

SAFETY MESSAGE

You just went in the ditch and knocked one of our green transformer boxes off of its platform. You see big wires sticking up from under the ground and the green metal transformer box is about 15 yards away. Everything seems fine right? WRONG.

In this situation:

- Call 911 and wait for help to arrive. Stay in your vehicle until the electric utility says it's safe.
- Tell bystanders to stay away as the ground may be energized.

If your vehicle is on fire and you must exit:

- Jump out of your vehicle without touching the ground and vehicle at the same time.

To watch the License to Live video showing exactly what to do, scan the QR code to the right or visit <https://safeelectricity.org/license-to-live/>.



WATCH
THE
VIDEO

THE WIRE

Adams-Columbia Electric Cooperative • February 2021



NEW INTERIM GENERAL MANAGER

FORMER CFO, JOHN WEST

The Board of Directors is pleased to announce that John West will be serving as the cooperative's interim general manager. On December 21, General Manager Jay Porter resigned from Adams-Columbia Electric Cooperative (ACEC). John is a long-standing ACEC employee who retired as the cooperative's chief financial officer last year, after almost 23 years of service. John's first day as general manager was January 4, 2021. The board of directors is conducting a search for a general manager, a process which is expected to take several months. The board is confident in John West's abilities to lead ACEC for however long is needed to hire a general manager.

Additionally, John will be continuing to host discussion days at our Pardeeville and Wautoma offices each month. The next discussion days will be February 16 and March 16. He will be at our Pardeeville office (W6290 State Rd 33) from 8:00 - 11:00 a.m. and our Wautoma office (N1519 State Rd 22) from 1:00 - 4:00 p.m.

ANNUAL MEETING UPDATE

THURSDAY, MAY 13, 2021

The annual meeting will be Thursday, May 13, 2021. We are tentatively planning for the meeting to be at the Adams-Friendship Fine Arts Center beginning at 5 p.m. As the COVID pandemic carries on longer than any of us anticipated, we are remaining flexible in our meeting planning. We'd like to host the meeting in person, but in order to keep everyone safe, we will continue to monitor the public health recommendations. As a backup, we may host the meeting via Facebook Live like we did for our meeting last year.

Regardless of the location of the meeting and the format, absentee and evoting open on Monday, April 5. Members will be able to vote for director candidates, bylaw changes, and to approve meeting minutes from the 2019 and 2020 annual meetings. Voting will be conducted through SmartHub or you can request an absentee ballot.

Keep an eye out for more details about the meeting in future issues of *The Wire*, on our website, and our Facebook page.

Briefing of the Board Meeting

November 30, 2020

Board Action Items:

- Approved irrigation rates
- Approved the request of the South Wood County YMCA for a 3-year capital commitment
- Approved the 2021 budget/workplan

The full board meeting summary can be found on our website at www.acecwi.com/news-information/meeting-mins



Employee Spotlight

Aimee Bork
Billing Coordinator

Aimee's job entails working with meter readings, billing adjustments and verifying information so bills will process correctly.

"I have enjoyed the knowledge I have learned over the last 26 years and the people I have worked with in the past and present that makes my job and our co-op run smooth and efficient."

Thanks for being a part of our team Aimee!

HERSHEY BAR TORTE

PREP TIME - 30 MINUTES COOK TIME - REFRIGERATE 12 HOURS

INGREDIENTS

- 1 - 10 oz. bag of marshmallows
- 1 cup milk
- 1 - 7 oz. Hershey Bar
- 1/2 cup sugar
- 1 pint whipping cream
- About 24 graham crackers (crushed)
- 1/4 cup butter melted

INSTRUCTIONS

Mix crushed graham crackers with melted butter and sugar. Line a spring form torte pan with cracker mixture. Melt the 10 oz. bag of marshmallows with 1 cup milk and the 7 oz. Hershey bar. Set aside to cool thoroughly. Whip 1 pint whipping cream and fold into the cooled marshmallow mixture. Pour into the spring form torte pan lined with cracker crumbs. Chill for 12 hours or overnight.

Recipe from Diane Inda of Friendship, WI.



CALENDAR OF EVENTS

FEBRUARY 26
Deadline to turn in Educational and Jon Steinhaus Lineworker Scholarship applications.

FEBRUARY 16 & MARCH 16
Discussion Day - Stop by our Pardeeville office from 8:00 – 11:00 a.m. or our Wautoma office from 1:00 – 4:00 p.m. to chat with our general manager, John.

CRAFT & CORK EVENT

POSTPONED UNTIL FURTHER NOTICE

Last year at this time, we decided to postpone our Craft & Cork event at Fawn Creek Winery until spring of 2021. Unfortunately, due to the ongoing pandemic, we will be postponing this painting event until the pandemic has passed and it is safe for everyone to gather again.

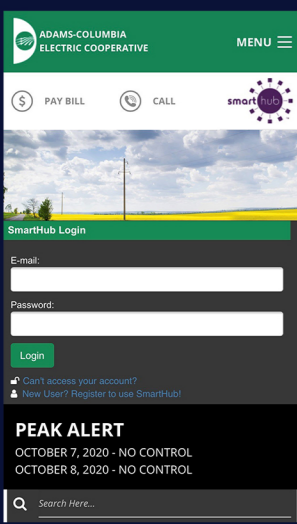
No one knows when life will resume back to normal, but once that time comes, we'll be anxious and ready to host events for our members again.

We'll keep you updated about Craft & Cork in future issues of *The Wire*, on our website, and on our Facebook page.



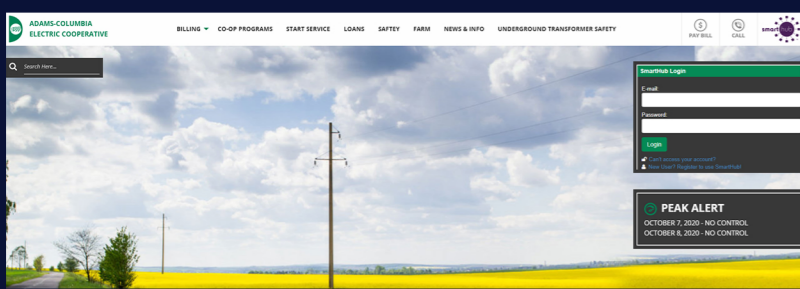
NEW LOOK ON OUR WEBSITE

CHANGES EFFECTIVE FEBRUARY 1, 2021



The login for SmartHub will be directly on our homepage to make it even easier for members to access their account. In addition, we will now have an image shown on the mobile view (to the left) and the desktop view (shown below) will no longer have a video playing in the background.

If you have trouble finding something on our website, remember to use the search bar. Otherwise, give us a call at (800) 831-8629 and one of our customer service representatives will be happy to help.



STATEMENT OF NON-DISCRIMINATION

Adams-Columbia Electric Cooperative is a recipient of federal financial assistance from the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture. In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) The person responsible for coordinating this organization's nondiscrimination compliance efforts is John West, General Manager of Adams-Columbia Electric Cooperative. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may file a written complaint with this organization; the Director, Office of Civil rights, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utility Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discriminatory action, or by such later date to which the Director of the U.S. Department of Agriculture's Office of Civil Rights or the Administrator of RUS extends the time for filing. Identity of complaints will be kept confidential except to the extent necessary to carry out the purposes of the rules and regulations of the U.S. Department of Agriculture. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.

2020 RELIABILITY REPORT

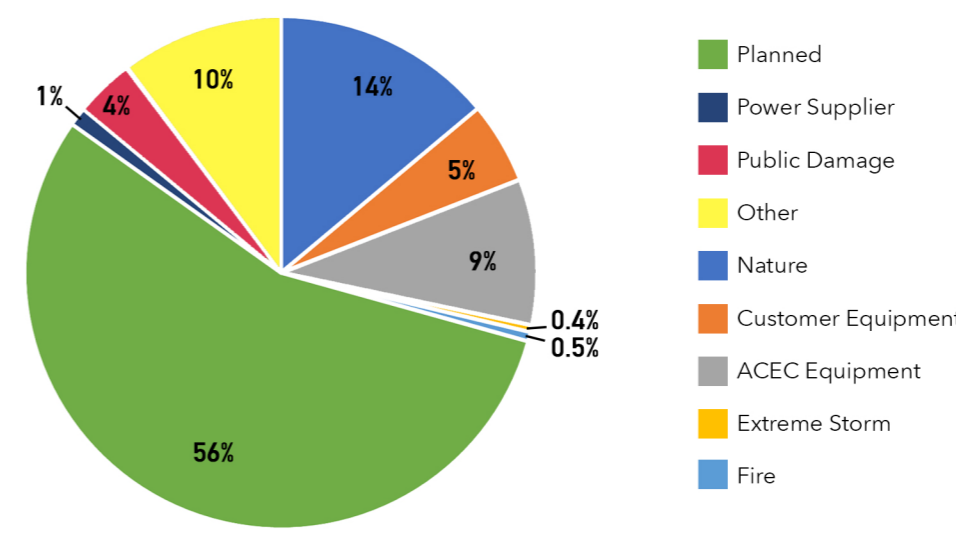
KEEPING THE LIGHTS ON

We're happy to report that our members had power 99.99% of the time in 2020. Our mission is to deliver safe, reliable electricity to our members, and we've kept our word. Our success is driven by a few different factors. One being that we didn't experience any major storms last year (which we're thankful for).

To maintain our reliability, our crews and contractors inspect our equipment and facilities year-round. We also schedule projects for equipment that is nearing its end of life to make sure we stay ahead of the game. Upgrading the technology we use throughout our system, from the field to the office, also ensures we're staying up to date with the most recent developments in our industry.

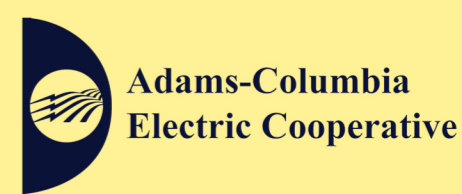
WHAT CAUSES OUTAGES?

The pie chart below shows the types of outages members experienced in 2020. The majority of outages (56%) were planned outages. This means either a member requested the outage to perform work on their end or we planned it to perform work on our system. It's no surprise to see that the second largest cause of outages was from nature. This could be animals getting into our equipment, trees falling on power lines, or general weather affecting our system.



If you experience a power outage, please report the outage by calling (888) 928-2232. Although our meters have the capabilities to self-report outages, it's helpful for us to get more details about the interruption from our members so we have the most accurate information.

Members can also report power outages through SmartHub. Be sure to sign up to receive text and email notifications about outages too!



CONTACT US

Customer Service & Billing
(800) 831-8629

IVR Payment
1(844) 219-1223

Power Outages
(888) 928-2232

Diggers Hotline
(800) 242-8511 or 811

Email
acec@acecwi.com

Website
www.acecwi.com

Follow us on social media
@ACECWI

Office Hours: Monday - Friday,
7:30 a.m. – 4:00 p.m.

Friendship Office
P.O. Box 70
401 East Lake Street
Friendship, WI 53934

Pardeeville Office
(Drop Box Only)
W6290 State Road 33
Pardeeville, WI 53954

Wautoma Office
(Drop Box Only)
N1519 State Road 22
Wautoma, WI 54982



Add your contact information and sign up to receive text and email notifications!

