

Important telephone numbers to remember

There are only two toll-free telephone numbers you need to contact Adams-Columbia Electric Cooperative.

Call 1-800-831-8629 for all Regular Business

ACEC members are encouraged to use this toll-free number for all regular cooperative business. During normal work hours this number will put you in touch with a Customer Service Representative (CSR). The CSR will assist you personally, answer your questions and provide helpful information.

ACEC members will get the fastest response by calling during normal business hours: 7:30 a.m. – 5:00 p.m., Monday – Friday. This business line should not be used to report power outages.

Call 1-888-928-2232 to Report Power Outages

Calling this toll-free number will put ACEC members in touch with an automated answering system. This user-friendly automated system will help you experience fewer busy signals and will provide important outage information. Please note: the outage number cannot be used to conduct regular cooperative business.

Friendship Office

401 East Lake Street
PO Box 70
Friendship, WI 53934

Pardeeville Service Center

W6290 State Road 33
PO Box 216
Pardeeville, WI 53954

Wautoma Service Center

N1519 State Road 22
PO Box 900
Wautoma, WI 54982



Payment Methods

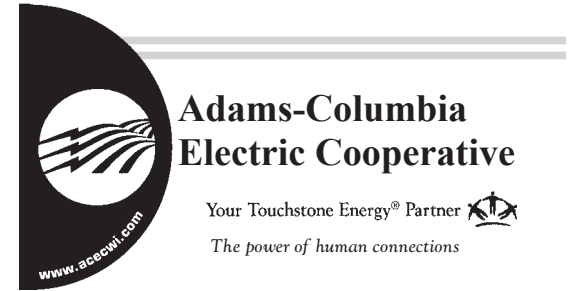
Many ACEC members choose to pay their electric bill by return mail. Others prefer to pay in person at one of our three service centers or by placing their payment in the after-hours depository located at each office.

Save Time with ACEC's Automatic Payment Plan

MasterCard, Visa and Discover Card are accepted for payment on electric bills and merchandise purchases, along with e-check by phone. Or you may prefer the convenience of Auto-Pay where your light bill payment is automatically deducted from your bank account or credit card. If you're interested in enjoying the convenience of an automatic payment plan, call ACEC today. We'll send you more information, including an authorization form. Auto-Payment: it's easy to join and it's a convenient way to pay your electric bill.

ACEC members may also choose to pay their bill online at www.acecwi.com. Click on Flex Pay to register to pay your bill with a click of a button.

Gift certificates are available from ACEC in any amount you wish. These gift certificates are redeemable at any ACEC office for all services and merchandise offered by the Cooperative.



RATE SCHEDULES

My Account Number

Knowing your account number is helpful anytime you call our office; we suggest you keep it handy by your telephone. You can find your ACEC account number on your electric bill each month.

Overdue Bills

If a bill remains unpaid after the due date, the cooperative shall then have the right to discontinue service to the member after eight days written notice. The Cooperative makes every effort to reach a satisfactory payment arrangement with members as an alternative to disconnecting service due to non-payment. Following discontinuance of service for non-payment, the member will be subject to all applicable charges and deposits prior to restoration of service. Collection fees may be charged for trips made to members' premises regarding delinquent accounts.

Average Billing

If your monthly residential bill varies because of seasonal loads, average billing will help you balance your payments over the year. The amount you pay each month is based on usage over the past 12 months and will vary only slightly from month-to-month. If you are interested in signing up for average billing, call us for details.

Change of address

Every month ACEC receives electric bills and other important correspondence returned by the post office due to change of address. Not only will these mailings arrive late, but we must also consider the added expense for labor, postage and envelopes. It's to the member's advantage to provide the cooperative with a current address. Please call us or include a note with your bill payment to update your address.

Summary of Rates (Effective January 11, 2010)

The following rates are subject to power cost adjustment and sales tax as applicable.

Schedule GS (Rate Codes: 21, 23, DF) General Single-Phase, Farm and Residential

Available to all single-phase, non-seasonal accounts requiring less than 50 kVA of transformer capacity, or less than 40 kW demand.

Facility Charge – 92.88 cents per day

Energy Charge – 10.5 cents per kWh

Schedule NRM (Rate Codes: 42, 43) General Single-Phase, Non-Resident Service (Seasonal)

Available to all single-phase, non-resident (seasonal) accounts requiring less than 50 kVA of transformer capacity, or less than 40 kW demand.

Facility Charge – 92.88 cents per day

Energy Charge – 10.5 cents per kWh

Schedule GS-TOD (Rate Codes: T1, T2, T3) General Service, Time-of-Day

Available for all uses requiring less than 50 kVA of transformer capacity, or less than 40 kW demand.

Facility Charge – 92.88 cents per day

Energy Charge

On-Peak – 25.1 cents per kWh

Off-Peak – 6.4 cents per kWh

On-Peak Period:

October 20 – April 20: 5 to 8 p.m., Monday through Friday, except holidays.

April 21 – October 19: 1 to 8 p.m., Monday through Friday, except holidays.

Off-Peak Period: All other hours.

Schedule PS (Rate Code: 34) General Three-Phase Service

Available to all three-phase, non-seasonal accounts requiring less than 50 kVA of transformer capacity, or less than 40 kW demand.

Facility Charge – \$45.00 per month

Energy Charge – 10.5 cents per kWh

Schedule PS-TOD (Rate Code: 34T) General Three-Phase Service, Time-of-Day

Available to all three-phase, non-seasonal accounts requiring less than 50 kVA of transformer capacity, or less than 40 kW demand.

Facility Charge – \$45.00 per month

Energy Charge

On Peak – 25.1 cents per kWh

Off Peak – 6.4 cents per kWh

Note: On-peak and off-peak periods are the same as Schedule GS-TOD.

Schedule LP1 (Rate Codes: 63, 64) Large Power Service

Available to all single and three-phase, non-irrigation accounts requiring at least 50 kVA, but less than 1000 kVA of transformer capacity, or more than 40 kW demand.

Facility Charge – \$65.00 per month

Demand Charge – \$14.62 per kW per month

Energy Charge – 4.7 cents per kWh

Schedule LP-TOD (Rate Code: EBR) Large Power Service, Time-of-Day

Available to all single and three-phase, non-irrigation accounts requiring at least 50 kVA, but less than 1000 kVA of transformer capacity, or more than 40 kW demand.

Facility Charge – \$81.00 per month

Demand Charge

On-Peak – \$18.11 per kW per month

Off-Peak – \$4.75 per kW per month

Energy Charge

On-Peak – 4.95 cents per kWh

Off-Peak – 3.13 cents per kWh

Note: On-peak and off-peak periods are the same as Schedule GS-TOD.

Schedule EH (Rate Code: E) Electric Space Heating

Available to all consumers who use separately metered electric energy for heating, and receive service for other usage. (Specific conditions apply.)

Facility Charge – \$7.50 per month

Energy Charge – 9.3 cents per kWh

12.0 cents per kWh (June – August bills)

Schedule EH-TOD (Rate Code: H) Electric Heat, Time-of-Day

Available to all consumers who use separately metered electric energy for heating, and are receiving service for other usage. (Specific conditions apply.)

Facility Charge – \$7.50 per month

Energy Charge

On-Peak – 23.9 cents per kWh

Off-Peak – 4.5 cents per kWh

10.5 cents per kWh (June – August bills)

Note: On-peak and off-peak periods are the same as Schedule GS-TOD.

Schedule EH-I (Rate Codes: J, I) Electric Space Heating, Interruptible Dual Fuel

Available to all consumers who use separately metered electric energy for heating, receive service for other usage and agree to participate in the Cooperative's load management program. (Specific conditions apply.)

Facility Charge – \$7.50 per month

Energy Charge – 6.1 cents per kWh

7.8 cents per kWh (June – August bills)

Schedule YL – Yard Light Rental


Available to all members, on a rental basis, with a signed yard light lease agreement.

Basic Charge – \$11.00 per month

Note: Basic charge is for a 100-watt sodium lamp controlled with an electric eye and installed on an existing ACEC-owned pole. Additional charges may apply.



Adams-Columbia
Electric Cooperative

Your Touchstone Energy® Partner 
The power of human connections