

CONNECTIONS NEWSLETTER

YOUR TRUSTED ENERGY PARTNER

FEBRUARY 2018



ADAMS-COLUMBIA
ELECTRIC COOPERATIVE



A Touchstone Energy® Cooperative



ADAMS-COLUMBIA ELECTRIC COOPERATIVE

Your source for Co-op news and information.

ACEC'S EDUCATIONAL SCHOLARSHIP

Every year, Adams-Columbia awards thousands of dollars in educational scholarships to members continuing their education.

WONDERING HOW ACEC SCHOLARSHIPS ARE FUNDED?

Funding for the scholarship program is provided through a charitable 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. If you are interested in donating your accumulated patronage capital, feel free to contact us and we will work with you on the arrangements.



What's New? OUR WEBSITE!

Our website has a fresh new look. It's now easier than ever to use. Visit acecwi.com to explore.

See the back page for more.

VISIT ACECWI.COM FOR
ANNUAL MEETING NEWS
AND INFORMATION.

acecwi.com

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.

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 that because of all their hard work on average, an ACEC member had power 99.94% 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% of our members to be without power as a result of this single storm. Once we assessed the damage, it required us to replace 36 poles, 14 transformers, and over two and a quarter miles of wire. We called in assistance from two other cooperatives, Vernon Electric Cooperative and Oakdale Electric Cooperative.

Planned outages in 2017 totaled 879 – or 43% 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 is also critical to maintaining public safety. If older lines need to be replaced, we plan for it 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!



INTRODUCING OUR NEW WEBSITE

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.

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.

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**

CALENDAR OF EVENTS

MAR 20

Jay's Discussion Days
Stop in to see our CEO, Jay Porter, at our Pardeeville office - 3/20

MAR 22

Jay's Discussion Days
Stop in to see our CEO, Jay Porter, at our Wautoma office - 3/22



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