



# 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**

**Since you own part of the cooperative, you should attend and vote on who makes the decisions that operate your cooperative.**

### About

Annual Meeting

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

**Tuesday August 5, 2014**



2014 Annual Meeting of Members - 5PM

**Grand Prize  
\$250 Bill Credit**

## National Email Scam

A nationwide email scam is targeting utility customers by sending bogus invoices directing them to a virus-infected site. Fake electric utility invoices with malware links are hitting customers' inboxes.

We have even had one of our own members report a suspicious email regarding their account. The email they received did NOT come from us.

Please remember that we will never call you and ask you for your credit card or bank account information. If you wish to call our office and pay your bill, we will accept them as forms of payment over the phone, but we will not call you and ask for it. Also, please remember that for your protection, Access Energy Cooperative will not email you a bill and tell you to follow any links. Once again, you can go to our website and pay your bill online, but we will not send you an email asking you to do so.

No co-op members appear to have been billed, but members and employees of Hancock-Wood Electric Co-op in North Baltimore, Ohio, reported receiving emails followed by phone calls.

The scam emails claimed to be from PG&E Energy, an electric and gas utility in San Francisco. News reports from

*Scams, continued on page 6*

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## Fairfield Legislative Breakfast



*As part of our commitment to community, Access Energy Cooperative actively participates in legislative and economic development activities in our communities. Representatives from the cooperative attend local legislative forums in order to keep the communications open with our legislators. This year, we are also sponsoring students from Fairfield High School to attend the monthly legislative breakfasts.*

## Manager's Corner



### General Manager/CEO Robert Swindell

Anyone heating with propane is well aware of the volatility in the propane market this year. The propane that could be contracted in August for \$1.40 was selling at one time for over \$5.00. While the price has come down from that high, propane is still going for about \$2.80, double the price last fall.

Obviously, the colder than normal weather along with larger than usual demand for grain drying played a part, but a significant cause is the increase in exports of propane. For the first time since the Energy Department has been keeping records, the United States has become a net exporter of propane. This is due to the construction of new export terminals on the Gulf Coast. With planned additional construction of Gulf Coast export terminals, by 2018, we could export the entire United States annual production of propane.

This is not to say that all the propane will be exported, but it does mean that propane will be a global commodity like oil. The price you will pay for propane will be based on whoever will pay the highest price anywhere in the world. With propane being priced on a global market you can be assured that the volatility we have seen this year will become more common.

Access Energy Cooperative does have a couple of options for you to address the volatility of propane prices. First is a free energy audit. Access energy Cooperative will provide a free energy audit to our members regardless of how you heat your home. Adequate insulation, caulking and weather stripping of your home will help reduce your energy bill. We also offer rebates and financing, with approved credit, for recommended efficiency improvements.

Another option is to replace that LP (liquid propane) furnace with a geo-thermal heating and cooling system. This option completely eliminates the need for propane to heat your home. Once again financing, for approved borrowers, and rebates are available for these installation. Geo-thermal systems also make you eligible for tax credits.

A dual fuel system is another option if you use LP. In most instances, you add an air-source heat pump to your existing gas furnace. Generally speaking, at temperatures about 30 degrees and above, the heat pump takes care of your heating needs. Below 30 degrees your furnace takes over the job of heating your home. While this type of system does not

eliminate your uses of propane, it will significantly reduce it. I personally heat my home with a dual fuel system and when it was installed; my propane usage was reduced by about 40 percent. Once again, financing, with approved credit, and rebates are available. An added benefit of both the geo-thermal and the dual fuel system is that you also have a highly efficient air conditioning unit in the summer time.

Page three of this month's Highline Headlines has an outline of our energy efficiency incentives. More information on our energy efficiency programs can be found on our website [www.accessenergycoop.com](http://www.accessenergycoop.com). You can also call our office and visit with our energy advisors and schedule an energy audit at 866-242-4232 or 319-385-1580.

In closing, if you have a Facebook or Twitter account, please like us and follow us for current happenings at the cooperative.



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FOLLOW US!

[www.twitter.com/AccessEnergyC](http://www.twitter.com/AccessEnergyC)

## 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:** Cherity Wibben

#### Officers and Directors:

Marvin Holtkamp	District 3	President
Ronald Campbell	District 2	Vice President
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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

## 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!

Last winter, 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) \_\_\_\_\_

# Degree Days Affect Your Bill

The great North American cold wave of 2014 – also known as the Polar Vortex – has got us all wishing winter would just get done, but thanks to Mr. Groundhog, it doesn't look like that is happening any time soon. With these record low temperatures, we are also experiencing a record number of high bill inquiries. Here is a little information to keep in mind on how the cold weather may be affecting your bills.

## QUANTITY COMPARES HEATING TO NORMAL TEMPS

In fact, the single greatest factor affecting monthly heating bills for residential customers is outside temperature. This temperature difference between inside and outside is the “driving force” that determines heat loss for a building. There is a value that power suppliers use to describe the temperature conditions that occur during the billing periods. It is called degree days. Having a quantity that characterizes the month's local weather conditions (heating requirements) is invaluable.

To quantify the relationship between outside temperature and building heat loss, the concept of degree-days was developed decades ago. Most weather stations provide records of degree-days, and monthly summaries, which can be accessed on-line. The concept of degree-days is based on two assumptions:

1. At an outside temperature of 65°F, little or no heating or cooling will be needed within a building.
2. The difference between 65°F and the mean outside temperature is directly proportional to the energy use of a building for heating or cooling. The mean temperature for the day is the mid-point between the two extremes of daily high and low.

Therefore, knowing how far the outside temperature got from 65°F on each day of the month provides an indicator of heating (or cooling) needs. Note that the mean temperature is just the mid-point between the daily high and low. Even so, this temperature is a reasonable indicator of the day's conditions, and the requirements for heating or cooling.

**For Example: On a day when the high temperature was 42°F and the low was 20°F, the number of Heating Degree-Days (HDD) is found as follows:**

- 1st: Calculate the Mean Temperature:  $(42 + 20)/2 = 31^\circ\text{F}$
- 2nd: Subtract this Mean temp. value from 65 to get degree-days:  $65 - 31 = 34$  HDD
- 3rd: Calculate each day; then add together to get an accumulated monthly total.

Fortunately, weather stations throughout the country calculate degree-days, and list them free on-line. Every state has multiple recording sites that offer data, but they can be hard to find if you don't know where to look. Reviewing a comparison of the degree days on your current bill to last month, or even last year can help you understand why your bill is fluctuating.

**LEARN ABOUT OUR ENERGY AUDIT PROGRAM----->**



## Energy Efficiency

*Tip of the Month*

For many heating systems, programmable thermostats can save up to \$160 a year in energy costs. Match thermostat settings to your schedule: cold when you're away and warm when you're at home. In winter, set the thermostat to 68 degrees during the day (lower at night when you're snug in bed). By turning your thermostat down 10 to 15 degrees for at least eight hours, you can shave 5 to 15 percent from your heating costs unless you heat with a geothermal system or hot water system.

Source: TogetherWeSave.com, U.S. Department of Energy

**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 loans available at low interest rates 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).

# Spring Cleaning For Safe, Reliable Power

Spring gives us a chance to thaw out after a frigid winter. Many take advantage of longer daylight hours by doing a little spring cleaning and yard work. To protect our lines and keep power flowing safely to your home, Access Energy Cooperative spends a lot of our man-hours maintaining our rights-of-way. Think of it as spring cleaning for power lines.

Right-of-way (ROW) maintenance keeps tree limbs and other obstacles away from high-voltage power lines. It's an important part of the service we provide to you, our members, for three reasons: safety, reliability, and cost.

Our primary concern is the safety of our workers and members. Properly maintained ROW keeps our crews safe when they are restoring service and maintaining our system. Keeping trees clear of power lines also keeps your family safe. From making sure a child's tree house doesn't hit power lines to creating a safe environment while doing yard work, a well-maintained ROW helps avoid tragedy.

Power lines are a constant part of our landscape; it's easy to forget they are around. We work hard to keep the area around our lines clear, but we need your help. Be alert this spring. Don't plant trees or tall vegetation under power lines, and keep an eye out for power lines when working in your yard.

If severe spring weather blows through, a well-maintained ROW leads to fewer outages and faster response time. Trees are less of a threat. When trees do fall, crews are able to restore service more quickly than they could with poorly maintained areas.

As a not-for-profit company, Access Energy Cooperative strives to keep costs affordable for you, our members. Maintaining our ROW is an important part of controlling costs. Fewer and shorter outages save money for everyone. Safety, reliability, and cost: this is why we believe in ROW 'spring cleaning'. If we compromise on one of these areas, it impacts all of the others. ROW is a priority for your safety, comfort, and pocketbook.



# When to Pull the Plug

Saying goodbye to an old friend can be daunting. But pulling the plug on an outdated refrigerator or dishwasher might save you money; new appliances are often considerably more energy-efficient.

A new refrigerator consumes 75 percent less energy than a 1970s model. Making the decision to replace a vintage clothes washer can save \$60 on utility bills and nearly 5,000 gallons of water a year, according to the Association of Home Appliance Manufacturers. Not every new appliance is a good bet; always look for the ENERGY STAR label. It signals energy-efficient models.



Ready to save? Walk through your home to find opportunities to pull the plug!

## CLEANING KITCHEN, LAUNDRY COSTS

In the laundry room, a full-sized ENERGY STAR-certified clothes washer uses 15 gallons of water per load, compared to the 23 gallons used by a standard machine. During the machine's lifetime, this saves 27,000 gallons of water.

Replace your kitchen's classic refrigerator with an ENERGY STAR certified model to save between \$200 and \$1,100 in lifetime energy costs. Today's average refrigerator uses less energy than a continually lit 60-watt light bulb. Resist the urge to move the old refrigerator to the basement or the garage. Instead, say goodbye and recycle the energy-guzzler.

Was your dishwasher built before 1994? If so, you're paying an extra \$40 a year on your utility bills compared to neighbors with an ENERGY STAR-qualified model.

## SCREEN SAVINGS

Televisions might be a little more baffling. As screen sizes increase, energy consumption may also rise. You can still be a savvy shopper. ENERGY STAR certified TV are about 25 percent more efficient than conventional models. LED screens use 20 percent less energy than LCD TVs.

Once you purchase a TV, calibrate it by adjusting the contrast and brightness to a moderate level. By default, new televisions are set to dynamic, high-contrast settings. This consumes more power than standard, lower-contrast settings.

## SMART SETTINGS

Attached to old appliances? You can still save with smart settings. For example, heating water creates the greatest expense when washing dishes or clothes. Set your water heater at 120 degrees and be sure your clothes washer or dishwasher is full whenever used.

Here are a few other ways to save without buying new appliances:

- NOT TOO COOL FOOD: In the kitchen, don't keep your refrigerator or freezer too cold. Recommended temperatures are 37 to 40 degrees for the fresh food compartment and 5 degrees for the freezer section.
- TOAST, DON'T ROAST: Use toaster ovens or microwave ovens for small meals rather than your large stovetop or oven.
- AIR DRY DISHES: Use the dishwasher's "eco" option or use a no-heat air dry feature. Scrape food pieces off the plates, rather than rinsing them.
- COLD CLOTHES: In the laundry room, wash your clothes in cold water using cold-water detergents whenever possible. Adjust load settings for smaller loads.
- LOSE LINT: Clean the lint screen in the dryer after every use to improve the dryer's efficiency.

For other tips on how to save energy, call the energy experts Access Energy Cooperative. Find out how little changes add up to big savings at [www.accessenergycoop.com](http://www.accessenergycoop.com). You can also receive periodic energy tips by liking our Facebook Page at [www.facebook.com/AccessEnergyCoop](http://www.facebook.com/AccessEnergyCoop) or follow us on Twitter at [www.twitter.com/AccessEnergyC](http://www.twitter.com/AccessEnergyC)

Sources: Luann Dart; Energy Star, Consumer Electronics Association, Association of Home Appliance Manufacturers, U.S. Department of Energy, Natural Resources Defense Council

## What is the Fixed Facilities Charge on my Bill?

The fixed facilities charge is a fixed charge for each account based on a rate classification that covers the costs associated with providing a meter and service to the location. It includes costs such as meter installation and maintenance, as well as administration costs. Fixed facilities charges vary by rate class, as they are determined by the costs for each rate class individually according to the expenses that apply to that class of service. The fixed facilities charge is similar to your monthly charge for phone service, cable service, or water service.

# Food Safety Tips During a Power Outage

Storm-induced power outages can take you by surprise. If you've lost power and have a refrigerator full of food, make sure time and temperatures are on your side. If your home's power is interrupted for two hours or **less**, losing perishable foods shouldn't be a concern. When an outage is prolonged, it's time to decide when to save and when to toss food away.

A digital quick-response thermometer can be one of the most useful tools you can wield in your battle to preserve food. The gadget checks the internal temperature of food, ensuring items are cold enough to eat safely.

Use these food safety tips to help you minimizing food loss and reduce the risk of foodborne illness:

## REFRIGERATED FOOD

- Keep refrigerator doors closed as much as possible. An unopened refrigerator keeps food cold for about four hours.
- If food (especially meat, poultry, fish, eggs, and leftovers) has been exposed to temperatures above 40 degrees Fahrenheit for two or more hours, or has an unusual odor, texture, or color, get rid of it. Remember the American Red Cross food safety rule: "When in doubt, throw it out."
- Never taste food to determine its safety or rely on appearance or odor.
- Use perishable foods first, then frozen food.
- To keep perishable food cold, place them in the **fridge** or cooler and cover with ice.



## FROZEN FOOD

- A full freezer stays colder longer. Freeze containers of water to help keep food cold in the freezer. If your water supply runs out, melting ice can supply drinking water.
- If you keep the door closed, a full freezer keeps the temperature for approximately 48 hours (24 hours if it is half full).
- If food in the freezer is colder than 40 degrees Fahrenheit, is partially thawed, and has ice crystals on it, you can safely refreeze it.
- Always discard frozen or perishable food items that have come into contact with raw meat juices.
- Find more tips at [www.FoodSafety.gov](http://www.FoodSafety.gov).

Sources: B. Denise Hawkins; American Red Cross, U.S. Department of Health and Human Services

# Members Saving on Prescriptions

In January, seventeen members saved \$667 on their prescriptions.

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.



# How Do We Restore Power After a Storm?

A large percent of power outages are triggered by the weather. Lineworkers must battle the elements to find problem areas and restore service as quickly and safely as possible during a **storm** and other inclement weather.

"We know our members want to know why the lights are out and when they're coming back," shares Don Roach, Director of Operations and Engineering at Access Energy Cooperative "First we must find the problems. Then we follow a series of steps to bring the lights back on."

Efforts are made to restore power to the largest number of members as quickly as possible. Then crews fix problems impacting smaller groups of members.

## RESTORING POWER

When an **outage** occurs, line crews work to pinpoint problems. They start with high-voltage transmission lines. Transmission towers and cables that supply power to thousands of consumers rarely fail. But when damage occurs, these facilities must be repaired before other parts of the system can operate.

Next, crews check distribution substations. Each substation serves hundreds or thousands of members. When a major outage occurs, line crews inspect substations to discover if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in communities or housing developments.

If local outages persist, supply lines (also called tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

If your home remains without power, the service line between a transformer and your home may need to be repaired.

## OUTAGE SAFETY TIPS

Follow these safety steps at home during a power outage. This helps crews isolate local issues.

- Before calling Access Energy Cooperative to report an outage, first check to see if your home's circuit panel or fuse box hasn't tripped or blown a fuse. This can also cause a power failure. If tripped, reset the breaker or replace the blown fuse.
- If the power is out in your entire neighborhood, call Access Energy Cooperative at 1-800-452-7819 to report the outage.
- Turn off and unplug all unnecessary appliances and electrical equipment. When power is restored, turn on items one at a time.
- Keep refrigerator and freezer doors closed. An unopened refrigerator keeps food cold for about 4 hours. A full freezer keeps food cool for about 48 hours.
- Individual households may receive special attention if loss of electricity affects life support systems or poses another immediate danger. If you or a family member depends on life support, call Access Energy Cooperative 1-866-242-4232 before a power outage happens.

Sources: B. Denise Hawkins, NRECA, American Red Cross

## 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)."

# 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

## 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 Grades

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**



Scam continued from page 1

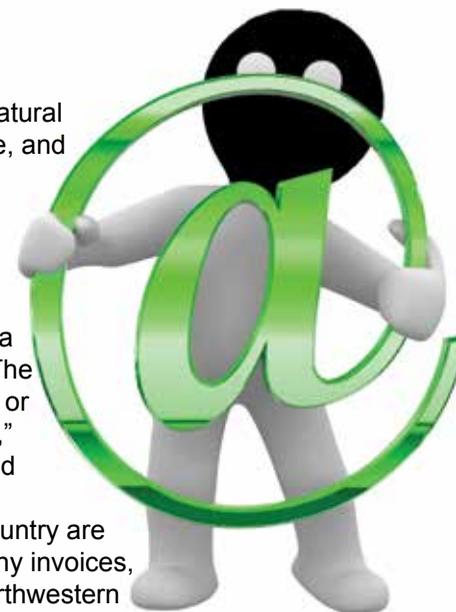
several states also cited Atmos Energy, a natural gas utility in Dallas, as the supposed source, and Alliant Energy in our area.

The fraudulent billing message tells customers that their bill is ready and provides a hyperlink to view it. And that's where the trouble begins.

"Reports say the link takes a person to a site that infects their device with malware. The malware could go after banking information or attempt to steal usernames and passwords," said Diana Hersch, director of marketing and communications at Hancock-Wood.

Better Business Bureaus around the country are seeing big increases in phony utility company invoices, according to an official at a BBB serving northwestern Ohio and southeastern Michigan.

Other co-ops in Ohio and at least one in Florida have warned members about the email scam in recent days. The co-ops are advising members to ignore suspicious requests for personal information, such as bank account numbers, credit card numbers, and user names and passwords. Members are also advised to delete those emails.

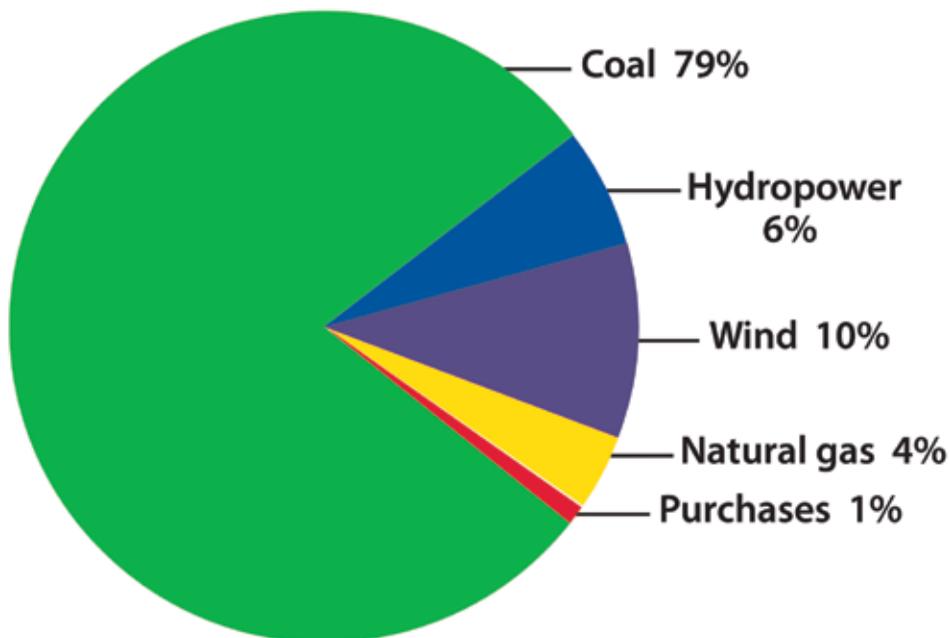


## Stop in to Get Your FREE Weather Radio App Code for Your Smart Phone

Install on your smart phone for free!!



## Where Does Your Power Come From?



## FIND US ON THE WEB



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[www.facebook.com/AccessEnergyCoop](http://www.facebook.com/AccessEnergyCoop)



FOLLOW US!  
[www.twitter.com/AccessEnergyC](http://www.twitter.com/AccessEnergyC)

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

# Garage Door Safety

**A**utomatic garage doors may be a routine part of leaving and arriving home, but you should be aware of the potential for injury. Underwriters Laboratories, Inc., recommends these tips to make safety an open and shut case when it comes to your home's garage:

1. Always keep automatic garage doors fully open or fully closed. Some folks may leave a small opening at the bottom for pets to get in and out for food or shade. But a small opening could also be an invitation for a child to try to crawl through and get stuck. Another push of the button could send the heavy door down—causing injury—instead of bringing the door up when trying to free anyone stuck underneath. If you encounter someone stuck in an automatic door, call your local fire department.
2. Read instructions on how to operate and maintain your garage door properly. Check your automatic door monthly to be sure safety precautions are working. Many garage doors boast a safety feature that triggers an automatic reversal if anything is encountered while closing. To check, place an object about 2 **inches** thick (like a flat 2x4) in the path of the door to make sure the door correctly reverses when contact is made. Instructions should also advise on maintaining a properly balanced door. Call a qualified repair company for service or maintenance.
3. Do not allow children to operate a garage door. It may seem like a harmless, simple task to allow children to push the garage opener. But activating heavy equipment should be taken seriously.
4. Avoid walking under a door that is opening or closing. You never know when a malfunction may take place. Steer clear of a moving door.
5. Know when and how to use the emergency release. You'll find a cord with a handle hanging along the track of your garage door. Always use caution when using this release, and only use it when the door is fully closed.

An automatic garage door opener is a common convenience powered by electricity. Just as electricity demands safety and respect, so does the equipment it operates.

Source: Kelly Trapnell, Underwriters Laboratories, Inc.



Access Energy Cooperative-

A big thanks to the linemen who came out last Monday night to solve our power outage. My husband and I arrived home shortly after 6:00 pm to find the power was out.

After checking with the neighbors that they had power, I called the 800 number to report the problem.

The linemen replaced a fuse at the transformer and we had lights and heat again by 7:30 pm!

Thanks again from my husband, me, our two inside pet birds, and our landlord's cattle who depend on the electric waterer. After a hot meal (and a big, big drink of water), we were all just fine.

Thanks,  
Debbie B. & Sam S.  
Donnellson, IA 52625

## Summer Help Wanted

Access Energy Cooperative is accepting applications for summer help in the operations department. Duties will include helping in the warehouse and out in our service area with our crews.

Applicants must be 18 years of age or older and enrolled in college for the Fall 2014 semester.

Applications are available in our office at 1800 W. Washington Street, Mt. Pleasant or by sending a resume to the Director of Operations, Don Roach.



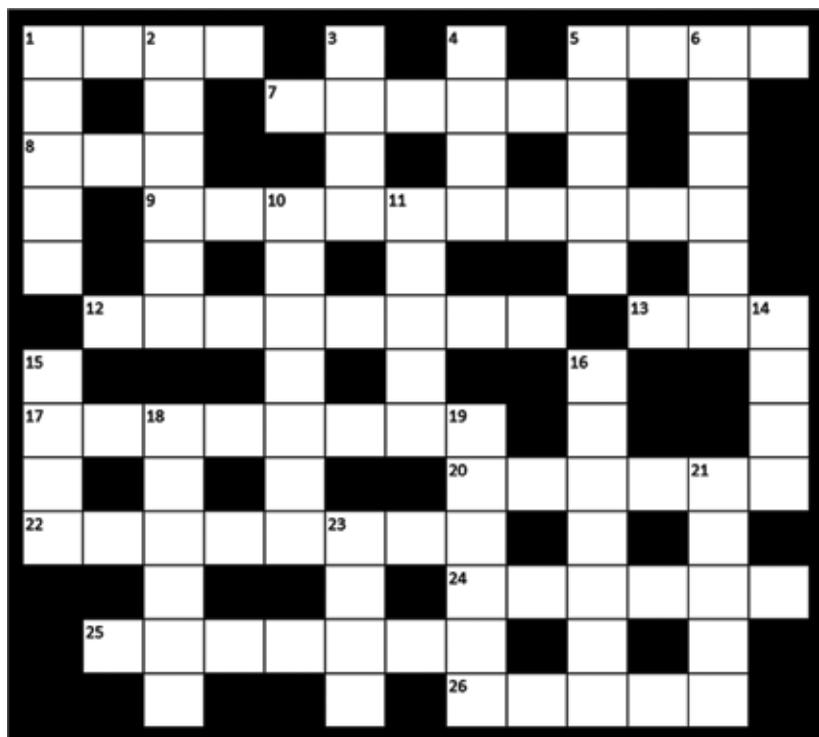
**Know what's below.  
Call before you dig.**

# 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 March 31, 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 Bonnie Banse of Fairfield.

## ACROSS

- 1 A nationwide email one of these is targeting utility customers
- 5 Properly maintaining our ROW helps keep our crews in this condition
- 7 As this increases on your TV, so does energy consumption
- 8 Since you do this to a part of the cooperative, you should vote on who runs it
- 9 Using degree days helps you do this to why your energy bill may go up
- 12 You can help others by adding one extra dollar a month to this bill
- 13 Find us on here at accessenergycoop.com
- 17 Last name of General Manager/CEO of Access Energy Cooperative
- 20 When this occurs, our line crews work hard to pinpoint the problem
- 22 Making this to replace an old clothes dryer can save money on your utility bill
- 24 Our poster contest is open to students in these 1-6
- 25 Maintaining our ROW is important to providing you this
- 26 We have loans available for energy efficiency improvements the have these that are low interest

## DOWN

- 1 Linemen battle to restore power as soon as possible during this
- 2 Save the date for this meeting on August 5, 2014
- 3 Common measurement used for farmland
- 4 If you experience an outage for two hours or \_\_\_\_\_, your food should be ok in the fridge
- 5 Move or go in a furtive or stealthy manner
- 6 During an outage, keep food in here and keep it shut
- 10 The concept of degree days was developed this long ago
- 11 Enter our photo contest with photos of this setting
- 14 Do this to the granola recipe for 45 minutes
- 15 Make sure your dishwasher is full when this happens with it
- 16 The Easy Granola Cereal requires one teaspoon of this vanilla stuff
- 18 To test your garage door automatic safety feature, put an object in the path of the door about 2 of these thick and test it
- 19 By taking advantage of these days, we can start doing a little outdoor spring cleanup
- 21 When you don't know the answer, you have to do this
- 23 The colored part of your eye



**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.



## Easy Granola Cereal

From the Kitchen of Nick Kirchner & Maggie Colyer

- 7 cups quick cooking oats
- 1 cup wheat germ
- 1 cup wheat bran
- 1/2 cup brown sugar
- 1/2 cup vegetable oil
- 1/2 cup honey
- 1/2 cup water

- 1 T. vanilla **extract**
- 1 t. ground cinnamon
- 1 t. ground nutmeg
- 1 t. salt
- 1 cup chopped dates
- 1 cup chopped pecans
- 1 cup flaked coconut

Preheat oven to 275°F. In large bowl, mix oats wheat germ and wheat bran. In a medium bowl, blend brown sugar, vegetable oil, honey, and water. Mix in vanilla extract, cinnamon, nutmeg, and salt. Stir the brown sugar mixture into the oat mixture until evenly moist, and transfer to a large, shallow baking dish. **Bake** 45 minutes, stirring every 15 minutes, until lightly brown. Mix dates, pecans, and coconut into the dish, and continue baking about 15 minutes. Allow to cool, and store in airtight containers.

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