



# Highline Headlines

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



**For after hours emergencies call 800.452.7819 or 319.385.1580**

**Visit our website to find out more about the 2014 Annual Meeting of Members and how the Board of Directors are elected.**

### About

Board of Directors

Annual Meeting

[www.accessenergycoop.com](http://www.accessenergycoop.com)

## What Does it Take to Serve on the Access Energy Cooperative Board of Directors?

Your **Board** of Directors is elected by and from the membership of Access Energy Cooperative. Three seats are up for election, one in each of the three districts. Each board member is elected to a **term** of three years. Terms that will expire with this year's annual meeting to be held Tuesday, August 5th, are:

- District 1, Donald Atwood
- District 2, Jerry Barker, and
- District 3, Marvin Holtkamp

In order to serve on the Access Energy Cooperative Board of Directors you must be a member of the cooperative and a bona fide resident of a premise served by the cooperative.

In conjunction with these requirements, a board member should expect to attend the monthly board meetings, generally held on the third Thursday of each month, and is encouraged to attend various training meetings held throughout their term as director. Because the Board of Directors is responsible for establishing the policies and **rates** under which the cooperative operates, it is important that directors can devote adequate time to these activities.

The Board appointed a Nominating Committee at its regular meeting in January. Members of the Nominating Committee will select candidates to run for the expiring terms. Anyone interested in running for a seat on the board may contact a member of the Nominating Committee, call our office at 1.866.242.4232 or check out our website at [www.accessenergycoop.com](http://www.accessenergycoop.com).

**See page 2 for the list of Nominating Committee Members**

### ~ SAVE THE DATE ~

For your 2014 Annual Meeting of Members to be held August 5, 2014, at McMillan Park in Mt. Pleasant at 5:00 p.m. Everything is FREE and all members are encouraged to attend. There will be fun activities for the whole family including country music entertainment, rides and kids activities, a free meal, gift and door prizes.

Don't forget to vote for your board members who will represent you for the next three years plus hear what your cooperative has been up to and where we are headed.

**AUGUST 5, 2014  
ANNUAL MEETING**

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**Youth Programs & Contest Deadlines are soon approaching. See page 5 for more details.**

## Manager's Corner



### General Manager/CEO Robert Swindell

We received some good news right before the end of the year, when we received word that we have been awarded funding for two of six Federal Emergency Management Agency (FEMA) 404 Mitigation Grants to rebuild approximately 50 miles of line. The 404 Mitigation Grant Program will provide up to 85% of the \$2,260,000 cost to rebuild these facilities. We will be securing the engineering contract for the two projects that have been awarded by spring and plan to have them under construction by summer. We hope to receive the awards for the

remaining four projects consisting of an additional 130 miles of line by the end of the month.

The aim of the 404 Mitigation Grant Program is to provide assistance in replacing critical infrastructure that could be damaged in a natural disaster, such as an ice storm. After we carefully **studied** our system, we were able to **locate** these six projects which we believe met FEMA's criteria for funding. Once complete we will have significantly increased the reliability of our system, reducing the number of potential outages, and saving approximately 85% of the cost to rebuild these sections of line. Any way you measure it, it's a great benefit to you the member.

#### COLD WEATHER EFFECTS

While we are no longer in the propane business, the continued cold weather, along with low supplies, has resulted in a huge run-up in the price of propane. I expect propane to go over \$3.00 a gallon this winter and I have heard that some marketers are adding surcharges onto existing contracts.

The cold weather has impacted us too. One January 6, 2014, Associated Electric Cooperative (AECI), our generation cooperative, set a new

record peak of 4595 megawatts. Due to the investments we have made in constructing and maintaining our power plants, AECI was able to meet this new peak with our own generating resources, and I do not foresee any impacts to our rates this year.

#### RECare

Once again, I want to remind you of our RECare program. If you wish to make a contribution to Access Energy Cooperative RECare program, you can visit our web site at [accessenergycoop.com](http://accessenergycoop.com), or give our Billing Department a call at 866-242-4232. Your contribution, whether it is \$1 or \$10 a month, when combined with those of other generous members, can go a long way in helping those who can't afford winter's heating bills.

The cold weather may result in some members experiencing problems paying their electric bills. I would encourage you to contact our billing department, who will be happy to work with you on a payment plan to spread part of your monthly bill out over several months. In order to avoid additional charges associated with being delinquent with your payment, it is always best to contact us prior to your due date.

## 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](http://www.accessenergycoop.com)

#### Email:

[contactus@accessenergycoop.com](mailto:contactus@accessenergycoop.com)

#### OFFICE HOURS:

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

Billing & account information can be accessed 24/7 by calling our office or by visiting our website.

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:** Cherty Wibben

#### Officers and Directors:

Marvin Holtkamp	District 3	President
Ronald Campbell	District 2	Vice President
Joseph Heckethorn	District 1	Secretary
Larry White	District 2	Treasurer
Donald Atwood	District 1	Director
Fred Hickenbottom	District 1	Director
Jerry Barker	District 2	Director
Marvin Newton	District 3	Director
Victor Pierrot	District 3	Director

## 2014 NOMINATING COMMITTEE MEMBERS

#### DISTRICT I

John Schuck, Stockport  
Susie Greiner, Douds  
Kenneth Whitham, Fairfield

#### DISTRICT II

Cliff Hunsaker, Mt. Pleasant  
Bob Scarff, Mt. Pleasant  
Charles Sutter, Mt. Pleasant

#### DISTRICT III

Brad Lake, Ft. Madison  
Myrna Folker, Donnellson  
Bob Hasenclever, Ft. Madison

## Help Others by Contributing to RECare

You may make one-time **contributions** to the **RECare** program, or you may enclose an amount each month with your monthly electric bill. Just one dollar a month will help others! In 2012, 52 members contributed a total of \$1,567.22

This program is administered by the Community Action Program and recipients must meet their guidelines.



I would like to make a:

- one time contribution of \$ \_\_\_\_\_
- monthly contribution of \$ \_\_\_\_\_  
(monthly contribution will be added to your bill)

Name \_\_\_\_\_

Address \_\_\_\_\_

City/Zip \_\_\_\_\_

Phone # \_\_\_\_\_

Email \_\_\_\_\_

Account # (if known) \_\_\_\_\_

# Energy Assistance Program

The 2013–2014 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household income, household size, type of fuel, and type of housing.

## WHEN TO APPLY:

- Elderly (60 & over) and/or disabled: October 3, 2013 to April 30, 2014.
- All other households: November 1, 2013 to April 30, 2014.

## WHAT TO TAKE:

- Proof of income: Most recent three months' check stubs, award letter from Social Security or 2012 tax return.
- Social Security numbers of all household members.
- Recent heat bill.
- Recent electric bill.
- Recent telephone bill.

If you receive alimony or child support it will also need to be verified.

**WAGE EARNERS:** Please bring copies of your check stubs for the three-month period preceding the **date** of application, or a copy of your federal income tax return.

**FIXED INCOME:** This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance and pensions. Please bring copies of your most recent 3 months' check stubs.

**SELF-EMPLOYED/FARMERS:** Please bring a copy of your most recent federal income tax return.

**FIP AND SSI RECIPIENTS:** Your Medicaid number is on your Medicaid card. The numbers needed are immediately following your name and number in the aid type box.

If you are not sure where to apply, please write to: LIHEAP, Iowa Department of Human Rights/DCAA, Lucas State Office Building, Des Moines, IA 50319, or call your local community action agency.

### Income Maximums

Household Size	1	2	3	4	5	6
3 Month Gross Income	\$4,309	\$5,816	\$7,324	\$8,831	\$10,339	\$11,846
Annual Gross Income	\$17,235	\$23,265	\$29,295	\$35,325	\$41,355	\$47,385
For households with more than six member, add \$1,508 per three months, or \$6,030 annually for each additional member.						

Medical Waiver: Households who are over LIHEAP regular income guidelines may be eligible for LIHEAP benefits through our medical waiver component. The medical expenses must be documented, paid, and non-reimbursable. For more information please contact your local community action agency.

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](http://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.



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 INCENTIVES .....Up 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 REBATES

- \* 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. A final walk-through must be conducted after the project is completed.
- \* Total rebate amount is limited to \$30,000 per member per year and will not exceed 40% of the total equipment price.

## 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](http://www.accessenergycoop.com).

# Why Animals and Power Don't Mix

What do birds, squirrels, and power outages have in common? Animals trigger 11 percent of power outages across the nation.

"Our members sometimes shake their heads in disbelief when I blame a squirrel for an outage," shares Don Roach, Director of Operations at Access Energy Cooperative. "Last year, outages caused by animals was second only to the number of outages caused by trees in the lines. We experienced 162 outages in 2013 due to animals getting in our lines."

To ensure safe, reliable power delivery (and healthy wildlife), coops go to great lengths to keep animals away from electricity.

## ANIMAL ATTRACTION

Electricity seeks the fastest route to the ground. Utility pole insulators keep power flowing safely in your neighborhood, but unwitting squirrels offer high-voltage electricity a way around insulators. If an animal doesn't jump far enough, a powerful electric

current—up to 12,500 volts—makes the squirrel a conduit to the ground. The animal does not survive.

If an animal's body falls to the ground, the power blinks but stays on. If it falls into equipment, like a transformer, safety measures shut off power. The coop sends a lineworker to



remove the animal and restore power.

Squirrels are the main culprit, but they're not alone. A racoon, opossum fox, snake, bird, and other animals can trigger outages, too.

## GRID GUARDIANS

No one wants wildlife hurt. Most power companies install animal guards to protect equipment and wayward animals. Animal guards are not foolproof, but the measures help drive down the number of outages caused by animals, as well as the number of animals that venture into harm's way.

Sources: Megan McKoy-Noe; NRECA, Tyco Electronics, U.S. Fish and Wildlife Service, Wood Quality Control

## Annual Meeting Legal Notice

Pertaining to provisions set forth in RUS Bulletin 1790-1, we are providing you with a summary of the following prior to a meeting of the 2014 Nominating Committee.

### 2014 ACCESS ENERGY COOPERATIVE BYLAWS. ARTICLE III.

#### Section 2(b). District Boundaries.

Directors shall be elected from districts beginning with the election held at the 1990 Annual Meeting and as scheduled in the Articles of Incorporation. The three (3) districts will be comprised of the following territories:

District I: DAVIS: Salt Creek Twsp; JEFFERSON COUNTY: Blackhawk, Buchanan, Cedar, Center, Des Moines, Liberty, Locust Grove, Penn, Polk and Walnut Twsp; KEOKUK COUNTY: Steady Run Twsp; VAN BUREN COUNTY: Bonaparte, Cedar, Farmington, Harrisburg, Henry, Lick Creek, Union, Village and Washington Twsp; WAPELLO COUNTY: Competine, Pleasant and Washington Twsp; WASHINGTON COUNTY: Brighton and Franklin Twsp.

District II: HENRY COUNTY: Center, Jackson, Jefferson, Marion, Salem, Scott, Tippecanoe, Trenton and Wayne Twsp; JEFFERSON COUNTY: Lockridge and Round Prairie Twsp; LEE COUNTY: Cedar, Marion and Pleasant Ridge Twsp; LOUISA COUNTY: Elm Grove Twsp; WASHINGTON COUNTY: Marion and Washington Twsp.

District III: DES MOINES COUNTY: Burlington, Concordia, Danville, Pleasant Grove, Union and Washington Twsp; HENRY COUNTY: Baltimore, Canaan and New London Twsp; LEE COUNTY: Charleston, Denmark, Franklin, Green Bay, Harrison, Jefferson, Van Buren, Washington and West Point Twsp.

#### Section 3. Qualifications.

No member shall be eligible to become or remain a Director or to hold any position of trust in the Cooperative who is not a bona fide resident of premises served by the Cooperative, or who is in any way employed by or financially interested in a competing enterprise or a business selling electric energy or supplies to the Cooperative or a business primarily engaged in selling electrical or plumbing appliances, fixtures or supplies to the members, or who within two (2) years preceding a director candidate nomination was an employee of the Cooperative, or who within seven (7) years preceding a director candidate nomination has received benefit from any collective bargaining agreement with the Cooperative, or is a close relative of a director or employee of the Cooperative, with close relative being defined as: spouse, cohabitant, mother, father, mother-in-law, father-in-law, sister, brother, sister-in-law, brother-in-law, and natural, step, and adopted children, or within fifteen (15) years preceding a director candidate nomination been convicted of a felony whether by judgment, order, settlement, conviction, plea of guilt, or plea of nolo contendere, or who is or becomes the full-time employee or agent of another director or employee, or who is or becomes the full-time employer or principal of another director, and no person shall take or hold office as a Director who is the incumbent of or candidate for an elective public office other than on a school board, board of supervisors, township trustee, township clerk, or member of the State legislature; provided, however, that nothing in this Section contained shall, or shall be construed to, affect in any manner whatsoever the validity of any action taken at any meeting

of the Board of Directors. When a membership is held jointly, either one, but not both, may be elected a director, provided, however, that neither shall be eligible to become or remain a director or hold a position of trust in the Cooperative unless both shall meet the qualifications herein above set forth. Before the meeting of the committee on nominations for directors each year, the Board of Directors shall determine whether any director has ceased to be a bona fide resident of premises served by the Cooperative, and any director found by a two-thirds vote of all directors not to meet the residence requirement or any other qualifications of this Section, may continue to hold office only until the next annual meeting at which time the vacancy shall be filled by the members.

#### Section 4. Nominations.

It shall be the duty of the Board of Directors to appoint, not less than one hundred sixty (160) days before the date of a meeting of the members at which Directors are to be elected, a committee on nominations consisting of three members from each District from which a Director is to be elected. No member of the Board may serve on such committee. The committee shall prepare and post, at the principal office of the Cooperative, at least ninety (90) days before the meeting, a list of these candidates nominated for Director from each District from which a Director is to be elected, and the list shall include at least two candidates for each Director to be elected. Any fifteen or more members from a District from which a director is to be elected, acting together, may make other nominations for Director from their District by petition not less

than sixty (60) days prior to the meeting, and the Secretary shall post such nominations at the same place where the list of nominations made by the committee is posted. The Secretary shall mail with the notice of the meeting, or separately, but at least ten days before the date of the meeting, a statement of the number of Directors to be elected from each District, and the names and addresses of the candidates from each district, specifying separately the nominations made by the committee and the nominations made by petition, if any. The ballots to be used for the election of Directors shall list the names of the candidates from each District nominated by the committee and the names of the candidates from each District nominated by petition, if any. The names of nominees shall be posted and listed on the ballots by District in alphabetical order.

The statement mailed by the Secretary shall also inform the members of the manner in which they may vote by mail as provided in this Section. Any member may cast their vote by mail for directors by marking on the ballot an "X" opposite the names of the number of candidates equal to the number of directors to be elected from that member's district and enclosing the ballot in a sealed envelope bearing the member's name, addressed to the Secretary of this Cooperative. When such ballot so enclosed is received by mail from any member in advance of the meeting, it shall be accepted and counted as a vote for directors by ballot of such member at such meeting. The provisions of this Section shall not be mandatory in the case of a recall of one or more directors as provided in Section 6 of Article IX of the Articles of Incorporation.

## STATEMENT OF NON-DISCRIMINATION

### This Institution Is An Equal Opportunity Provider And Employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov)."

# Welcome Back Legislators!

The Iowa Association of Electric Cooperatives (IAEC), in conjunction with Iowa BioTech Association, Iowa Institute for Cooperatives, Iowa Communications Alliance and the Petroleum Marketers and Convenience Stores of Iowa hosted the annual **Welcome** Back Legislative Reception at the State Historical Building for state legislators on Tuesday, Jan. 14.

The annual reception is designed to allow directors, managers and staff of Iowa's 34 electric cooperatives from across the state an opportunity to meet with legislators to discuss issues regarding safe, reliable and affordable energy options for all Iowans.

Nearly 100 legislators and 150 electric cooperative directors, managers and staff were in attendance, including our board and management. This year's event again provided legislators, directors, managers, and staff an opportunity to discuss issues of significant importance to rural Iowa.

In the coming months the Iowa General Assembly will be addressing a multitude of issues, including energy-related items central to Iowa's rural economy. Beginning with the Welcome Back Legislative Reception, the directors, managers and staff will again be important advocates for a **balanced** approach in addressing energy issues that allows for Iowa's member-owned RECs to continue to provide safe, reliable, efficient and environmentally responsible service.

Electric cooperative representatives from all parts of the state will come to Des Moines in the next couple of months for Capitol visits, where they will be able to visit with their legislators once again. The annual REC Day on the Hill will be held on March 19, 2014, at the Capitol.



**General Manager/CEO Bob Swindell, and the Access Energy board of directors welcome Representative Dave Heaton back to Des Moines January 14th.**

*Left to right. Bob Swindell, Larry White, Representative Dave Heaton, Jerry Barker, Fred Hickenbottom, Marvin Newton, and Joe Heckethorn.*

**Access Energy board of directors welcome Senator Rich Taylor back to session at the January 14th reception in Des Moines.**

*Left to right. Jerry Barker, Larry White, Senator Rich Taylor, Marvin Newton, Fred Hickenbottom, and Joe Heckethorn.*



*Left to right. Joe Heckethorn, Senator Rich Taylor, and Larry White.*



## 2014 Programs & Contests

DETAILS ABOUT ALL OUR PROGRAMS & CONTESTS ARE AVAILABLE AT:

[www.accessenergycoop.com](http://www.accessenergycoop.com)

1800 W. Washington, Mt. Pleasant, IA 1.866.242.4232

### Win a Trip to Washington DC

Access Energy Cooperative will be sponsoring two students on an exciting all-expense paid trip to Washington, D.C. June 12-20, 2014. To be eligible to apply for the annual Youth Tour trip, students must be a high school sophomore or junior attending a school in southeast Iowa in our service area.

**Deadline is March 3, 2014**



### Scholarships Available

Three \$500 scholarships are available for qualifying high school seniors who will be receiving post-secondary education and whose parents or legal guardians are members of the cooperative.

**Deadline is March 14, 2014**



### Poster Contest for 1-6th Grade

Fifty dollars will be awarded from Access Energy Cooperative to two winners from each grade level 1-6. Posters should focus on energy conservation and efficiency, and/or renewable sources of energy such as wind, biomass, and solar.

**Deadline is April 11, 2014**



### 10th Annual Photo Contest

We're looking for photos for the 2015 calendar of rural settings in southeast Iowa including landscapes, animals, buildings or people in any season of the year. We will reward 12 of the best entries with fifty dollars and use them in our calendar. Originals can be returned after judging by request.

**Deadline is March 31, 2014**



## Learn How to Lower Your Electric Bill

Keep your radio tuned into Doug Rye on his Saturday morning program, sponsored by Access Energy Cooperative. Doug is one of the best-known residential energy consultants in the nation. For more information about Doug Rye's home energy tips, visit his home page at [www.dougrye.com](http://www.dougrye.com) or listen to Doug's radio program "Home Remedies" airing on the following radio station:

**KILJ FM 105.5  
9-10 AM**



## Weather Caused New Peak in Our Demand on Power Supply

On January 6, 2014, our power supplier's (Associated Electric Cooperative, Inc.), preliminary peak load came in at an all-time high of 4,600 MW. An ambient temperature of -12 degrees was reported in our area, and -5 in parts of Missouri. The previous all-time winter peak of 4,495 MW occurred on January 7, 2010.

At the time of our new peak, all base load coal units were online and running well. All Chouteau units, both St. Francis and Essex were online as well. Full hydro peaking was scheduled at 478 MW with the contribution of 152 MW from wind. Dell unit 1 was operating overnight but tripped at 2:48 a.m. from complications associated with the extreme cold temperatures.

Even with the extreme cold weather, our members did not experience any significant outages across our system. Thank you to all members who helped curb their energy usage during the peak alerts that were called on Monday and Tuesday, January 6th and 7th. And thank you to our linemen and contractors for taking such good care of our system. A well-maintained system can help reduce outages in this type of weather.



## Beware of Billing Scams

Recently, a number of utility customers from other energy entities have been targeted by scammers claiming to be a collections agent. The caller will impersonate the utility company claiming their bill is overdue and needs to be paid immediately. If refused, they will threaten disconnection.

There have been a number of reports from other cooperatives. We have gathered a list of generalizations that seem common among these cases:

- Sometimes the scammers would have the account number and amount due.
- Typically a prepaid debit card number was requested. In most cases, they even provided a callback number in case a prepaid debit card was not immediately available.
- Caller ID numbers were spoofed to look as if it is actually the utility company calling.
- Typically commercial type accounts were targeted, as information may be easier to obtain.

Please keep in mind for your protection, Access Energy Cooperative will NEVER call and ask you for a debit card number or a credit card number. If you offer the information yourself to pay a bill, we will accept it as payment; however, we will never call you and ask for it.



## Warning: Don't Bake All Bulbs

Oven lights are handy. But be careful when replacing this little light. Never put a bulb in the oven that's not built for high heat.

Compact fluorescent lamps (CFLs) use less energy than classic incandescent bulbs, but they're not safe in extreme temperatures. Most lighting labels designate safe temperatures, but warnings may be in fine print. Need to replace your oven light? Look for appliance light bulbs. These bulbs are designed for extreme temperatures in ovens and refrigerators. The hardy bulbs are here to stay; 40-watt appliance bulbs are exempt from federal lighting efficiency standards.

Why won't CFLs work? Instead of heating a filament until white-hot to produce light like an incandescent bulb, a fluorescent lamp contains a gas that produces (UV) ultraviolet light when excited by electricity. The UV light and the white coating inside the bulb result in visible light. Since CFLs don't use heat to create light, they are 75 percent more energy efficient. But the technology that cuts energy use doesn't stand a chance in an oven's 400+ degree heat.

CFLs are good for the pocketbook but not perfect in every situation. Keep these tips in mind:

1. Don't dim unless it's dimmable. Buy a specifically designed CFL for a dimmer switch application.
2. Don't flip too fast. CFLs work best if they are left on for more than 15 minutes each time they are turned on. Older bulbs take 30 seconds to three minutes to reach efficient operation. Frequently switching them on and off shortens bulb life. Newer CFLs feature an 'Instant on' capability; look for that on the lighting label if you expect frequent flipping.
3. Give them air. CFLs may be used in enclosed fixtures as long as the enclosed fixture is not recessed. Totally enclosed recessed fixtures create temperatures too high for CFLs.
4. Protect CFLs outside. Look at the package or bulb for temperature restrictions before using a CFL outdoors.
5. Don't shake. Don't use CFLs in vibrating environments such as a ceiling fan or garage door opener.
6. Do the twist. Always screw and unscrew the lamp by its base. Never forcefully twist the CFL into a light socket by the glass tubes.

To learn more about using and recycling CFLs, visit [www.epa.gov/cfl](http://www.epa.gov/cfl).

Source: Empire Electric Association, U.S. Department of Energy



## Stop in to Get Your FREE Weather Radio App Code for Your Smart Phone

# Debunking Energy Myths

Interested in saving energy to lower your electric bill, but confused about new technology and information available to help you do so? Separate fact from fiction with the following energy-saving myths.

## MYTH #1

**It takes less energy to have my thermostat maintain a comfortable temperature while I'm away than it does to have it heat up or cool down my house when I get home.**

If you're going to be gone for more than a few hours, then, if you have heating sources other than ground source heat pump and hot water, it is more cost-effective to turn heat or air conditioning on once you return than it is to maintain a comfortable temperature while you're out.

ENERGY STAR, a joint program of the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy, recommends adjusting your thermostat up in the summer and down in the winter by 8 degrees Fahrenheit while you're asleep or away from your house.

## MYTH #2

**I can save money simply by installing a programmable thermostat.**

On their own, programmable thermostats do not make your heating or cooling system more efficient. Their money-saving value lies in their ability to, once properly programmed, automatically regulate the temperature inside your house to coincide with when you're there and when you're not. If you need help programming your thermostat, directions are usually available from the manufacturer's website.



## MYTH #3

**When I turn off electronics (like my TV, game console, or computer) they stop drawing power from the outlet.**

Even when turned off, most modern electronics consume a small amount of electricity if they're still plugged in. Chargers for mobile devices also consume electricity if plugged in, even when they are not actively charging the device. This wasted energy, called "phantom load," accounts for as much as 10 percent of a home's total electric use, according to the Lawrence Berkeley National Laboratory. The solution: unplug your electronics when you've finished using them. Using a power strip can help you conveniently unplug multiple devices at once, while newer, "smart" power strips can automatically cut off phantom loads on their own.



## MYTH #4

**Compact fluorescent light bulbs (CFLs) take forever to reach full brilliance, have inadequate light quality or unpleasant color, and make no difference on my utility bill.**

As with many products, CFLs vary in quality. Color and brightness differ across manufacturers, and some bulbs simply work better than others. Looking for the ENERGY STAR symbol ensures that you're purchasing a high-quality product. Also, be sure to install CFLs in fixtures that remain on for long periods, or that you use often, to get the maximum energy savings out of your bulbs. In addition, specialty CFLs are available for applications such as spotlighting or bathroom vanity fixtures.



## MYTH #5

**Mercury from CFLs poses a serious risk to the environment.**

On the contrary, CFLs actually prevent the release of mercury into the environment by reducing the electricity needed from power plants. According to the U.S. Energy Information Administration, about half of electricity in the U.S. is generated from coal. EPA estimates that coal combustion for power plants releases roughly 400 times the mercury into the environment than the cumulative mercury contribution from land-filled CFLs, assuming that no CFLs are recycled. However, it is still important to dispose of burned-out bulbs and clean up broken bulbs properly. Learn how at [www.lamprecycle.org](http://www.lamprecycle.org).



## MYTH #6

**It is not worth my time or money to seal small air leaks around my windows and doors, or to make sure my home is adequately insulated.**

According to ENERGY STAR, air leaks around cracks and gaps throughout your home become the equivalent of leaving a window open all year long. Typical homeowners can save up to 10 percent on their total annual energy bill by sealing and insulating their home. **Spending** a little more time and money can make your home more comfortable and energy efficient.

**Call our office today to schedule an energy audit to find air leaks in your home. In addition, we offer rebates and incentives to reduce the up-front costs of your efficiency projects. Please visit [www.accessenergycoop.com](http://www.accessenergycoop.com) to find out more.**

Source: Todd Camnitz, E Source.



## Energy Efficiency Tip of the Month

*Fighting winter chills? A crackling fire in the hearth warms the house, but don't let it heat up your electric bill. To cool energy costs, keep the fireplace damper closed when not in use. Caulk around the fireplace hearth. Double up on wood-earned warmth by lowering the thermostat setting to between 50 degrees and 55 degrees Fahrenheit. Learn more at [www.energysaver.gov](http://www.energysaver.gov).*

Source: U.S. Department of Energy

## Members Saving on Prescriptions

In December, twenty-eight members saved \$460 on their prescriptions.

Total saved in 2013 was \$7096.

To find out more on the discounts offered check out our website at [www.accessenergycoop.com](http://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](mailto:kbrumbaugh@accessenergycoop.com) or call our office.

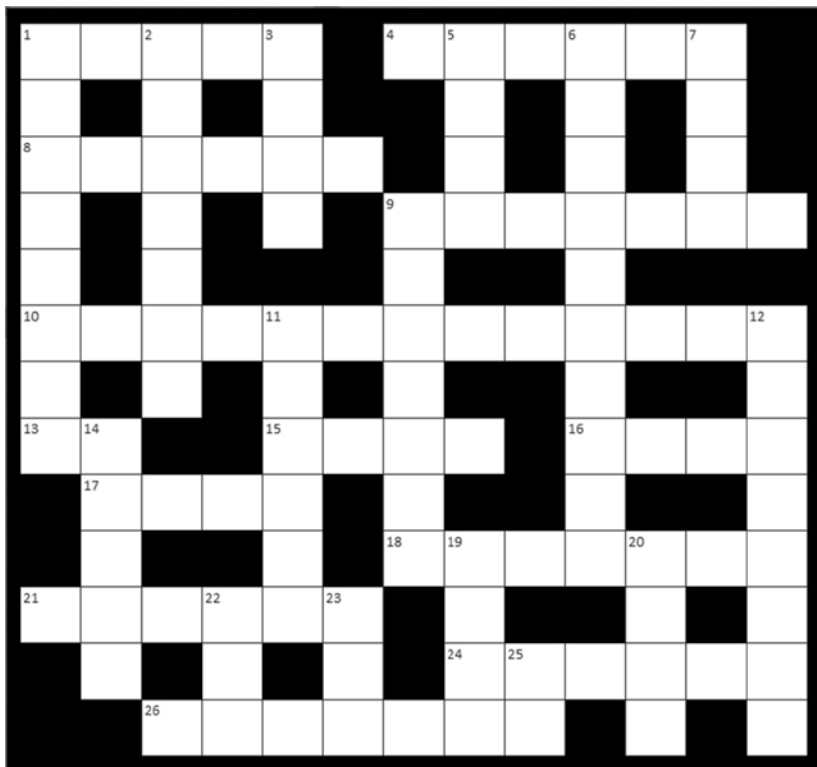


# Win \$25 By Learning About Your Cooperative!

Access Energy Cooperative members can win \$25 by completing the crossword below correctly. Members may clip out their answers and send them by February 28, 2014 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 Mildred Walljasper of Salem.

## ACROSS

- 1 At the annual meeting, you will vote for directors to serve on this
- 4 Totally recessed lighting fixtures do this to temperatures that are too high for CFLs
- 8 The criteria for FEMA's funding was met when we were able to \_\_\_\_\_ six projects
- 9 We have received these from other coops that there are some billing scams targeting utility customers
- 10 You can do one time or monthly of these to help others in need in our RECare program
- 13 Doctor
- 15 CFLs that do this to energy use don't work so well in an oven
- 16 At this of our new peak that was established, all of our base load coal units were operating
- 17 During the cold snap temperatures of -15 degrees were reported in this
- 18 After we did this to our system, we were able to locate projects we believe met FEMA's criteria for funding
- 21 Our previous peak that happened during this season was in 2010
- 24 Animal that can cause outages

## DOWN

- 1 We are looking for this type of

- approach in addressing energy issues with legislators
- 2 Other utilities are experiencing billing scams where scammers are asking for these numbers
- 3 If applying for energy assistance, you need copies of records preceding this of the application
- 5 Your board establishes this for your bill
- 6 Part of the name of our power supplier
- 7 Opposite of west
- 9 We offer this for commercial and ag lighting systems
- 11 This program allows you to help others in need to pay their bill
- 12 Doing a little of this can make your home more comfortable and energy efficient
- 14 Get a free app for your smart phone that acts like this that alerts you of bad weather
- 19 Each board member serves one of these that lasts three years
- 20 A chemical with the symbol Fe
- 22 Small wooden item used in golf
- 23 Rural Electric Cooperative
- 25 Access Energy
- 26 The board and management did this to the legislators at a reception



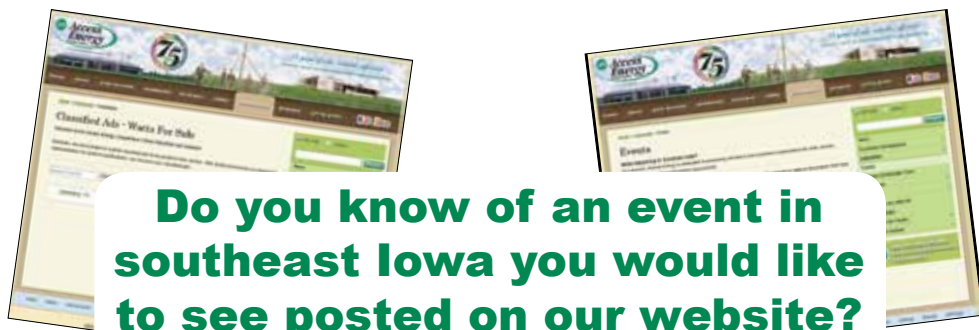
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Do you know of an event in southeast Iowa you would like to see posted on our website?

Do you have something you would like to sell?

Go to our website [www.accessenergycoop.com](http://www.accessenergycoop.com) to submit your event or classified item or send it to [mktg@accessenergycoop.com](mailto:mktg@accessenergycoop.com) and we can do it for you.

The featured recipe winner who submitted this recipe will receive a \$10 electric bill credit. Check out our recipe section at [www.accessenergycoop.com](http://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.



## Piña Colada Pound Cake

From the Kitchen of Anonymous

- 1 box of super moist white cake mix
- 3 eggs
- 1 - 14 oz. can of coconut milk
- 2 t. rum extract

- 1/2 cup flaked cocconut
- 1 - 8 oz. can crushed pineapple, drained, reserve 3 T. of the juice
- 3/4 cup powdered sugar

Heat oven to 325°. Spray bottom only of 2 (8x4 inch) loaf pans with baking spray. Coat with flour. In a large bowl, beat cake mix, eggs, coconut milk and rum extract on low speed for 30 seconds, then on medium speed for 2 minutes. Stir in coconut and pineapple. Pour into pans. Bake 58 to 63 minutes or until toothpick comes out clean. Cool 10 minutes in pan. Remove from pan and cool 50 minutes. In small bowl, mix powdered sugar and reserved pineapple juice. Poke in top of cakes with a toothpick every inch. Pour sugar mixture over cakes. Store loosley covered.

[www.accessenergycoop.com](http://www.accessenergycoop.com)