

living with energy

IN IOWA



AUGUST 2017

You have access to Access Energy Cooperative 24 hours a day, 365 days a year! ▶ See page 13

A thoughtful maintenance plan ensures reliability

How many of our **easy energy savers** can you finish in a weekend?

An energy audit is the key to increasing energy efficiency

Unknown energy hogs will drive up your power bill

Visit our website at www.accessenergycoop.com



UPCOMING EVENTS



Aug. 10-20 Visit Touchstone Energy® Cooperatives of Iowa in the Bruce L. Rastetter 4-H Exhibits Building at the Iowa State Fair

Aug. 24 Blood Drive at the Access Energy Cooperative office. Call 319-385-1577 for info.

OFFICE CLOSING

The Access Energy Cooperative office will be closed Sept. 4 for Labor Day. You can reach our office 24 hours a day, 7 days a week for answers to billing and account questions, paying your bill and service interruptions by calling 866-242-4232.

Have a safe and happy holiday!



Access Energy Cooperative is dedicated to exceeding members' expectations for safe, reliable and efficient service, while being a good citizen in our communities.

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Mount Pleasant, Iowa 52641
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Twitter: twitter.com/AccessEnergyC
E-mail: contactus@accessenergycoop.com
Office Hours: Monday-Thursday, 7 a.m.-4:30 p.m.
Friday, 7 a.m.-3:30 p.m.
Closed Saturday, Sunday and holidays

Payments can be placed in dropbox under flag pole. Visa and MasterCard accepted.

General Manager/CEO: Kevin Wheeler
Editor: Kimberly Davis
Assistant Editor: Cherity Wibben

Officers and Directors:

Jerry Barker	District 2	President
Fred Hickenbottom	District 1	Vice President
David Hollingsworth	District 1	Secretary
Marvin Newton	District 3	Treasurer
Joseph Heckethorn	District 1	Director
Larry White	District 2	Director
Robert Smith	District 2	Director
Marvin Holtkamp	District 3	Director
Victor Pierrot	District 3	Director

This institution is an equal opportunity provider.

LOCAL PERSPECTIVE

Member engagement saved the cooperative

BY KEVIN WHEELER

Access Energy Cooperative is a member-owned, member-governed cooperative. When the co-op was founded back in 1938, members of the community knew that we were a locally owned business – likely because they, or someone they knew, played a part in helping found the cooperative. Over time – as the novelty of receiving electricity waned – the founders passed on and new people moved into the community, viewing the electric co-op like any other energy provider.



But we're different – and the key to that difference is you, the member-owner of our cooperative. Without your support and commitment, we wouldn't exist. For many years, people had no choice of which company provided them with the electricity they so greatly depended upon, but today the electric utility industry is changing. Research proves that when people own something they treat it differently, which is why we encourage Access Energy Cooperative members to act like an owner rather than a customer. As a member-owner, you play a critical role in our success. Each year, if our revenue exceeds our expenses (which, of

course, is always our goal), a certain percentage is allocated back to you – because you're a member-owner of the cooperative.

With that ownership comes certain rights, like the opportunity to seek election to serve on the board of directors. If that seems like too big a commitment, we still want and need you to participate by voting in the annual director elections.

We welcome your advice and counsel as we continually look for innovative ways to help you use energy efficiently and in a cost-effective manner. While electric power is the commodity that your co-op sells, the real power is that together, we empower this local community. When people feel empowered, they accomplish great things.

True, the world is different today than it was in 1938 when Access Energy Cooperative was founded, but our mission of serving you and our community is constant. Working together with your active, inspired engagement, we can continue to accomplish great things. 🚀

Kevin Wheeler is the general manager/CEO of Access Energy Cooperative.

NOTE OF THANKS



Mary Reynolds published a Facebook post on Access Energy Cooperative's Facebook page.



Practice safety with gasoline-dispensing facilities near electrical equipment

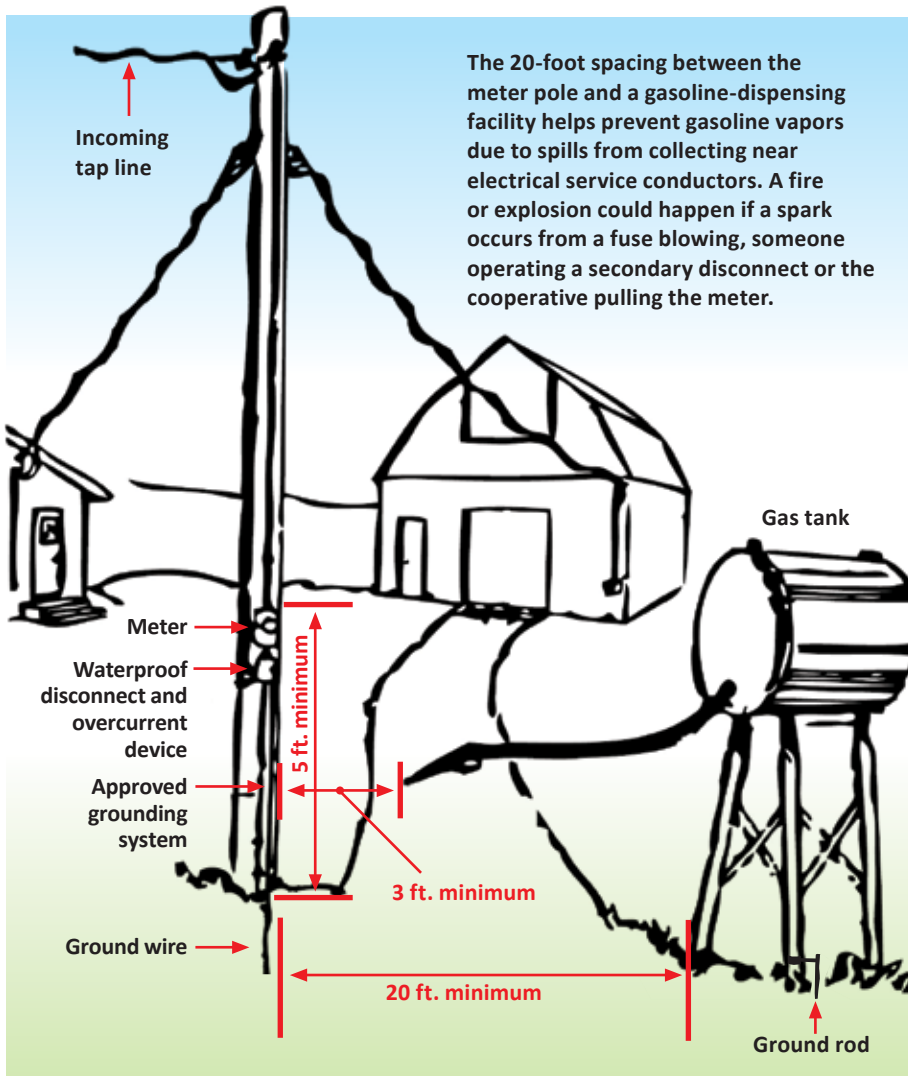
One of the most common safety violations found near electricity lines is the location of gasoline dispensing facilities on farmsteads, in relation to the meter pole or farm buildings. The National Electrical Code shows the requirements your farm wiring system

should follow. One section of the wiring code covers the requirements for electrical equipment and wiring for all voltages in locations where fire or explosion hazards may exist due to flammable gases or vapors, flammable liquids and other volatile materials.

The National Electric Safety Code (NESC) outlines the standards that the utility follows. Because of the hazard that exists in the vicinity of gasoline dispensing facilities, and especially the hazard to Access Energy Cooperative personnel wherever there's a possibility of electric sparks or arcing igniting flammable vapors, the NESC suggests that electric utilities not permit the installation of meter poles or service entrances within 20 feet of a gasoline dispensing barrel or tank – or within 3 feet of any point that could be reached by a gasoline dispensing nozzle. In addition, it's recommended that existing installations with less than the required clearances be modified to provide the required clearances.

For Access Energy Cooperative to change the location of existing meter poles would be quite costly. Therefore, we ask members to check to make sure their gasoline dispensing facilities are located 20 feet from the meter pole. The end of the dispensing nozzle should not be within 3 feet of the meter pole. If Access Energy Cooperative discovers that there's a violation of this requirement near our equipment, we have no choice but to disconnect the electric service at the site until the hazard is corrected.

In addition to these location requirements, please make sure your gasoline dispensing facilities are electrically bonded to the electrical ground of the farm wiring system. Install a ground rod at your gasoline tank and connect the tank to the ground rod and to the farm wiring ground. ⚡



EDITOR'S CHOICE CONTEST

You could win a houseful of LED lightbulbs!

If you're the lucky, randomly chosen winner at one of Iowa's electric cooperatives this month, we'll send you approximately \$150 worth of LED lightbulbs of your choice. Check the contest rules and complete the entry form at the *Living with Energy in Iowa* website (www.livingwithenergyinowa.com) no later than Aug. 31, 2017. ⚡



HOW YOUR CO-OP WORKS

We respect your privacy and confidentiality

At Access Energy Cooperative, we recognize that a key element of the member/cooperative relationship is the trust that you place in us to respect the privacy and confidentiality of your personal information. As we continue our commitment to improving and expanding our services and delivery channels – and providing you with the highest quality of service – we recognize our customers' needs and desires to preserve your privacy and confidentiality. While personal information about you is fundamental to our ability to efficiently provide you with quality service, your privacy is also very important to us.

The information we collect

Access Energy Cooperative will receive and retain information about customers through:

- Information we receive from you on applications or other forms;
- Information about your transactions with us, our affiliates or others; and
- Information we receive from a consumer-reporting agency.

The way we use information

Access Energy Cooperative will use a collection of nonpublic personal information that's necessary to maintain and administer financial

services. This information will not be shared with outside parties, unless:

- The information is provided to help complete a customer initiated transaction (such as reporting agencies, document processing companies, etc.);
- The customer has requested it;
- The disclosure is required by law (e.g., subpoena, investigation of fraudulent activity, etc.); or
- The disclosure is required by banking regulation (e.g., Fair Lending Reporting Act or Home Mortgage Disclosure Act).

When customer information is provided to any of the third parties mentioned above, that third party must agree to adhere to privacy principles that provide for keeping such information confidential.

Limiting employee access to information

Access Energy Cooperative limits employee access to customer information to those with a business reason for knowing such information. All employees are educated on the importance of confidentiality and customer privacy. Any employee that violates the financial privacy of our customers will be subject to appropriate disciplinary measures and possible termination.

Information protection via established security procedures

Appropriate physical, electronic and managerial procedures to safeguard and secure information are put in place to prevent unauthorized access, maintain data accuracy and to ensure the correct use of information.

Maintaining accurate info

Access Energy Cooperative has established procedures so that our customers' financial information is accurate, current and complete in accordance with reasonable commercial standards. Requests to correct inaccurate information in a timely manner will be responded to in a timely manner.

Questions?

We at Access Energy Cooperative value every one of our customer relationships. We want you to understand how we use the information you provide us and our commitment to ensuring your personal privacy. If you have any questions about how Access Energy Cooperative protects your confidential information, please contact us at our office: 319-385-1577 or toll-free at 866-242-4232. ⚡

SAVING ENERGY

An energy audit is the key to increasing energy efficiency

At Access Energy Cooperative, we believe in arming you with as much information as we can to help you save on your electric bill. An energy audit is an ideal resource for increasing efficiency and reducing energy consumption, because you'll find out how much energy you use – and why.

Our energy experts will come to your home and use a blower door test (*right*) – in addition to thermal imaging to find the places where air is escaping and even crawling into your crawlspace to look for duct leaks. We'll find inefficient

appliances, and talk with your family about costly energy behaviors.

Some residential members have been able to shave hundreds of dollars off their bills over the course of a year by changing their habits, making improvements and upgrading appliances. We even have rebates to help you make some of the improvements recommended by the energy audit.

The types of energy efficiency improvements we suggest will vary, depending on the building and specific conditions. For example,



the advice offered to members living in a classic old farmhouse could differ greatly from guidance given to members living in a new home.

To schedule an energy audit, or for more details, please call the office at 319-385-1577 or 866-242-4232. ⚡

Access your account any time of day



At Access Energy Cooperative, not only do you have access to your cooperative 24 hours a day, 365 days a year, you also have options on *how* to access your cooperative.

For example, we're happy to take your telephone calls personally at 319-385-1577 or 866-242-4232

during our regular business hours:

- Monday through Thursday – 7 a.m. to 4:30 p.m.
- Friday – 7 a.m. to 3:30 p.m.

We also have an answering service that takes calls for us, no matter what the time of day or night. If you call when our office is closed, the staff at the service can assist you with payments over the phone, answer questions about your account, notify us that your power is out so we can dispatch our crews to restore the power or let us know that you have a concern that we need to call you about when we're back in the office.

Other options for accessing your account information in great detail at any time include our SmartHub app and our website at www.accessenergycoop.com. Through the SmartHub app, you'll find a wealth of information about your account available to you any time you want. You even can set up an alert to let you know when you're using more energy than you want to be using. ⚡



Android



iOS

YOUTH TOUR

Co-op sends two students to nation's capital for week of leadership development



Access Energy Cooperative sponsored two high school students who, with 36 other students from Iowa's electric cooperatives, participated in the June 9-15 Electric Cooperative Youth Tour to Washington, D.C. They joined more than 1,800 other students from around the nation for the event.

Meghan Ryan of West Burlington and Lucas Lee of Mount Pleasant represented Access Energy Cooperative:

- Meghan is the daughter of Shaun and Amy Ryan, and she'll be a senior at West Burlington High School. She's been active in basketball, dance team, show



choir and jazz band. Outside of school, she's involved in Girl Scouts and two local church groups, where she's also a lector. Meghan is a Volunteer at Great River Medical Center and has worked at the West Burlington pool and Hy-Vee.

- Lucas is the son of Benny and Meredith Lee, and he'll be a junior at Mount Pleasant Community High School. He has been involved in symphonic, marching and jazz bands; chamber and show choir; school plays and musicals; and football, trap and soccer. Lucas is also a member of the Silver Cord volunteer



program, Boy Scouts, the Order of the Arrow – Scouting's National Honor Society, 4-H, Midwest Old Threshers, Southeast Iowa Soccer Officials Association, the Community Band, Opus Honor Choir, the Iowa State Fair's Little Hands on the Farm and his church.

Students on the Electric Cooperative Youth Tour participated in leadership training, engaged in one-on-one conversations with elected officials, jumpstarted their national peer network, learned about electric cooperatives and toured Washington, D.C.

The Electric Cooperative Youth Tour has brought more than 50,000 high school students to Washington, D.C., over 50 years. Students apply and are selected for this program by their local electric cooperatives. For more information on Youth Tour, visit www.youthtour.coop. ⚡