



Kevin Babcock,
General Manager/CEO

TELL YOUR STORY

November 11, 2018, marks the 100th anniversary of the treaty ending WWI. This treaty brought my Grandpa Guy home from France. WWI was named the “war to end all wars,” which we know did not happen. On Veterans Day, we honor those who have served in our military. We honor those who truly believed in something, and were willing to sacrifice everything.

My step-daughter graduated from high school this past May. Before she left for her freshman year of college, we had a conversation about military service. I asked her if she had heard of the term “being drafted.” She had not. I explained the draft process to her, and as I continued, I could see her mind opening up.

I asked her to imagine herself living in the years 1943, 1950, or 1969, as a young man preparing to leave to start a new life full of dreams and plans after high school. One day, you receive a notification that you have been drafted into the military, and your dreams are put on hold. You go to your assigned duty, and within six months to a year after high school, you are 10,000 miles from home fighting in a war.

Our discussion continued by identifying some of the local men and women who have volunteered to be in the military, and why they would want to do that sort of thing. As our vet-

erans volunteered their services, they knew they may sacrifice everything for their country and their family.

We spoke about the contributions our female veterans have made for this nation. I shared with her a story of a high school classmate of mine who became a colonel in the Air Force. I told her about a female named Erica who spent three years in Iraq on patrol with the infantry as a combat medic. I believe my step-daughter was enlightened by my stories, and my hope is she understood the sacrifices that have been made by so few for so many, for this nation. I wished her well in her college experience. I asked her to not forget about the thousands of

Americans who had dreams to go to college, but did not get that chance.

I would like to encourage my brothers and sisters to tell their stories because no one else will. Tell your stories of where you served, what your MOS was. Share with people what it was like to be on a submarine like Troy, on an aircraft carrier like John, on an Abrams tank like Dr. Mark, a grunt like George. I would also encourage

the family members of veterans to share their experience, the experience of waiting for their loved ones to come home.

I often think of the men and women who left their families and jobs to protect an idea and a way of life.

To my brothers and sisters, thank you for your service. The oath and the code never end. To our Gold Star families, thank you for your sacrifice and for your courage.



DUAL FUEL LOAD MANAGEMENT RECEIVER TEST NOVEMBER 14

Members who participate in the dual fuel (off-peak) electric heating program will experience an interruption in their electric heat on Wednesday, November 14, starting at 5 p.m. At 9 p.m., a gradual restoration of electric heating systems will begin, with all systems restored by 10 p.m. Please make sure your backup heating system is operational before this date.

This system-wide test is administered by Dairyland Power. If you have questions or concerns, please contact Jackson Electric’s office.

WINTER LOAD MANAGEMENT HOURS

Daily Energy Storage

The daily energy storage load management schedule pertains to members who have dual fuel water heaters and off-peak electric thermal storage (ETS) units. Beginning November 1 through April 30, these units will be controlled Monday through Friday, 5:30 a.m. until 1:30 p.m. and from 3:30 to 10 p.m. Typically, there is no control on weekends and cooperative-recognized holidays.

Full Load Control

Full load control (peak alert) events may be issued during the months of December, January, and February. If issued, these events will be from 5 to 10 p.m. on days when there is a high demand for electricity. During these events, we ask members to minimize their electric usage. An automatic backup source of heat is needed during this period for members who have electric heat on the dual fuel program. It is the member’s responsibility to make sure their backup source of heat is operational during this period. Electric heat and water heaters are controlled during this period.

Full load control (peak alert) events are announced on WWIS and WAXX affiliated radio stations, Jackson Electric’s Facebook page, and www.jackelec.com.

HAVE A PLAN IN PLACE

In case the
power goes out



This past summer, Jackson Electric members experienced power outages due to storms that moved through the service territory. High winds causing trees out of the rights-of-way to bring down power lines, sometimes breaking poles, and lightning strikes to distribution equipment caused the majority of the outages. These summer storms are a good reminder that storms can also occur throughout the winter months, thus causing lengthy outages.

Members need to be prepared in the event of an unexpected power outage, regardless of the month or season. If you are dependent on a life-saving device or have a medical necessity that requires electricity to be operational, please have a contingency plan in place in the event that a lengthy power outage occurs. The

same holds true for those members who work from home and are dependent on electricity to power their work devices. Please consider the purchase of a battery-powered device, an automatic standby generator, or another place to stay/work that has electricity during the period of the outage.

Jackson Electric's priority is to provide reliable service to its members, and to restore power after an outage as quickly and safely as possible. However, from time to time, acts of nature may challenge us. Please have your plan in place before the power goes out.

How Your Power Outage is Dispatched and Restored

Jackson Electric appreciates your cooperation as we work together to restore power after a powerful storm or other large-scale outage event. Please understand that our line crew is called out to restore power during some of the most severe weather conditions, often working long hours in extreme conditions.

In the event of a power outage, Jackson Electric's line crew has safety pro-

Heavy winds can cause trees to bring down power lines and poles.

ocols and outage procedures in place so that power can be restored to the largest number of people as quickly as possible. When a powerful storm rolls through a portion or all of the service territory, our line crew may have to remove fallen trees, replace broken poles and damaged transformers, and possibly string new conductor. We ask for your patience, and know that our line crew is putting forth their best efforts.

1. Outage calls during normal work hours are typically dispatched from our office. After-hours outage calls are dispatched from our call center. The call center is headquartered in Austin, Minn. If the outage is affecting a large number of members, our phone lines may be busy. Please be patient as our staff tries to answer all outage calls as they are received.
2. After the outage has been dispatched and our crew arrives on site, they must determine the extent of the damage and pinpoint the source of the outage.



If there is a downed power line following a storm, our crew may have to restring the line.

Members are notified by Jackson Electric if planned outages are needed to repair equipment. Please make sure your current phone numbers and e-mail addresses are on file at Jackson Electric.

3. We restore power to as much of the undamaged system as possible. If a substation is out of service, repairing that problem and/or restoring power from another substation takes priority. Restoration of power to members on a three-phase line typically takes priority, as well. If you see that your neighbor's lights are on, and your power is still out, it may be that you are on a different feeder line, phase, or circuit.
4. If possible, our line crew will reroute the electricity to temporarily get power back on for our members. If not, the crew will need to repair and/or rebuild poles and conductor. This takes time, labor, and equipment.

Please note, public safety is of the highest priority. If there is a line that is down and it is a threat to the public's safety, our crew will resolve that threat before restoring power.

Remember, stay away from downed power lines and be alert to the possibility that tree limbs or debris may hide an electrical hazard. Treat all downed or hanging power lines as if they are energized and dangerous. Lines do not have to be arcing or sparking to be live. If you are driving and come upon a downed power line, stay in your vehicle, warn others to stay away, and contact emergency personnel or the electric utility. Never drive over a downed line.

Updates following a large-scale power outage are available on Jackson Electric's Facebook page and Twitter

Report outages to 855.222.3275

feed. Please be reminded that the Jackson Electric employee updating these posts may not be at the office or at the outage location. Information is relayed on Facebook and Twitter as quickly as the communication comes in from the crew in the field. Restoral time may not be determined as quickly as some may like. The crew determines the source of the outage and equipment needed to restore the outage before the restoral time is published.



High winds may cause trees to fall on electrical equipment, thus causing damage. The equipment may need to be repaired or replaced.

Storm Safety Kit

-  Drinking water & food
-  Blankets, pillows, & clothing
-  Basic first-aid supplies
-  Prescriptions
-  Flashlights
-  Basic toiletries
-  Battery-operated clock
-  Extra supply of batteries
-  Phone
-  Cash and credit cards
-  Emergency numbers
-  Important documents (in a waterproof container)
-  Toys, books, & games
-  Baby supplies
-  Pet supplies

MY CO-OP

REBATE SUBMISSION DEADLINE IS JANUARY 4, 2019

All rebate applications must be submitted to Jackson Electric by January 4, 2019. Rebates may be issued until funds are depleted. Any qualified items purchased after December 31, 2018, will receive the 2019 rebate amount, if available.

Please plan accordingly. If you submit an application after the deadline, your application may be denied or the 2019 rebate may be applied.



Happy Thanksgiving

November Office Hours

Jackson Electric's office will be closed:
Thursday, November 22, and Friday, November 23,
 for the Thanksgiving holiday

Any outages can be reported to 855.222.3275.



WINTER MORATORIUM AND YOUR ENERGY BILL

Member Question: Can Jackson Electric disconnect my power for non-payment on an account during the winter moratorium period?

Our Response: Yes, Jackson Electric can disconnect power during the winter moratorium for non-payment on an electric account. However, Jackson Electric, under the governance of its board of directors, does not initiate a full disconnection of power during the winter moratorium, but chooses to install a new electronic meter to a member's electric account which would be used to remotely disconnect and reconnect the member's electric service. These devices cycle the electric service on and off every 30 minutes.

As we move into the moratorium season, it's important to recognize that past due balances are carried by the entire membership of Jackson Electric. Not paying your electric bill during the winter months only puts off the inevitable until spring. Full disconnect of your electric account may occur in April if insufficient payments during the winter months have not been reconciled and credited to your electric account. In addition, late fees will add to the burden of paying off a delinquent account.

Energy assistance may be available to members who are experiencing hardship during the heating season. Western Dairyland Economic Opportunity Council, Inc. administers the low-income portion of Jackson Electric's Commitment to Community funds for electric bill assistance and home weatherization. Contact 800.782.1063, ext. 231, for more information on this program.

Agencies That May Provide Assistance

Jackson County Health & Human Services 715.284.4301
Clark County Social Services 715.743.5233
La Crosse County Human Services 608.784.4357
Monroe County Human Services 608.269.8600
Trempealeau County Social Services 715.538.2311



Your Touchstone Energy® Cooperative

Customer Service 715.284.5385
800.370.4607
Outage Reporting 855.222.DARK (3275)
Diggers Hotline 800.242.8511
Credit Card Payments 844.759.3984
www.jackelec.com



SAFETY FIRST WHEN HEATING YOUR HOME

- Check your furnace at least annually. Contact your local HVAC dealer to give your furnace an annual maintenance check-up.
- Replace your furnace filter monthly during the winter to help increase air flow and improve the unit's efficiency.
- Portable electric space heaters are not more cost efficient when used to heat more than one or two small areas. Make sure you consider safety first and purchase only certified models that have been tested by an independent laboratory. Always place your space heater on a steady surface away from foot traffic to prevent it from being knocked over, and be on the lookout for units with a tip-off switch. Never leave one of these devices on and unattended.
- When using electric blankets and heating pads, make yourself aware of the manufacturer's instructions, and use the product only as it is intended. Never use an electric blanket that is wet or folded, perform regular checks of the product to look for scorch marks or visible damage, and inspect the cord for any frays, cracks, or cuts. Nothing should be placed on top of the blanket while it's in use, and pets should never be allowed to sleep on electric blankets.
- Always make sure that your chimney is clear, and open the damper if there are warm ashes in the hearth that could lead to a dangerous build-up of poisonous gases.
- Please check that your smoke and carbon monoxide detectors are in good working condition.



Mailing Address: P.O. Box 546
Black River Falls, WI 54615
Office Hours: Monday – Friday, 7:30 a.m. to 4:00 p.m.
Board of Directors: Gary Woods, President
Chris Curran, Vice President
David Peasley, Secretary-Treasurer
Jerry Huber, Dairyland Power Representative
Daniel Smrekar, Kristi Hanson, Stanley Gran, Brian Huber, Jerry Wagner

Kevin Babcock, General Manager/CEO

Your Touchstone Energy® Partner

