

living with energy

IN IOWA



SEPTEMBER 2018

New directors elected at Access Energy Cooperative Annual Meeting of Members ▶ See Page 5



How Iowans are helping monarchs

Dividends are coming!

Do skylights bring sky-high energy bills?

Soups & stews for cooler temps

Visit our website at www.accessenergycoop.com

Annual Meeting draws huge crowd

A crowd of more than 2,600 Access Energy Cooperative members celebrated “The Power is You” at the 2018 Annual Meeting of Members on Aug. 7 at McMillan Park in Mount Pleasant.

“We thank everyone for coming out to the meeting. Part of being a member in the cooperative is actively participating in the activities of the organization. We apologize to those who endured a longer wait in line. Our staff tried a new process this year, hoping to speed up registration activities for members so they could spend more time enjoying the rest of the evening. We discovered that the new process did not work as well as planned. We have discussed the changes thoroughly and are already working on improvements for next year,” reported Kevin Wheeler, General Manager/CEO.



Members received a warm welcome to the business meeting portion from the Mount Pleasant Chamber Alliance Executive Director Kristi Ray, followed by reports of the cooperative officers. Other highlights of the event included an outstanding performance by “The Boys” and a great meal served by Mount Pleasant Hy-Vee. The homemade ice cream served was made by Grandpa’s Homemade Ice Cream in Burlington.

Members enjoyed drive-a-tractor by Joel Proennecke and Dick McGohan, inflatable activities for the kids from Kempkers Rentals, pony rides by Windy Acres, a live line safety demonstration, free blood pressure checks, and information from the Henry County Health Center, Milestones and the Henry County Sheriff. Access Energy Cooperative thanks everyone for making the event a success, as well as Quality Equipment for their help. ⚡



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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Office Hours: Monday-Thursday, 7 a.m.-4:30 p.m.
Friday, 7 a.m.-3:30 p.m.
Call our office 24/7: 319-385-1577.

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:

David Hollingsworth	District 1	President
Marvin Newton	District 3	Vice President
Robert P. Smith	District 2	Secretary
Fred Hickenbottom	District 1	Treasurer
Marvin Larson	District 1	Director
Jerry Barker	District 2	Director
Larry White	District 2	Director
Robert Chesnut III	District 3	Director
Marvin Holtkamp	District 3	Director

This institution is an equal opportunity provider.

SAFETY MATTERS



Linemen would like your help in keeping them safe while they work on your electric lines. If you see them, move over to the other lane and slow down. Mitch Banes and his family thank you!



Members learn about electric safety at the annual meeting.

Board members and officers elected

Marvin Larson, Larry White and Robert Chesnut III were elected as directors to serve 3-year terms on the nine-person board.

Following the meeting, the board of directors met at their annual reorganizational meeting. The following were elected as the officers of the Access Energy Cooperative board: David Hollingsworth, president; Marvin Newton, vice president; Rob Smith, secretary; and Fred Hickenbottom, treasurer. ⚡

Congratulations Annual Meeting prize winners!

John G. Linn won the \$100 bill credit for mailed-in ballots. Members who won \$50 bill credits included Roger Elliott, Donald Hunold, Dwynlin Giberson, Carol Fedler and Lester Groene. In addition, winners of \$25 credits were Dean Messer, Paul Fritz, Evelyn Manley, Donald Schweer, Susan McConnell, Randy Padget, Sue Lund, Carl J. Scott,

Raymond Robbins and Bill Jordan.

The Grand Prize of a \$250 bill credit was drawn for, and the winner was not present; which results in the grand prize of a \$250 bill credit being rolled over into next year's grand prize for a chance to win a \$500 bill credit! Dividend checks for 2018 totaling \$1,085,593 were available for members to pick up at the meeting. ⚡

BENEFITS OF CO-OP MEMBERSHIP

Dividends are coming!



If you didn't attend the Annual Meeting on August 7, your dividend check was recently mailed to you. Accounts with payments of less than \$5 will continue to accumulate and will be paid in the year they reach or exceed \$5.

How are dividends earned?

Once a satisfactory level of margins or profits for 2017 was determined by the board in March, the cooperative assigned the rest of the margins to you, the members (each of who owns a portion of the cooperative), according to the amount of energy purchases you made in 2017.

Each member has a dividend account at the cooperative where your dividend allocations accumulate. When the board allocated the 2017 margins, your portion was moved to

your dividend account. Notices were mailed May 31 with the amount that was allocated to your account.

This year, Access Energy Cooperative allocated \$1,637,496 and passed through allocations from Northeast Missouri Electric Power Cooperative of \$1,074,508 for a total allocation of \$2,712,004.

The amount of total allocations the cooperative has stored in the dividend accounts was then reviewed by Access Energy Cooperative's Board of Directors to determine whether or not to generate a dividend payment this year. After reviewing the cooperative's current financial position, the board approved a dividend refund this year in the amount of \$1,085,593. This refund is 100 percent of the remaining dividends for 1997, 54 percent of 2003 and 10 percent of 2017. ⚡

PHOTO CONTEST

Win \$50 in the photo contest

Access Energy Cooperative is holding its annual photo contest with selected



entries to be used in the 2020 Access Energy Cooperative calendar. We're looking for photos of rural settings in southeast Iowa, including landscapes, animals, buildings or people in any season of the year.

Every photographer with an entry selected as one of the 13 photos to be featured in the calendar will win \$50. Submit all entries by March 31, 2019 to:

PHOTO CONTEST

C/O ACCESS ENERGY

COOPERATIVE

PO BOX 440,

MT. PLEASANT IA 52641

Visit www.accessenergycoop.com for complete rules. ⚡

EDITOR'S CHOICE CONTEST

Celebrate family meals with an electric skillet!

September is National Family Meals Month!

The Cuisinart® Green Gourmet 14-inch Electric Skillet



is a powerful, environmentally friendly electric skillet that lets you sear, fry, griddle, simmer or braise with little or no oil or butter for healthier family dinners. The suggested retail price is approximately \$130. For details go to www.williams-sonoma.com/products/cuisinart-electric-skillet/.

Enter the contest by visiting the *Living with Energy in Iowa* website at www.livingwithenergyiniowa.com no later than Sept. 30, 2018. ⚡

IN THE COMMUNITY

Help others by contributing to RECare

RECare is a program where members help other members in need. You may make a one-time contribution to the RECare program, or you may enclose an amount each month with your monthly electric bill. Just \$1 a month will help others.

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



To have an amount deducted from your monthly bill, send the form below to:

RECare
c/o Access Energy Cooperative
P.O. Box 440
Mount Pleasant, IA 52641

Member Authorization Form

I would like to make a (check one):

One-time contribution of

\$ _____

Monthly contribution of

\$ _____

(That will be added to my bill)

Name _____

Address _____

City _____

ZIP Code _____

Phone # _____

Email _____

Account # (if known) _____

HOW YOUR CO-OP WORKS

Statement of non-discrimination

Access Energy Cooperative is the recipient of federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age, or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at 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 to 202-690-7442 or email: program.intake@usda.gov. This is an equal opportunity provider and employer. ⚡

CONSUMER PROTECTION

Here's how to handle a concern about your electric service

As a member-owner of Access Energy Cooperative, assistance is available to you in resolving questions, comments or complaints about your electric service.

Access Energy Cooperative has trained representatives available to answer your questions and address any concerns you may have. You can contact our office at Access Energy Cooperative, P.O. Box 440, Mount Pleasant, IA 52641 or call 866-242-4232.

If your question is related to our service, rather than rates, and your concern is not resolved, you may request assistance from the Iowa Utilities Board by calling toll-free



877-565-4450, by writing to Iowa Utilities Board, 1375 E. Court Avenue, Des Moines, IA 50319-0069, or by email to customer@iub.iowa.gov. ⚡

TIP #6

Get notified of power outages on your mobile device

Our SmartHub App now has the capability to notify you if your power is out. If you have an email address stored on your account with Access Energy Cooperative, you will receive an email notification if your power experiences a service interruption. If you don't have an email address on your account and want to add one, call our office at 866-242-4232.

Members can also arrange to receive a text message alerting you of any service interruptions longer than 3 minutes. Just call our office, and we will update your account to receive a text message.

You can opt out of this program at any time by calling us at 866-242-4232.



iOS



Android



PRIVACY POLICY

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 to be committed 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 non-public personal information to that which is 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.).
- The disclosure is required by banking regulation (e.g. Fair Lending Reporting Act, 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 our customer relationships. We want you to understand how we use the information you provide us with and our commitment to ensuring your personal privacy. If you have any questions about how Access Energy Cooperative protects your information, please contact us at 319-385-1577 or toll free at 866-242-4232. ⚡