




Adams-Columbia Electric Cooperative

Your Touchstone Energy® Partner 

CHANGES AHEAD



By Jay A. Porter, PE,
Chief Executive Officer

I want to kick off this CEO report with a thank you to a few individuals. Our last annual meeting saw the retirement of three long-standing board members. I would like to say thank you and recognize the years of service they have dedicated to serving our members.

Lawrence Becker – 37 years of service, most recently our chairman as well as serving as national director on the NRECA board

Patrick Connolly – 12 years of service

Marj Colby – 11 years of service

Load Management Program

Adams-Columbia Electric Co-op (ACEC) has gone through multiple transitions in the load management program over the years, spanning nearly five decades and surviving two mergers. With that, there are currently two computer systems and remnants of multiple types of load control receivers being operated that periodically turn off water heaters and some electric heat installations. All existing load control equipment is fast approaching the end of its serviceable life; some is already there.

Much analysis has concluded that it's time to begin winding down this legacy residential load control system and associated programs. So, starting April 1, 2020, ACEC will no longer be turning off water heaters or the electric heat installations that have a load control receiver attached to them.

What this means for members who currently have a load control receiver on their water heater or heating system may vary slightly, but in all cases, there should be no impact on the operation of that equipment. It simply means that ACEC will not be periodically interrupting service to those things.

A couple of changes accompanying the 2020 sunset of the residential load control program will be the discontinuance of free water heater repairs. Also, there are a small number of members on heat rates based on the presence of a load control receiver. These rates will also be sunsetting, in favor of already existing heat rates that carry the same monthly facility charge, and very similar energy charges through the off-peak hours of the heating season of September through May. Those members who will be experiencing a rate impact will be contacted in advance to point out any changes and effects of the rate transitions.

There is no action any members must take at this time regarding the upcoming changes to ACEC load management

programs. The water heater repair program will stay intact through March of 2020, and ACEC will continue operating the available residential load management system throughout the same period. Look for more information this fall and as spring of 2020 approaches.

A business practice change taking effect July 1 that's worth noting deals with handling accounts that have been disconnected for non-payment. Historically, following disconnection, if all necessary payments were made to bring the account up to date, we'd typically dispatch personnel to reconnect. Frequently, this reconnection occurred well into the evening. After much consideration, we've concluded there are several reasons to make some changes in this process, particularly the costs incurred by the cooperative to reconnect service after hours. So, moving forward we will be reconnecting these services only during our regular business hours.

Keep in mind that this change affects a tiny percentage of our members, as disconnection is our last resort. For an account to have reached this point, we had to have exhausted a very deliberate and lengthy process that provides for multiple notifications including bills, disconnect notices, and phone calls allowing opportunities to work out payment options. We always encourage members having difficulties with paying their electric bills to contact our customer service representatives to discuss available payment arrangements.

SAFETY MESSAGE



Fireworks Safety at Home

This Fourth of July be sure to use caution when celebrating. We all know how dangerous professional-grade fireworks can be, but how often do we consider the dangers of sparklers or small firecrackers?

As a father of seven, I've had my fair share of requests for sparklers on the Fourth of July. They seem harmless enough, but did you know these little guys reach a temperature of 1200°F? Water boils at 212°F! According to the National Fire Protection Association, sparklers account for roughly one-quarter of emergency room firework injuries. If you are celebrating with sparklers, please be safe. They can easily cause third-degree burns, catch fire to clothing, or drop on to bare feet.

HELP US STUFF THE BUS

School Supply Drive

- Markers
- Pencil pouches
- Colored pencils
- Watercolors
- Scissors
- Glue sticks



- Notebooks
- Folders
- Filler paper
- Backpacks
- Notebooks
- Head phones

Drop off donations at our Friendship office until August 9th!



WHAT IS SMARTHUB?

SmartHub is a web and mobile app that allows you to take control of all aspects of your ACEC account. Pay your bill, manage your use and contact us with service issues quickly and easily online or on your mobile device.

SMART COMMUNICATION

SmartHub goes beyond bill payments and usage tracking. This online and mobile app is also a powerful communication tool.

VISIT WWW.ACECWI.COM TO SIGN UP!

SMART ENVIRONMENT

Going paperless with SmartHub is easy. With convenient access to your bill anytime, anywhere, doing your part to save the environment is easy too.

SMART PAYMENTS

With SmartHub, you'll be notified when your bill is due and can pay securely online or in the app, anytime, anywhere. Sign up for auto payments, set up your secure preferred payment method and let account management go into auto pilot.

SMART USAGE

Saving money just got easier. Track your usage and take the guesswork out of your bill. Through detailed graphs, you'll be able to monitor usage 24/7 and track your consumption, finding ways to reduce and save.



Manage Your Account



View and Pay Your Bill



Monitor Usage 24/7



Receive important Updates

member picnic



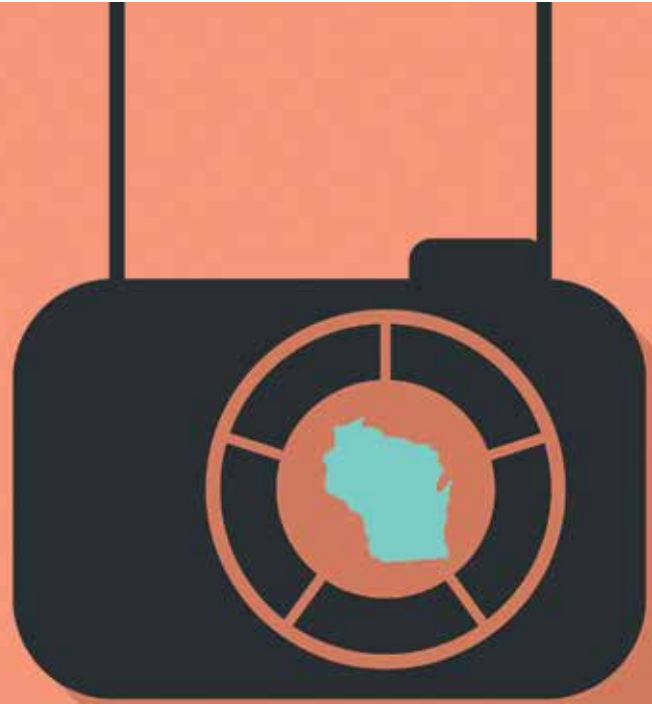
Members enjoyed tasty brats and ice cream at ACEC's summer picnic on June 14. There were lots of activities for the whole family and great money-saving offers for all.





Photo Contest

We're searching for beautiful photography to be featured in our next calendar.




We're looking for photos for our theme — Destinations to Visit. Send us your sunset, landscape, and overall awesome photos for a chance to be featured in our 2020 calendar. Only ACEC members are eligible for this contest. Visit www.acecwi.com for more details.

Submit your photos by Wednesday, July 31!



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

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.