

CONNECTIONS NEWSLETTER

YOUR TRUSTED ENERGY PARTNER

JULY 2019



ADAMS-COLUMBIA
ELECTRIC COOPERATIVE



A Touchstone Energy® Cooperative



ADAMS-COLUMBIA ELECTRIC COOPERATIVE

Your source for Co-op news and information.

STUFF THE BUS

Every year ACEC collects donations of school supplies for local students in need. The goal is to literally "stuff a school bus" with school supplies.

The school supplies drive begins July 15th and ends August 9th. If you would like to donate, please drop off school supplies at our Friendship office located at 401 E Lake Street.

Needed items:

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|----------|----------------|-----------------|--------------------|
| Markers | Filler Paper | Colored Pencils | Backpacks |
| Folders | Glue Sticks | Water Colors | Monetary Donations |
| Scissors | Pencil Pouches | Notebooks | Headphones |



Thanks for joining us at our Member Appreciation Picnic. Above are a few of our favorite photos from the day.

VISIT ACECWI.COM FOR NEWS & INFORMATION.

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 that 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.

WHAT ARE THE CHANGES?

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 that will be experiencing a rate impact will be contacted in advance to point out any changes and effects of the rate transitions.

WHAT TO DO?

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.

RECONNECTING ACCOUNTS AFTER HOURS

A business practice change taking effect July 1 that's worth noting deals with the handling of accounts that have been disconnected for non-payment.

Historically following disconnection, if all necessary payments were then 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, with one specifically being 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, it means we had 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.

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. Deadline to submit photos is July 31.

CALENDAR OF EVENTS

AUG 20

Jay's Discussion Days

Visit our CEO, Jay Porter, between 7:30am - 11:30am in Pardeeville - W6290 State Rd 33, and between 1:00pm - 4:00pm in Wautoma - N1519 State Rd 22.



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