



Adams-Columbia Electric Cooperative

Your Touchstone Energy® Partner



By Jay A. Porter,  
PE, Chief Executive Officer

## OCTOBER IS CO-OP MONTH

Happy Cooperative Month!

Let's talk about the cooperative difference and why we're celebrating.

Electric co-ops are community-focused organizations that deliver safe, reliable, and affordable energy to their members. Our electric co-op is unique because we belong to the communities we serve. In fact, many of our leaders and employees live right here in the community and are members of the co-op—just like you! We don't have far-away shareholders, and we even share any excess revenue with our members because we're not-for-profit.

**We are celebrating Co-op Month by hosting Fall Fest at Flyte's Fieldstones.**

Our electric co-op was built by the community, belongs to the community, and continues to be led by the community—that's the cooperative difference! We are celebrating Co-op Month by hosting Fall Fest at Flyte's Fieldstones. Just bring your electric bill for four free passes per membership. This is a family-friendly event with fun fall activities like an indoor hay maze, corn maze, hay rides, farm animals, and more. You can find additional information about this event on our website.

Flyte's Fieldstones  
W10770 Hwy. 21, Coloma  
Saturday, October 13  
10 a.m.–10 p.m.  
Free giveaways 10 a.m.–2 p.m.

### Unclaimed Patronage Capital

We ask for your help in locating current and former members who have unclaimed patronage capital on file.

In many cases the member may have moved off our lines and simply not informed us of their new address. If you do find a name familiar to you, please ask either the individual member or the estate executor to contact us personally. Visit [www.acecwi.com/unclaimed-patronage-capital/](http://www.acecwi.com/unclaimed-patronage-capital/) to see the list.

### New Payment Form Accepted

We are now accepting American Express payments. You can make a payment anytime by calling 1(844) 219-1223 or online via your SmartHub account or PayNow.

### Storm Recap

Unfortunately, storms like we experienced on Tuesday, August 28, in the counties of Adams, Marquette, Columbia, and Green Lake can leave thousands without power. This devastating storm did just that—leaving approximately 8,700 ACEC members without power.

It's never convenient to experience a power outage. It takes a lot of workers to keep your power on, and even more to get it up and running after a storm. Our goal is always to restore power to our members as quickly and safely as possible.

Electricity is an unseen force, so understanding how it works is sometimes difficult. On the following page you can find information on power restoration and the process that must be followed to get your lights back on. I hope this information can be both helpful and educational for you.

If you're on social media, I recommend following us on Facebook at [www.facebook.com/ACECWI](http://www.facebook.com/ACECWI). During storms, we post frequent updates and photos. We also post safety tips, information, and giveaways.

Happy Co-op Month, everyone. I hope to see you at Fall Fest.



# Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark:

## 1. High-Voltage Transmission Lines:

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

## 2. Distribution Substation:

A substation can serve hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

## 3. Main Distribution Lines:

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

## 4. Tap Lines:

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

## 5. Individual Homes:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issue.



Far left: Approximately 50 poles needed to be replaced due to storm damage.

Left: Lunch was provided to our crews while they worked 16-hour shifts.

Below: Within 40 hours of the storm striking we were able to restore power to nearly 90 percent of those affected.

## AUGUST STORM RECAP

On August 28, storms with high winds and heavy rain resulted in widespread damage and power outages. Many local roads were impassable, making it difficult to repair destroyed poles and electrical lines.

“We had nearly 60 men working 16-hour shifts after this storm to ensure power was restored as quickly and safely as possible,” CEO Jay Porter recounted. “I would like to extend a special thank you to our friends at neighboring cooperatives and utilities who sent help. Pioneer Power and Light in Westfield, Central Wisconsin Cooperative in Rosholt, Rock Energy Cooperative in Janesville, Taylor Electric Cooperative in Medford, and our tree trimming service, Zielies Tree Service. These helping hands were of great assistance.”



After a storm, ACEC line crews identify which damaged lines to work on first based on which lines will restore power to the greatest number of members.

MY CO-OP



In last month’s magazine and newsletter, we published information on the Appliance Recycling program through ACEC and Focus on Energy. This program offers our members \$35 and free pick up for your old refrigerator or freezer. One of our members, Richard Wirth, said his wife saw the article in the newsletter and

took advantage of the promotion. Wirth’s old fridge became the 80,000th appliance recycled since 2013 through Focus on Energy’s Appliance Recycling Program.

Focus on Energy officials joined representatives from Adams-Columbia Electric Cooperative to honor Wirth at his Oxford home recently when workers picked up his recycled appliance.

“It’s a pleasure to be able to recycle it,” Wirth said to his guests. “It’s been sitting in the garage for a while.

“This is a significant milestone for us. Appliance Recycling Centers of America (ARCA) is proud to work with Focus on Energy to support their Appliance Recycling Program,” said Rachel Holmes, executive vice president at ARCA Recycling. “Together, [we are] taking old, energy-inefficient refrigerators and freezers off the grid

and preventing recyclable materials from entering the Wisconsin waste stream.”

The Appliance Recycling Program has kept about 11 million pounds of metal and 1 million pounds of plastic from becoming waste. That’s equivalent to the weight of 26 Statues of Liberty. By removing inefficient appliances, Wisconsin residents have also saved 777 Gigawatt hours of electricity, enough to power more than 62,000 homes for a year.

Are you interested in this program? Visit [www.focusonenergy.com/fridge](http://www.focusonenergy.com/fridge) or call (800) 354-1898.







# RELIABILITY REPORT

Part of being a member of a cooperative is having safe, reliable power. This year, we are happy to report that ACEC members had power 99.98 percent of the time. This number is trending from previous years, with 2017 at 99.94 percent, and 2016 at 99.97 percent.

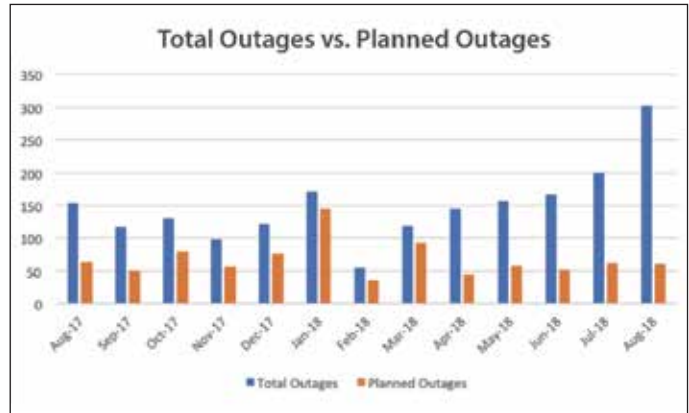
Power outages can be attributed to various things such as weather, extreme storms, vermin, trees, and planned outages.

## What is a planned outage?

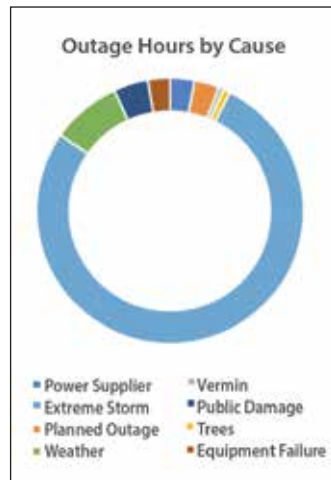
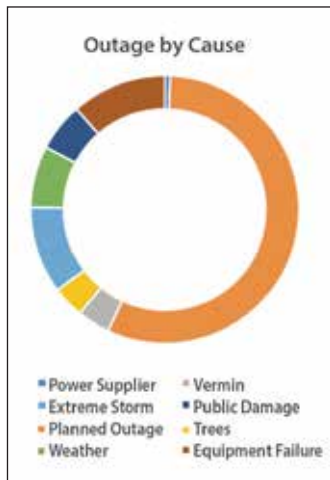
Occasionally, we find it necessary to maintain or replace equipment. In order to do this work safely, it is sometimes necessary to interrupt your electric service. From August 2017–August 2018, the highest cause of outages was due to planned outages. Planned outages accounted for 44.88 percent of all outages; however, they only resulted in 2.84 percent of the total hours without power.

On the opposite end of the spectrum, extreme storms accounted for only 8.37 percent of outages, yet take up the biggest portion of the Outage Hours by Cause chart with 73.59 percent of outage hours.

As stated earlier, our planned outages account for the majority of outages. This monthly comparison shows how often our linemen are out making repairs or necessary upgrades to lines, which makes members’ power as reliable as possible. You can also see from this graph why we say, “Summer season is storm season.”



It pays to be a member. Co-ops tend to lead the pack with electricity reliability in both frequency and duration of outages.




## ENERGY ASSISTANCE AVAILABLE

The Wisconsin Division of Energy, Housing and Community Resources provides services to Wisconsin qualified residential households with energy assistance and weatherization needs. Apply early to establish your eligibility and receive full benefits. For your convenience, here is a list of county agencies, or call 866-HEATWIS (432-8947).

Adams County .....	608-339-6767	Portage County .....	715-344-5999
Columbia County .....	608-742-4088	Sauk County .....	608-356-8887
Dane County .....	608-267-8601	Waupaca County .....	715-258-6820
Dodge County .....	920-887-7990	Waushara County .....	920-787-1830
Green Lake County .....	920-294-4070	Wood County .....	715-421-8654
Marquette County .....	608-297-3124		



## 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.