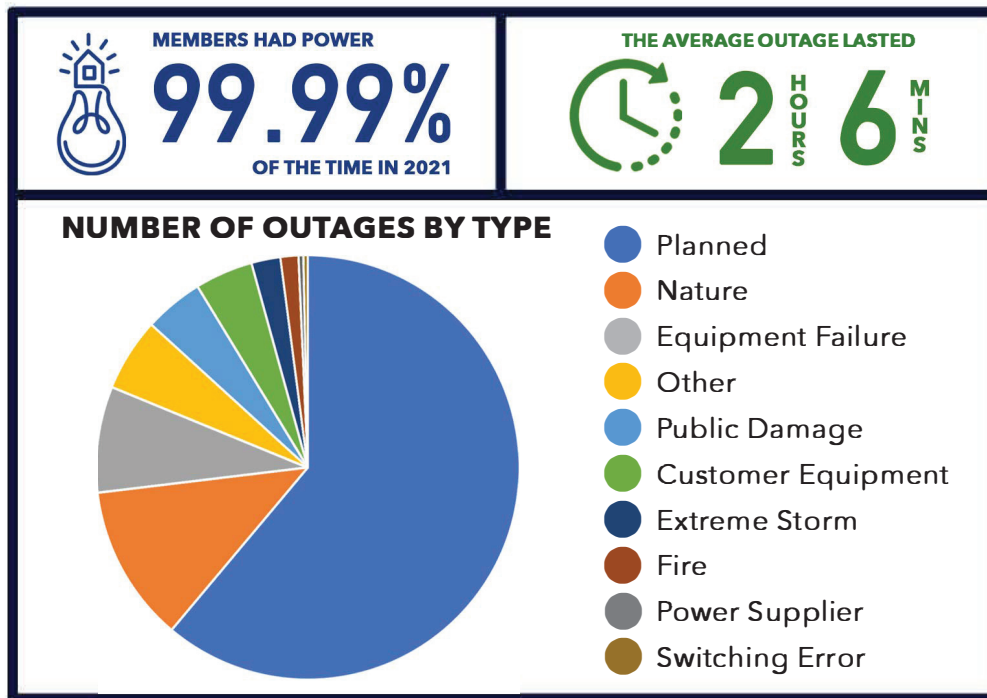


RELIABILITY REPORT

We experienced over 500 fewer outages in 2021 than we did in 2020. Mother nature was kind to us last year by not hitting our service area with destructive weather, which also contributed to fewer outages. We're happy to say that members had power 99.99% of the time in 2021.

As you can see below, the largest portion in the pie chart is from planned outages. Planned outages are necessary to maintain our distribution system. Our line crews make repairs and upgrade our equipment to build a strong system, and to ensure we can provide safe, reliable service to our members. A few examples of planned outages include road moves, pole changes, and changing out transformers. Our operations department notifies members that crews will be in their area doing work and that they will be out of power so crews can work safely.



UPDATE YOUR CONTACT INFORMATION

We do our best to contact members using an automated phone system about our planned outages.

It's important that we have your most updated contact information on file so we can notify you. You can view and update your contact information multiple ways:

- Log in to your SmartHub account
- Give us a call at (800) 831-8629
- Email us at acec@acecwi.com

CALENDAR OF EVENTS

FEBRUARY 14 & MARCH 23

Stop by our Wautoma office from 8–11 a.m. or our Pardeeville office from 1–4 p.m. to chat with our general manager, John.

FEBRUARY 18

Advisory resolutions and nomination by petition papers are due to the co-op.

MARCH 4

Deadline to submit applications for our Educational Scholarship.

MARCH 11

Our Jon Steinhaus Lineworker Scholarship opens. Turn in applications by April 15.

SUPPLY CHAIN ISSUES

As a cooperative, we do our best to serve our members and meet their needs. We believe it's important to give our members an inside look at the challenges your cooperative is facing.

Due to material shortages and economic conditions impacting our industry, we may experience delays in the ability to install or upgrade your electric service at the time of your request. You may experience delays in your project as a result. We're taking all necessary and available measures to acquire materials, but due to circumstances beyond our control, we cannot anticipate when our orders will be delivered.

If you're planning to build a home, relocate where your current services are, or any other service upgrades/changes, please contact us as soon as possible. We will do our best to communicate what our availability is as your requirements are met to install your service. If you would like to discuss this further, please give us a call at (800) 831-8629.



BECKY PINK
PURCHASING AGENT

"We placed our orders for 2022 (historically earlier than ever before) and have received estimated delivery dates from our suppliers. Our suppliers are impacted by the tornadoes, hurricanes, and other natural disasters that they can't control, as well as raw material shortages and production constraints.

The supply chain issues have impacted not only our industry, but the entire country in general. We are communicating with our vendors very closely to monitor production and deliveries.

We've built in additional contingencies to try to ensure we have our materials when they are needed; however, delivery dates are changing and not certain. We're working closely with our operations team to provide timely updates on material delays so we can plan work schedules accordingly. Your patience and cooperation are truly appreciated during this time."

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.

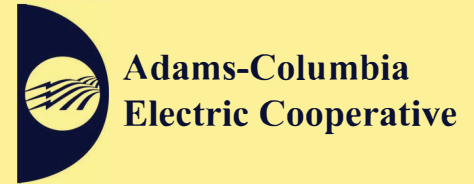
Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay 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.

OPERATION ROUND-UP

By rounding your bill up to the next dollar amount (example \$89.46 to \$90), your spare change gets donated to Operation Round-Up.

Funds are used for local projects and charities within our service area. Examples include emergency assistance, youth programs, civic projects, and more. Visit our website to learn more and to see what others have received funding for.



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

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

Friendship Lobby Hours
Monday - Friday,
8:00 a.m. - 3:30 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



LENDING A HAND

Wautoma Area Fire District was recently awarded funding from Operation Round-Up to purchase handheld radios.

They may be responding to one scene, but are all located in different areas. Having the handheld radios allows them to communicate with each other and other first responders on the scene.

Pictured l-r: Dee Dee Jakubowski (Fire Inspector), Rick King (Assistant Chief), Ralph Shemanski (Captain), and Larry Buntrock (Chief).

A SMART DONATION

Assumption Catholic School District in Wisconsin Rapids received a grant to purchase a SMART display for one of their schools. This touchscreen board will allow students to have more hands-on learning activities in Mrs. Schoff's kindergarten class.



Manage your contacts in the SmartHub app to update your phone number and email on file.



SAFETY MESSAGE

Being aware of potential hazards and using what will be the most efficient for your heating needs can make a big difference in safety and comfort. Below are tips for heating your home in safe and smart ways:



Always place your space heater on a steady surface away from foot traffic to prevent it from being knocked over.

Make sure that you consider safety first and purchase only certified models that have been tested.



Never use an electric blanket that is wet or folded, and perform regular checks of the product to look for scorch marks or visible damage.

Make yourself aware of the manufacturer's instructions, and use the product only as it is intended.



Always make sure that your chimney is clear, and open the damper if there are warm ashes in the hearth that could lead to a dangerous build-up of poisonous gases.

LET'S CONSERVE ENERGY

Did you know heating contributes to 29% of your utility bill? We experienced some frigid cold temperatures last month, and that may have had an impact on your bill.

Here are a few tips to help stabilize your heating costs:

- Set your thermostat as low as is comfortable in the winter
- When leaving for a few days, lower your thermostat a few more degrees
- Get cozy with layers and blankets at home instead of increasing the temperature
- Clean or replace furnace filters once a month or as recommended
- Make sure warm-air registers, baseboard heaters, and radiators are clean and not blocked

Source: www.energy.gov/energysaver/home-heating-systems



Employee Spotlight

Kristy Huber
Customer Service Representative

Kristy has been a member of our customer service team for over 20 years.

"I enjoy being able to talk with our members on the phone. Helping members with billing questions to service-related questions keeps my job interesting and allows me to learn something new every day.

I'm grateful for a great group of co-workers at ACEC, it makes coming to work enjoyable."

Thank you for your years of knowledge and expertise when serving our members, Kristy!

THE BEST CROCKPOT BEEF STEW

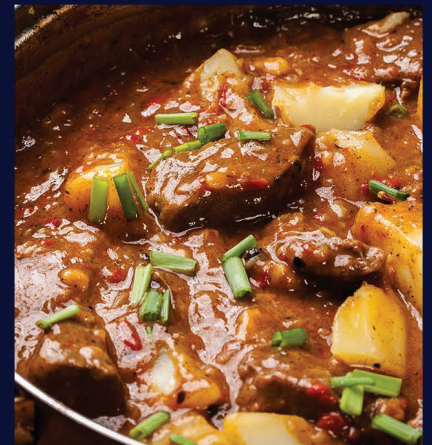
PREP TIME - 30 MINS | COOK TIME - 8-10 HOURS

INGREDIENTS

- 2 lbs stew beef
- 1 lb carrots, sliced 1-inch
- 6 peeled russet potatoes, cut into 1-inch cubes
- 2 c chopped onion
- 1 can Coca-Cola
- 1 packet Lipton onion soup mix
- 1 packet Good Seasons italian dressing mix
- 1 packet Roundy's brown gravy mix
- 1 packet Hidden Valley ranch dressing mix
- 10 oz can Campbell's cream of mushroom soup

INSTRUCTIONS

1. Layer potatoes in the bottom of a crockpot, followed by carrots, onions, and stew beef in that order.
2. In a separate bowl, combine the seasoning mixes. Sprinkle over the beef. Pour the Coca-Cola over everything and top with the cream of mushroom soup.
3. Cover and cook on low for 8 to 10 hours.



Recipe from Dennis Clark of Greenfield, WI