

Access Energy Cooperative
A Touchstone Energy[®] Cooperative

Highline Headlines

75 years of safe, reliable, efficient service and environmental responsibility.

"Access Energy Cooperative is dedicated to exceeding members' and customers' expectations for safe, reliable, efficient service and environmental responsibility."

Access Energy Cooperative Presents over \$1.2M to Henry County Community Projects

The Henry County Health Center and the Wayland Economic Development Corporation each received financial assistance through Access Energy Cooperative, as loan closing took place at the Access Energy Cooperative facilities.

Access Energy Cooperative loaned \$855,000 to the Henry County Health Center through a USDA \$300,000 Rural Economic Development grant and \$495,000 Rural Economic Development pass-thru loan. Funds from the \$300,000 grant were added to Access Energy Cooperative's existing Revolving Loan Fund and used to provide \$360,000 in financing for the Henry County Health Center to purchase equipment for the surgical and outpatient departments, in addition to the \$495,000 pass-thru loan Access Energy secured for the hospital. The project will create three jobs and help retain 300 existing jobs.

Access Energy Cooperative received a second \$300,000 Rural Economic Development grant and added to their existing Revolving Loan fund, from which \$360,000 was loaned to assist the Wayland Economic Development Corporation with land purchase for a new industrial park in Wayland, Iowa.

The funds are being provided through USDA Rural Development's Rural Economic Development Loan and Grant program. Under the program, Rural Development provides loans and grants to rural utilities, usually rural telephone or electrical cooperatives, which in turn provide loans to rural businesses and communities in their service areas.



OFFICE CLOSED
Nov 28 & 29

Happy Thanksgiving!



For after hours emergencies call
800.452.7819
or 319.385.1580



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Highline Headlines is published by Access Energy Cooperative, 1800 West Washington Street, P.O. Box 440, Mount Pleasant, IA 52641, Phone: 319.385.1577. Highline Headlines (ISSN 1066-7989) is published monthly for \$2.04 per year, per member by Access Energy Cooperative, 1800 West Washington Street, P.O. Box 440, Mount Pleasant, IA 52641 and at additional offices. Periodical postage paid at Mount Pleasant, IA. POSTMASTER: send address changes to HIGHLINE HEADLINES, P.O. Box 440, Mount Pleasant, IA 52641-0440. Copyright 2001, Access Energy Cooperative.

Please Recycle

Why I'm Thankful for My Cooperative

By Kimberly Brumbaugh

At your family Thanksgiving dinner each year, do you take turns saying something you're grateful for? My list is usually about the same—good health, wonderful family and friends. This year I am adding to my list: a job serving the great people of rural southeast Iowa.

I'm thankful to be a part of Access Energy Cooperative. Our employees are some of the hardest workers I know. Our mission is to provide safe, reliable, **efficient** electric power, but we also **aim** to improve the quality of life in the communities we serve. It's a mission we **all** take seriously.

I'm **thankful** for Access Energy Cooperative because our employees live alongside those we serve. The beauty of our cooperative is that it is locally owned and operated in the **center** of those who use our services. There are no distant shareholders pulling the strings behind the scenes. Paying dividends back to the people who use the services sure **beats** giving it to stockholders who live on the east coast and have no local connection to us. Members elect members to serve on the board of directors and govern the co-op. We are your neighbors, your friends, your family.

Thankful, continued on page 4

Manager's Corner



General Manager/CEO Robert Swindell

In the past, prior to tagging members who may have forgotten about their payments, we have utilized an automatic dialer to remind them that their payment is past due. We have also used the same technology to notify members in the event of a planned outage in their neighborhoods. Due a recent change in the Federal Communication Commission (FCC) rules on telemarketers, we must stop contacting members using this technology until we are able to get some clarification on the new rules. We will continue to follow our tariff and the Iowa Utilities Board (IUB) rules on disconnection of electric service and follow the "Rights and Responsibilities" as established

by the IUB. Unfortunately, if you are accustomed to our reminders by telephone, for the time being, we will not be able to provide this service.

We do provide several convenient ways to stay current on your payments. You can set up an auto draft schedule on your checking or savings account, pay online at www.accessenergycoop.com using your MasterCard, Visa or check. You can also pay by phone using your MasterCard, Visa or check; or we can set up a reoccurring charge on your MasterCard or Visa. We do not charge any transaction fees for these methods of payment. Of course, you can still pay by mail, use our drop box, or stop by our office during our normal office hours and visit our people at the counter.

PROTECT YOURSELF FROM SCAMS

In today's day and age you always need to be aware of various scams. Recently, scam artists have been posing as utility representatives to gain access to your property or your finances. Please be aware that Access Energy Cooperative does employ different contractors to assist us in the operation and maintenance of your cooperative. Currently, we have Sherrill's Electric Utilities Services obtaining easements for future line improvements throughout our service territory. We also have Legacy Power

Line Inc. rebuilding power lines, and Maddy's Tree Service clearing our right of ways in various locations. If you are unsure or suspicious of people claiming to represent Access Energy Cooperative, please call us at 866-242-4232 or 319-385-1580, and we will confirm whether or not they are working for us.

There are very limited circumstances where we may contact you for financial information. One way to protect yourself in these cases is to ask to whom you are speaking to, and tell them you will call them back at the numbers listed above. We will never contact you by phone asking for your social security number or banking information. If anyone does, please contact us and your local sheriff or police departments as soon as possible.



COOPERATIVE INFORMATION

Access Energy Cooperative
1800 West Washington Street
P.O. Box 440
Mount Pleasant, Iowa 52641

Phone: 319.385.1577
Toll free: 866.242.4232
Fax: 319.385.6873

Website:

www.accessenergycoop.com

Email:

contactus@accessenergycoop.com

HOURS:

Monday-Friday
(closed Saturdays, Sundays,
& Holidays)
Office: 7:30 a.m. to 4:00 p.m.

Payments can be placed in the dropbox under the flag pole.

Visa and Mastercard accepted.

After Hours Emergencies call:

319.385.1580
or 800.452.7819

General Manager/CEO: Robert Swindell
Editor: Kimberly Brumbaugh
Assistant Editor: Cherity Wibben

Officers and Directors:

Marvin Holtkamp	District 3	President
Ronald Campbell	District 2	Vice President
Joseph Heckethorn	District 1	Secretary
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Fred Hickenbottom	District 1	Director
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Victor Pierrot	District 3	Director

You Can Carry a Weather Radio in Your Pocket

As a member of Access Energy Cooperative, we are offering a premium Weather Radio smartphone app at absolutely no cost to you! At a value of \$9.99 this application, designed for iOS and Android devices, will locate you and automatically send alerts about impending adverse weather at your location; audibly announce weather watches, warnings and advisories; and provide you with live radar data. Plus, you can add alerts for up to 5 different locations to ensure the safety of family, friends and assets.

Set-up is easy! Just open the App Store on iOS or Google Play on Android and search for the free "Touchstone Energy Weather Connection". Once inside the App, find and select "Co-op Code", and enter Access Energy Cooperative's code to unlock premium "weather radio" functionality. You will also receive customized alerts from us, including outage restoration alerts and updates.

Stop in today to pick up your Access Energy Cooperative weather app code!!

TOUCHSTONE ENERGY
WEATHER APP







Cooking Efficiently

The U.S. Department of Energy estimates that cooking alone accounts for 4% of total home energy use, and this figure doesn't include the energy costs associated with refrigeration, heating **water**, and dishwashing.

As holiday parties and potlucks gear up, keep these tips in mind to help **save** in energy costs:

- **DON'T PEEK** Every time the oven door is opened, the temperature inside is reduced by as much as 25 degrees, forcing it to use more energy to get back to the proper cooking temperature.
- **TURN IT DOWN OR TURN IT OFF** For regular cooking, it's probably not necessary to have your oven on as long—or set as high—as the recipe calls for. For recipes that need to bake for longer than an hour, pre-heating the oven isn't necessary. And residual heat on an electric oven or stovetop will finish the last 5 to 10 minutes of baking time. Just remember to keep the oven door closed or the **lid** on until time is up. Alternately, if you're baking in a ceramic or glass dish, you can typically set your oven for 25 degrees less than the recipe calls for. Because ceramic and glass hold heat better than **metal** pans, your dish will cook just as well at a lower temperature.
- **GIVE YOUR BURNERS A BREAK** For your stovetop to function effectively, it's important that the metal reflectors **under** your electric stove burners stay free of dirt and grime.
- **DON'T NEGLECT YOUR SLOWCOOKER** Or your microwave, toaster oven, or warming plate. For example, the **average** toaster oven can use up to half the energy of the average electric stove over the same cooking time. Information to help you **estimate** how much energy your own appliances use is available on EnergySavers.gov.
- **GIVE YOUR FURNACE THE DAY OFF** If your next party involves a lot of work for your stove, think about turning down your furnace to compensate. The **heat** of the oven and all those guests will keep the **indoor** temperature comfortable.
- **MAKE CONTACT** Electric stovetops can only transmit heat to pans they are in direct contact with; the less contact your pan has with the burner, the more energy the stovetop will have to expend to heat the pan. If cooking with your warped pan is taking longer than it should, it may be time for a flat-bottomed update.



Source: U.S. Department of Energy



Energy Efficiency Tip of the Month

If you're expecting guests for holiday festivities, consider giving your heating unit a break. With the oven cranked up and the house packed with people, the temperature will rise on its own. Also make sure it has a clean filter so it can work as efficiently as possible all winter long. Find more ways to save at www.accessenergycoop.com

Source: *TogetherWeSave.com*

Take Control & Save

A Cooperative Effort for Energy Efficiency

Energy Efficiency Rebates & Programs

ENERGY EFFICIENT APPLIANCES

- * Energy Star® Room Air Conditioner.....\$ 50
- * Water heater (Electric only; At least 90% efficient)\$100

HEAT PUMPS

- * Air to Air Source - at least 16.5 SEER (w/Elec. Resist.) \$100 per ton
- * Mini-Split Air Source - at least 16.5 SEER \$250 per ton
- * Dual Fuel Source - at least 16.5 SEER (gas back up) \$250 per ton
- * Ground Source - at least 19.1 EER
- * replacing existing ground source unit..... \$400 per ton
- * new & replacing other heat source type \$750 per ton

ALTERNATIVE ENERGY SOURCES\$250 per KW

- * Capped at capacity. Access Energy Cooperative owns any carbon credits generated.

HOME WEATHERIZATION INCENTIVESUp to \$500 maximum

- * Incentives are available to those who choose to make energy saving improvements recommended by Access Energy Cooperative following a FREE energy audit conducted by us.
- * Improvements must be completed in recommended order by AEC.

BUSINESS LIGHTING REBATE

- * Must have at least 10 eligible fixtures at a commercial, industrial or ag business member's account of Access Energy Cooperative.
 - * Fluorescent T-5 and T-8 lighting systems with electronic ballasts
 - * LED (light emitting diode) and LED exit signs
 - * Occupancy Sensors
- * Bulbs and fixtures must be evaluated by AEC to determine eligibility based on an audit of existing lighting prior to any installation of new equipment. A knowledgeable employee from the business needs to be present to guide AEC through the initial walk-through lighting audit.
- * Total rebate amount is limited to \$30,000 per member per year and will not exceed 40% of the total equipment cost.

FREE ENERGY AUDITS & REBATE FOR IMPROVEMENTS

- * Conducted by a qualified Access Energy Representative
- * Blower door test to check for air leaks and gaps
- * Inspect insulation, doors, windows, lighting, appliances, and much more
- * Weatherization improvements suggested at audit are eligible for incentive up to \$500

LOW INTEREST LOANS

Access Energy Cooperative has ERC low interest loans available for the cost of materials and labor for energy efficiency home improvements in new or existing structures. For more details see our website.

Specific requirements apply to individual rebates. For more information on rebates, low interest loans or to schedule a free energy audit call 385.1577 or 1.866.242.4232 or visit our website at www.accessenergycoop.com.

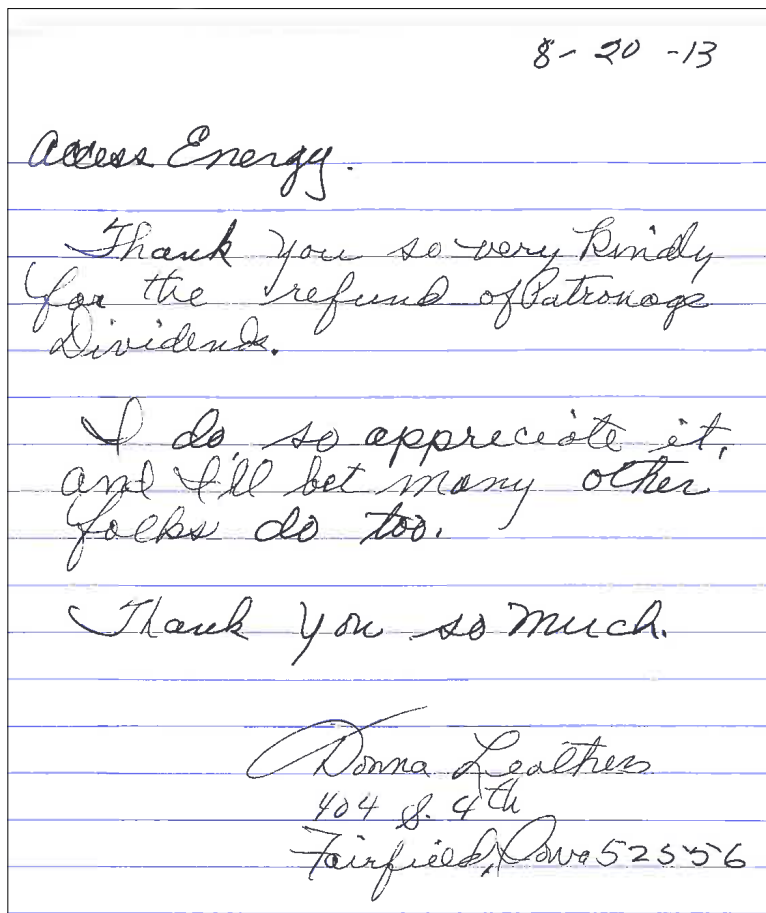
Above and Beyond

Here at Access Energy Cooperative we work hard to deliver safe, reliable, efficient electricity to our 8,000 members every day. But we don't stop there. Because we're a cooperative, we strive to do much more, to find ways of providing *real* value to you and the communities we serve.

So what exactly does real value mean? Well, in some ways it's basic, like connecting with a real, *local* person when you call our office. It could be finding a copy of Highline Headlines in your mailbox every month, which keeps you informed about co-op business and goings-on in southeast Iowa. Or it's getting the lights back on more quickly after an *ice* storm.

Your not-for-profit, consumer-owned electric cooperative is special; offering you real value—and working to improve the quality of life in the communities we serve.

Special Thanks



Thankful, continued from page 1

I'm thankful for our co-op because it serves as a vibrant force in the local economy—partly because we are local. That means Access Energy Cooperative is invested in the future of its communities. The article on the front page shows one form of our commitment to our communities. We are very active in economic development partnerships and projects that assist our communities in attracting and retaining businesses.

I'm thankful that our co-op really does care. From giving scholarships to young people and helping small communities hang Christmas lights, to reaching out to members with information that will help them save energy and money, we care about the people and the towns we serve.

Finally, I'm thankful for you, our members, because without you, there'd be no Access Energy Cooperative.

Happy Thanksgiving from all of us here at Access Energy Cooperative.

Access Energy Cooperative employs hard-working and dedicated staff who work together for the benefit of you, our member and owner. Thank you for providing that "hard work pays off" by giving us your feedback in our first quarter 2013 American Customer Satisfaction Index survey. Your opinion has landed us at the top of the utility industry average scores and above several other service industry average scores.

84 Access Energy Cooperative
1800 W. Washington St. • Mt. Pleasant, IA 52641
(319) 385-1577 • accessenergycoop.com

ACSI	Subscription TV service 66	Airlines 67	Cell phone service 70	Hospitals 76	Investor-owned utilities 76	Banks 77
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*The numbers above represent American Customer Satisfaction Index (ACSI) results for the noted industry in 2012.

Celebrating 75 Years



Still providing safe, reliable, efficient service... because we care.



NOTICE

Due to the regulations under the Telephone Consumer Protection Act, we will no longer be using our automated phone notification system to notify members of their past due bills.

If you have any questions please contact us at 319.385.1577 or 866.242.4232.

Power Outage?

Power outages can happen at anytime. In spite of all the dollars spent on maintenance and improvements, we are still at the mercy of mother nature and man—which has been the cause of 50% of all outages since the beginning of the year. The following are the seven major causes of natural outages:

STORMS

Wind, heat, ice, and snow are the most common causes of widespread power outages.

LIGHTNING

When lightning strikes transmission towers, wires, and poles, outages occur.

ANIMALS

Outages can even happen on sunny days, as a racoon, squirrel, bird, or other small animals are a common cause for power lines to short circuit.

TREES

During high winds, or tree trimming by an untrained professional, limbs can come into contact with power lines, causing power interruptions.

EXCAVATION DIGGING

Underground cables are commonly disturbed by digging. Practice safety when you dig and always call Iowa One Call first at 811.

HIGH POWER DEMAND

During heat waves and other times of unusually high power demand, overburdened electric cables, transformers, and other electrical equipment can melt and fail.

VEHICLES

Occasionally, vehicle accidents with a utility pole cause power outages.

If you experience a power outage or notice a problem with our power lines, call us at 1.866.242.4232, 24 hours a day, seven days a week.

TOGETHERWESAVE.COM

Tip of the Day

When you go to our website, you can click on the Together We Save icon in the lower right corner for an extension of our energy saving ideas.

Now, the Together We Save campaign is helping to spread energy efficiency ideas with a mobile app, too. The app is available for Blackberry, Droid, and iPhone, and delivers a simple easy-to-follow energy efficiency "Tip of the Day."

Visit accessenergycoop.com (or use your smart phone to read the QR code at the right) and click on Together We Save for a link to download this free app.



Biomass Fuels Renewable Energy

"Biomass" consists of any biological material that can be burned as fuel to produce electricity, and it's everywhere: trees, grasses, crops, livestock waste, garbage, and even landfill gas. Recent advances in technology have made it possible to use tried-and-true biomass in more efficient ways.

Today, the U.S. has more than 13,000 MW of biomass generating capacity, making it the third-largest source of renewable energy behind hydropower and wind.



HOW IT WORKS

The basic premise behind this power source is simple: Burning actual biomass feedstock or methane gases produced by decomposition of organic material—in whatever form—creates steam, which then spins a turbine and generates electricity.

Given the wide variety of biomass resources available, questions on what to burn and in what manner can be answered in a number of ways:

- Direct-fired systems: This remains the most straight-forward, time-tested means of producing electricity with biomass. Quite simply, material is shoveled into a boiler to produce heat and steam. Residual heat from the process can be piped off to heat buildings or reused in other ways, increasing plant efficiencies.
- Co-fired systems: This method adds biomass to existing fossil fuel-fired plants. In this way, fossil fuel plants can lower emissions of certain pollutants while maintaining the same electrical output.
- Gasification: Slightly more complex, this process converts biomass to a gas through superheating. The resulting synthetic gas (syngas) can be burned in a conventional boiler or used as a substitute for natural gas.
- Pyrolysis: This technical term describes changing solid biomass into a different form. If biomass is superheated in an area void of oxygen, it will not catch fire but instead will liquefy. The resulting oil can be burned to generate electricity or used in making plastics, adhesives, and other products.
- Anaerobic digestion: Instead of burning biomass as fuel, this method amounts to piling up waste and waiting. As the name implies, bacteria (anaerobes) literally digest molecules in waste—be it livestock manure or **garbage**—and produce methane as a byproduct. The gas is then captured and burned to make electricity. Leftover material, in many cases, can be used as compost.

THE FUTURE OF BIOMASS

Biomass has come a long way from putting a log on a fire. Applications continue to develop, many of which involve converting biomass to other forms to supplement petroleum use.

New sources of electricity and fuel production are researched every day, and soon, waste such as corn stover (stalks, leaves, and husks) and wheat straw will be added to the mix. Non-food crops such as trees and grasses are also being researched for their energy-producing potential, especially in liquid form.

Sources: Scott Gates; U.S. Department of Energy; U.S. Energy Information Administration

Protect Electronics, Prevent Hazards

Big-ticket electronics, such as televisions, computers, and gaming consoles, are at the top of many holiday wish lists—but safety may not be. Purchasing, installing, and operating these items safely protects not only the expensive equipment, but also your entire home. The Electrical Safety Foundation International (ESFI) offers the following tips, and for more information, visit holidaysafety.org.

SAFETY TIPS

- Always purchase electrical devices from a reputable retailer that you trust. Be especially wary when making online purchases.
- Check that all electrical items are certified by a nationally recognized testing laboratory, such as Underwriters Laboratories (UL), Canadian Standards Association (CSA), or Intertek (ETL).
- Always read and follow the manufacturer's instructions before use.
- Send warranty and product registration forms for new items to manufacturers in order to be notified about product recalls. Recall information is also available on the website of the U.S. Consumer Product Safety Commission (<http://www.cpsc.gov>).
- Never install an exterior television or radio antenna close enough to contact power lines if it falls.
- Never remove the ground pin (the third prong) to make a three-prong plug fit into a two-prong outlet.
- All appliances and cords should be kept in good condition. Examine them regularly for damage, and repair or dispose of damaged items.
- Keep cords out of reach of children and pets.
- Make sure entertainment centers and computer workstations have enough space around them for ventilation of electronic equipment.
- Keep liquids away from electrical devices. Spills can result in dangerous shocks or fires.
- Unplug equipment when not in use to save energy and reduce the risks for shocks or fires. Power **strips** or surge protectors make a good central turn-off point.
- Always unplug electrical items by grasping the plug firmly rather than pulling on the cord.
- If you receive any kind of shock from a large appliance or any other electrical device, stop using it until an electrician has checked it.
- If an appliance smokes or sparks, or if you feel a tingle or light shock when it's on, stop using it. Discard and replace it or have it repaired by an authorized service provider.

EXTENSION CORDS

- Extension cords are meant to provide a temporary solution. They should not be used as a long-term or permanent electrical circuit.
- Never use a cord that feels hot or is damaged in any way. Touching even a single exposed **strand** can result in an electric shock or burn.
- Only use weather-resistant, heavy gauge extension cords marked "for outdoor use" outside.
- Keep all outdoor extension cords clear of **snow** and **standing** water.
- Arrange furniture so that there are outlets available for equipment without the use of extension cords.
- Do not place power cords or extension cords in high traffic areas or under carpets, rugs, or furniture (to avoid overheating and tripping hazards), and never nail or staple them to the wall or baseboard.

SURGE PROTECTOR OR POWER STRIP?

Although surge protectors and power strips both allow you to plug several devices in one location, it is important for consumers to understand that they are not interchangeable. A true surge protector includes internal components that divert or suppress the extra current from surges, protecting your valuable electronics from electrical spikes, while a power strip simply provides more outlets for a circuit.

Source: *Electrical Safety Foundation International*

Preventing Cyber-tage

Electric co-ops are taking the lead in protecting the nation's electric grid from cyber attacks

Security of the nation's electric grid has received a lot of attention lately. According to the U.S. Department of Homeland Security, the energy sector was the target of more than 40 percent of all reported cyber attacks last year.

In today's heightened political landscape, some have suggested that onerous government mandates—as opposed to our existing system that provides flexibility to meet ever-evolving threats—are necessary to protect the electric grid from cyber assaults. But it's not certain more regulations will make us safer.

Government mandates can't keep pace with innovation. Utilities, like electric co-ops, are always deploying new technology—and so are cyber criminals and terrorists. Top-down mandates, by their very nature, will only address known dangers; such a command-and-control approach means we'll always be fighting yesterday's battle.

- "Gold plated" cyber security measures are not the answer. It's possible to build a car that will survive any crash. But the cost of such a vehicle would be astronomical. Utilities need the latitude to balance risk and cost for the good of the consumer.
- Compliance is not a deterrent. For some, federal rules create a false sense of well-being. The reasoning goes like this: "If I'm following all of the cyber security regulations that apply to me, then my system must be secure." However, bureaucracy can't promulgate processes that address every contingency. And any complacency opens the door to a possible cyber strike.

Fortunately, America's electric cooperatives have taken a lead role on this issue. In addition to thousands of hours **spent** by electric co-ops helping the North American Electric Reliability Corporation (NERC), the nation's grid watchdog, write Critical Infrastructure Protection standards, the Cooperative Research Network (CRN)—the research and development arm of the National Rural Electric Cooperative Association—has developed the Guide to Developing a Cyber Security and Risk Mitigation Plan. This document, touted by the U.S. Department of Energy as a prime example for other utilities to follow (and endorsed by the head of grid security at IBM), provides a set of scalable, online tools that can help electric co-ops strengthen their cyber security posture.

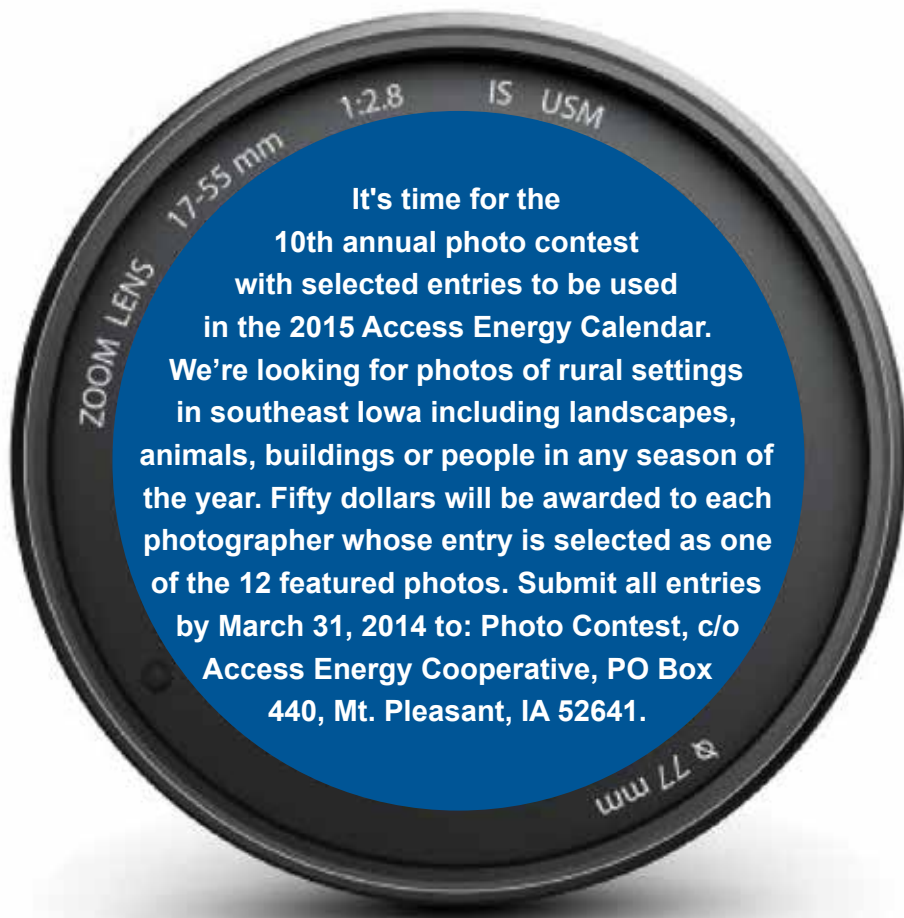
As perhaps the first approach to advancing cyber security at the distribution level, the Guide to Developing a Cyber Security and Risk Mitigation Plan ties into the innate co-op sense of member responsibility and commitment to continuous improvement. While no one suggests it will prevent every possible **act** of "cyber-tage," any step at mitigation means a significant leap toward bolstered cyber security. As a result, NRECA has offered the guide and template to others in the electric utility industry free of charge.

The bottom line is that over the past few years, the North American electric grid has become more secure because of joint NERC- industry efforts. On the executive-branch level, NRECA has discussed co-op leadership and concerns surrounding this subject in meetings with President Obama and U.S. Energy Secretary Ernest Moniz.

The perils posed by cyber attacks are real. But thanks to CRN and standards fashioned by electric utilities under the current voluntary, collaborative NERC framework, electric cooperatives will be better armed to defend against any cyber menace.



Enter Our Photo Contest For A Chance to Win \$50



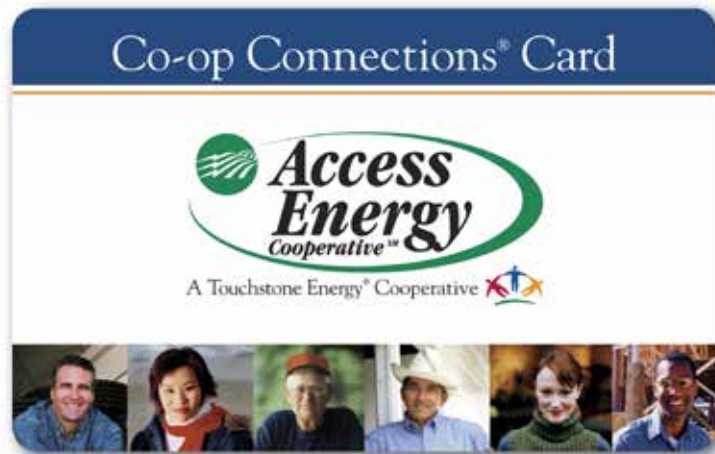
Members Saving on Prescription Costs

In September, thirty-one members saved \$654 on their prescriptions. Total saved so far this year is \$545.

To find out more on the discounts offered check out our website at www.accessenergycoop.com. We continue visiting with area businesses and adding to the list of local deals.

It's easy to save—you just have to show your card to participating merchants.

If you own a business and would like to offer a discount for the card, please contact Kim Brumbaugh at kbrumbaugh@accessenergycoop.com or call our office.



Kids, This is Your Chance to Win \$50.

Fifty dollars will be awarded from Access Energy Cooperative to two K-6 winners from each grade level.

CONTEST PURPOSE

To increase both student and general public awareness of energy efficiency and renewable fuels.

THEMES

Poster should focus upon one or both of the following themes:

- Energy conservation and efficiency
- Renewable sources of energy such as wind, biomass, and solar

ELIGIBILITY

Open to all students in grades one through six in the following counties: Jefferson, Keokuk, Van Buren, Wapello, Washington, Henry, Lee, and Des Moines.

CRITERIA FOR JUDGING

- Accuracy of Information: is the poster's message factually correct?
- Appearance and Creativity: legible writing, correct spelling, creative elements. Is it colorful?
- Effectiveness of Message: does the poster educate the viewer on energy efficiency and/or renewable energy?

SIZE

All entries must range between 11" X 17" and 18" x 24" (no matting), to be eligible for judging. Entries may be in horizontal or vertical formats.

SPECIFIC RULES

Each student may enter only one poster. Each student must create his or her own poster. Posters may be created in any medium. All entries will become the property of Access Energy Cooperative. All entries must have a label located on the back lower right corner of the poster with student's:

Student's Full Name	Home Mailing
Address	School Name
Grade Level	Principal's Name
Teacher's Name	School Address
School Telephone	

DEADLINES

Posters must be postmarked by: April 11, 2014, to be eligible for the Access Energy competition.

SUBMIT POSTERS TO:

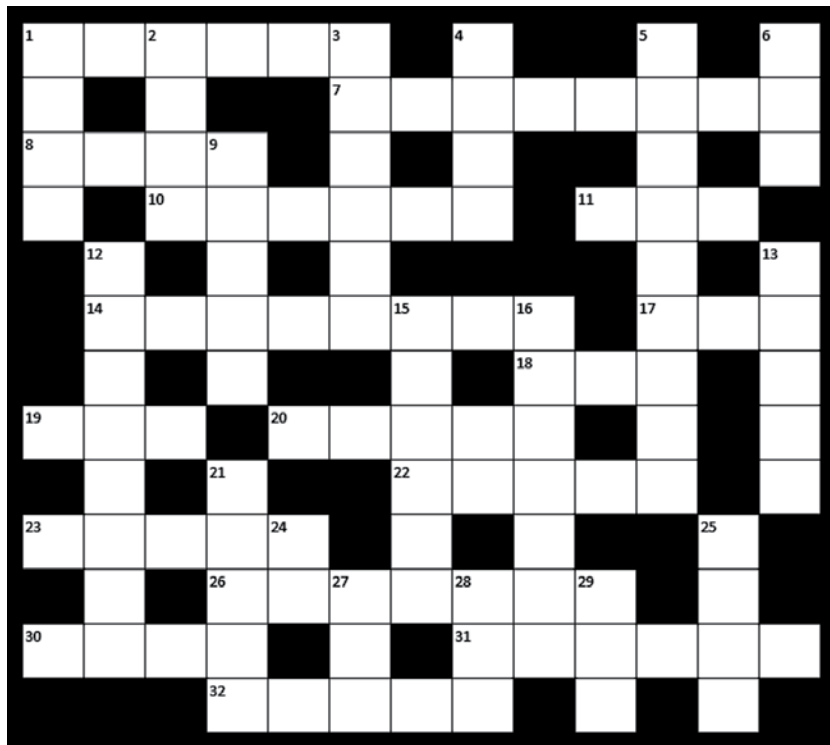
Access Energy Cooperative, Poster Contest
PO Box 440
Mt. Pleasant IA 52641

Win \$25 By Learning About Your Cooperative!

Access Energy Cooperative members can win \$25 by completing the crossword below correctly. Members may clip out their answers and send them by November 30, 2013, to: Access Energy Cooperative, Attn: Crossword Puzzle, P.O. Box 440, Mount Pleasant, IA 52641. Most of the answers are bold and highlighted elsewhere in this issue of the Highline Headlines. If more than one person answers all of the questions correctly by the deadline, a drawing will be held to determine the winner. Only one prize will be given for the crossword puzzle.

Name _____

Address _____



Last month's winner is Bonnie Hunold of Argyle.

ACROSS

- 1 These can be used as a central turn-off point for electronics
- 7 Access Energy Coop employees feel this way about our jobs
- 8 Egg-shaped or elliptical form
- 10 The weather radio app can do this and send you alerts in your location
- 11 Access Energy employees have this to improve the quality of life for our members
- 14 Keep outdoor extension cords clear of this water
- 17 Real value means getting your power back on quickly after this type of storm
- 18 In today's day and _____ you always need to be aware of various scams
- 19 Keeping this on when cooking saves energy
- 20 Metal reflectors located here need to stay clean to save energy
- 22 The moon does this to the earth
- 23 Heating this uses energy when cooking
- 26 This type of toaster can use less energy than this type of stove
- 30 When doing a lot of cooking, this from the oven helps warm your home
- 31 As a cooperative, we operate in this area of those who own the cooperative and use its services
- 32 Electric coops have done this to thousands of hours helping to protect our nation's grid

DOWN

- 1 Keep outdoor extension cords clear of this
- 2 As a cooperative, we strive to provide you, the member-owners, this kind of value
- 3 Touching an exposed one of these can cause electrical shock or burn
- 4 While cooking, keep in mind energy efficiency tips to help you do this
- 5 Our mission is to provide this type of service
- 6 This many Access Energy employees take our mission seriously to provide safe, reliable, efficient service
- 9 When you call our office, you always have the opportunity to talk to a real person of this type
- 12 Information on how you can do this to the amount of energy your appliances use can be found on our website
- 13 Ceramic pans hold heat better than this type of pan
- 15 When doing a lot of cooking, the heat from your oven will help keep this temperature warm
- 16 You can produce methane as a by-product from this form of waste
- 21 Giving dividends back to our members sure does this compared to giving our profits back to distant stockholders
- 24 Recreational vehicle
- 25 Our energy audits are done for you at this cost
- 27 Organ we see with
- 28 While it is impossible to prevent every possible one of these regarding "cybertage," Access Energy works hard to help make sure the grid is safe
- 29 Not the beginning



Alan Raymer, Access Energy Cooperative Energy Advisor, delivered a water heater to Dan Spray of Habitat for Humanity to place in a new home in Henry County.

The featured recipe winner who submitted this recipe will receive a \$10 electric bill credit. Check out our recipe section at www.accessenergycoop.com for a new recipe or to submit your favorite recipe. Or mail us your recipe and we will post it for you.



Hot Chicken Salad

From the Kitchen of Betty Cabbage

- 4 cups chicken, cooked & diced
- 2 cans cream of chicken soup
- 2 cups chopped celery
- 4 T. diced onion

- 6 boiled eggs, diced
- 1½ cups mayonaise
- Bread or cracker crumbs

Mix all ingredients except crumbs. Place in 9x13 pan. Top with crumbs. Bake 350° until bubbly.

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