-Hour Power Outage Reporting number. When reporting a power interruption, you will always have the option to hold for a dispatcher, but in most cases it will not be necessary.

The new 24-Hour Power Outage Reporting number is to be used exclusively for reporting power outages. This toll-free number (1-888-928-2232) is for all ACEC members, regardless of where they receive service in our 12-county service area. It can be called from anywhere in the United States.

Having your “local” telephone number (the phone number where you receive electrical service) in our database will be the key to using the IVR to its fullest



The IVR Will:

- Greatly reduce busy signals during major power outages
- Allow for quick and efficient reporting of power outage information
- Ensure contact with a dispatcher, if necessary
- Have an employee answer your telephone calls during non-power outage periods

potential. If your phone number is not yet in our database, you will be asked to enter your five or six-digit account number. (Your account number is shown on every electric bill.) Reporting outages for properties without a local telephone number will require the caller to enter their customer number, or hold for a dispatcher.

For the IVR to work efficiently, we have programmed it with some basic information on your electric account. If you have responded to one of our previous requests for your local telephone number, then no other action is necessary. However, if you have not provided us with a local telephone number sometime in the past 12 months, then please call toll free 1-800-474-0442. This will ensure that your local

telephone number is in our database. As a matter of policy, all member information remains strictly confidential. ■

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Hurry ... offer ends 12/31/02.

This offer is available to new subscribers only, in non-cabled areas within the Mid-Wisconsin DBS service territory.

New subscribers (with a toy donation):

- Receive an additional FREE month of Total Choice programming.

Existing Mid-Wisconsin DBS subscribers (with a toy donation):

- If you currently have Total Choice or a higher programming package, Mid-Wisconsin DBS will apply a \$31.99 credit to your account.
- If you currently have Select Choice or Economy Choice programming, you will receive one FREE month of Total Choice programming. You must call Mid-Wisconsin DBS at 800-895-2001 if you no longer wish to receive the Total Choice Package at the end of your FREE month.



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**TOYS FOR
TOTS**

Bring in your toy donation (minimum \$15 value) to the Adams-Columbia Service Center nearest you!
Take advantage of this great DirecTV offer OR receive \$25 off your next product or service from ACEC.

*electrical service excluded

Wishing You a Merry Christmas and a Happy New Year!

Christmas Holiday: Adams–Columbia offices will be closed on Tuesday, December 24, and Wednesday, December 25, in celebration of the Christmas holiday. Regular business hours will resume on Thursday, December 26.

New Year's Day Holiday: Adams–Columbia Electric Cooperative offices will be closed on Wednesday, January 1, 2003, to celebrate the New Year's Day holiday. Regular business hours will resume on Thursday, January 2.

To report an outage or other emergency any time of the day or night, use Adams–Columbia's special toll-free number. When reporting a power interruption, your "local" telephone number will be one key to faster service. Anytime you call with billing questions or other inquiries, have your account number handy, too.

ACEC's 24-Hr. Power Outage & Emergency Reporting
Toll-Free **1-888-928-2232**

Friendship **608-339-3346** or **800-831-8629**
Pardeeville **608-429-9300** or **800-851-4872**
Wautoma **920-787-3311** or **800-526-4775**



Light up Your Holidays SAFELY!

Houses, stores, and streets lined with colorful, decorative lights add an air of festivity to the holiday season. However, when making your holiday decorating plans, be sure to use caution. More than 100 Christmas trees catch on fire inside the homes of holiday revelers every year, according to the National Fire Protection Association (NFPA), and most of these fires can be avoided with just a little common sense. We at Adams–Columbia Electric Cooperative want you to celebrate your holiday safely, so we offer you these simple safety tips:

- Before you plug in the lights, check the plug or connector for loose or missing plastic inserts used in some designs to plug in additional strings of lights. Because loose or missing plastic inserts can expose bare metal conductors, you should not use the damaged set.
- Check for sockets that are cracked or broken. A damaged socket will not effectively insulate a person from electric shock. If you discover the sockets are cracked or broken, do not use the set.
- Push the prongs on the plug connector against a hard surface to simulate plugging in the set, or plug the connector into a disconnected extension cord five times. The prongs should remain fixed, neither becoming loose nor causing an insert to push out from the other end. If the prongs or the insert move, do not use the set.
- Be sure there are not too many items plugged into the same wall outlet—this causes many holiday fires. Always be sure to turn off the tree lights when leaving the house or going to bed at night. It is best to unplug them from the socket.
- For outside decorating, use only outdoor lights, which are specially made to withstand the elements; never use indoor lights. ■



Adams–Columbia Electric Cooperative

Your Touchstone Energy® Partner 

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e-mail us at acec@acecwi.com

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