



Adams-Columbia Electric Cooperative

Your Touchstone Energy® Partner



By Jay A. Porter,  
PE, Chief Executive  
Officer

## EDUCATIONAL SCHOLARSHIPS: AN INVESTMENT IN THE FUTURE

The number and quality of students who apply for our educational scholarship each year surpasses our expectations. We are proud that so many students have the desire to continue their education. If you read this magazine regularly, you already know

that we award a large number of scholarships each year, so for many applicants the time spent completing the application requirements pays off handsomely. There is still time to apply for the scholarship this year. Go to our website, [www.acecwi.com](http://www.acecwi.com), to find all the information you need to apply.

**Applications must be postmarked by Friday, February 9, to meet our scholarship deadline.**

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Funding for the scholarship program is provided through a charita-

ble foundation called Federated Youth Foundation. Years ago, cooperatives formed this foundation as a means to use unclaimed patronage. While we continue to attempt to locate all past members, the Federated Youth Foundation is the alternative we have for funds that would otherwise be escheated to the state treasury. Instead, the foundation administers the funds for scholarships and other educational and charitable purposes.

Some of our members like the idea of their patronage capital being used for educational scholarships, so they have voluntarily turned their entire patronage capital accumulations over to the Federated Youth Foundation. There is no greater investment for our future than educating today's youth. That type of generosity and investment in

youth seems very worthwhile. Another option that several members' beneficiaries have exercised, is donating their deceased relative's patronage capital to Federated Youth Foundation. These options are available to current and former members of the cooperative. If you are interested in donating your accumulated patronage capital, feel free to contact us and we will work with you on the arrangements.

As we prepare for our annual meeting in May, there are a few reminders I would like to highlight. Members may submit advisory resolutions for consideration at the meeting, but they must be submitted early enough so that our Rules Committee has adequate time to evaluate the resolution. The deadline to submit advisory resolutions is Wednesday, February 14.

Director candidates need to have their nomination papers filed by Wednesday, February 14, as well. Members in District 1 and 6 are eligible to run for board seats in their respective districts. Residents in all other districts, except District 2, are eligible to run for an At Large director position. Please visit our website or reference the January issue of *Wisconsin Energy Cooperative News* for director qualifications.

As I mentioned last month, we are continuing to evaluate our rates as we face increasing costs from Alliant Energy, our wholesale power supplier. Watch for details in the coming months' publications.

### Valentine's Day thought:

I don't know why Cupid was chosen to represent Valentine's Day. When I think romance, the last thing on my mind is a short, chubby toddler coming at me with a sharp weapon.—*Author Unknown*



# INTRODUCING OUR NEW WEBSITE

*Paying your bill just got easier!*

Our new website has launched and we've moved "everything billing" to one convenient location! With the ease of a single click, you can pay your bill, learn about different billing options, get information about Auto Pay, and so much more. Our goal when launching our new website was to make our members' user experience as easy as possible. With less clicking, our new website can walk you through anything, step-by-step.

## PAY MY BILL

**BILLING**  
PAYMENT OPTIONS, RESOURCES AND MORE.

**SMARTHUB**  
Manage bills, learn about your usage, enroll in Auto Pay, and more.  
CLICK HERE

**PAY NOW**  
Make a one-time payment. Begin by clicking below.  
CLICK HERE

**CALL TO PAY**  
Call to pay over the phone.  
CALL: 1 (844) 219-1223

**AUTO PAY**   **UNDERSTANDING MY BILL**   **RATE INFORMATION**   **ENERGY ASSISTANCE**  
**ADDRESS CHANGE**   **GIFT OF LIGHT**   **BUDGET BILLING**   **AVERAGE BILLING**

For your convenience, three easy payment options are available to you.

### SmartHub

Clicking "SmartHub" will link you directly to our SmartHub log in page. Once logged in to SmartHub, you can pay your bill, view payment/billing history, learn about your usage, enroll in our Auto-Pay program, and more.

### Pay Now

The "Pay Now" box will take you to our Pay Now page, which only requires you to enter your account number and last name to pay your bill.

### Call To Pay

Our "Call To Pay" payment option displays our IVR Payment number. This payment method lets you use our 24/7 automated system to process a payment. If you are on a mobile device, clicking this option will instantly connect your call.

*Need assistance navigating our website?*

Give us a call at (800) 831-8629 and one of our Customer Service Representatives will be happy to help.

**www.acecwi.com**

*Don't forget, in coming months SmartHub will allow our members to take advantage of our NEW eVote option for the 2018 Annual Meeting. This feature allows you to vote for your Board of Directors even if you can't make it to our Annual Meeting on May 15. Future publications will include detailed information about our convenient eVote option. Stay tuned!*



*Adams-Columbia  
Electric Co-op's  
Educational  
Scholarship*

In 2017, we awarded 89 Scholarships ranging from \$500 to \$1,000.

**The deadline for postmarked applications is February 9, 2018.**

*How to apply*

- 1) Visit [www.acecwi.com](http://www.acecwi.com)
- 2) Click Co-op Programs
- 3) Click Scholarship Program

Here you'll find information about our Scholarships, applications, instructions, and reference forms.



# RELIABILITY REPORT

Many of you remember when the grades you strived to achieve on a grade-school report card were EEs, which signified the coveted “exceeds expectations” rating. At Adams-Columbia Electric Cooperative (ACEC), we also strive for EEs, every single day. We don’t want to only do what you expect us to do—provide you with affordable, safe, and reliable electric service. We want to go farther and do better, from providing superior member service to offering programs that help you save time and money.

ACEC lineworkers provide the public face of our mission to exceed expectations. They routinely work in rough weather and put in long hours. But they do it gladly because they care about keeping the power on. We are proud to say thanks for all their hard work. On average, an ACEC member had power **99.94 percent of the time in 2017.**

Overall, in 2017 we had a total of 2,049 outages. Outages can be caused by various things such as storms, vermin, falling trees, planned outages, and more.

We can attribute a large number of ACEC’s 2017 outages to storms. On June 14, 2017, a strong storm that also generated a category 5 tornado hit our Wild Rose service area. Although this storm did the most damage to Wild Rose, it wreaked havoc throughout our entire service territory. It caused a whopping 28 percent of our members to be without power. Once we assessed the damage, we had to replace 36 poles, 14 transformers, and over 2-1/4 miles of wire. We called for assistance from two other cooperatives, Vernon Electric Cooperative and Oakdale Electric Cooperative.

## Planned outages in 2017 totaled



## 879—or 43 percent of all outages.

You may be wondering, “What is a planned outage and why is it needed?” Occasionally, the equipment we use to bring power to your home needs to be replaced, repaired, or updated. Working with electricity is a very dangerous task. Ensuring we are keeping both you and our crews as safe as possible, we plan an interruption to electrical service to do our work.

We do our best to plan these outages during times when our members will be least inconvenienced, so we often perform planned outages during school and business hours. We also try to avoid planning these outages during winter or summer months, understanding these are the times of year when you depend on running your heating and cooling units the most. Regular system upgrades are necessary for optimal performance, and they increase reliability. Repairing and upgrading our equipment are also critical to maintaining public safety. If older lines need to be replaced, we plan for it by repairing or replacing them, and that keeps everyone safe.

In 2018, we will continue to strive to keep our outages low and to achieve those EEs from you every day!





# BE STORM READY DURING AN OUTAGE

Learn what steps you can take to be prepared if an outage occurs.

## Before a storm hits...

### WHAT YOU CAN DO



#### STOCK YOUR EMERGENCY KIT

with water, non-perishable foods, clothes, blankets, a flashlight with extra batteries, and products your pets may need. It is also important to prepare a list of emergency contacts.

#### HAVE OUR OUTAGE NUMBER HANDY

Our outage number is important to have, especially when an outage occurs. Make sure you also keep your information with us up-to-date too. When you report an outage, your phone number pinpoints your location.



## During a power outage...

### WHAT YOU CAN DO



#### CHECK YOUR BREAKERS

or fuse box to ensure that the problem is not inside your home. Check with your neighbors to see if they are also out of power.

#### REPORT THE OUTAGE

Call us at 888-928-2232 to inform us of the outage.



#### BE SAFE!

For your safety, we want to remind you just how powerful electricity is. Always stay away from downed power lines, they could be energized!

### WHAT WE DO

#### PREPARE

Crews prepare trucks, tools, safety equipment, and supplies needed to restore power.



#### TRACK

Employees watch how the weather will develop, and review processes in place for when the storm hits.

#### INSPECT

Linemen inspect power lines and make sure there are no trees or other obstructions coming in contact with the lines.



### WHAT WE DO

#### SAFETY IS OUR #1 PRIORITY

Once the damaged equipment is cleared, ACEC crews first target lines coming from the substation. This means we can get power restored for the majority of members affected by the outage. Repairs are then made to energize individual homes, farms, and businesses.



### STAY CONNECTED

OUTAGE - (888) 928-2232


CUSTOMER SERVICE & BILLING - (800) 831-8629

[WWW.ACECWI.COM](http://WWW.ACECWI.COM)

LIKE US ON FACEBOOK AT [WWW.FACEBOOK.COM/ACECWI](http://WWW.FACEBOOK.COM/ACECWI)



## Adams-Columbia Electric Cooperative

Your Touchstone Energy® Partner 

Customer Service & Billing 800-831-8629  
Power Outage Reporting 888-928-2232  
Diggers Hotline 800-242-8511

To make a payment anytime 24/7,  
please call 1-844-219-1223.

Jay A. Porter, PE—CEO  
Ashley Miller—Editor

### Friendship Service Center

401 East Lake Street • P.O. Box 70

Friendship, WI 53934-0070

Office Hours: Monday – Friday, 7:30 – 4:00

[www.acecwi.com](http://www.acecwi.com)

The Friendship Service Center is located in the Village of Friendship, in Adams County. From Highway 13, travel east three blocks on East Lake Street. Lake Street is also marked as County Highway J.

Adams-Columbia Electric Cooperative maintains operations facilities in Pardeeville and Wautoma. These facilities are not open for general business; however, drive-up payment stations are available at both locations. ACEC employees will meet with cooperative members in Pardeeville and Wautoma by prearranged appointment only.