

EFFECTIVE MAY 1, 2019: Jackson Electric Billing Dates and Payment Deadline Change

Beginning with the May 2019 billing statement (April's usage), billing dates will be as follows:

- 1st day of the month:** All meters will be read.
- 6th day of the month:** Jackson Electric bills will be mailed. These are mailed from the bill processing center in St. Louis, MO.
- 10th day of the month:** Delinquent accounts (from the previous month) become subject to disconnect at the close of business.
- 11th day of the month:** Delinquent accounts (from the previous month) will be disconnected.
- 24th day of the month:** Due date for bill payment. Automatic recurring bank draft and credit/debit card payment transactions occur.
- 25th day of the month:** Late fees will be applied to delinquent accounts. Late fee is \$25 or 1.5 percent, whichever is greater.

If the above dates fall on a weekend or cooperative-recognized holiday, they will be moved to the next business day.



IT'S BEGINNING TO LOOK A LOT LIKE [PROJECT] CHRISTMAS

Each year, Project Christmas invites the public to volunteer by wrapping gifts, boxing food items, and delivering packages to families in Jackson County. Many volunteers also work behind the scenes preparing for these public events. On Thursday, December 13, Jackson Electric's Youth Ambassadors completed various tasks from assembly line prep to putting pillowcases on many pillows, in preparation for the evening's public event. The youth learned that each duty is important in reaching an organization's goals.



MY CO-OP

USE SMARTHUB TO PAY YOUR BILL

SmartHub, Jackson Electric's online bill pay service, has several features that make managing your account as easy as possible. Whether through the web, your smart phone or tablet (Android or iOS), you'll be able to pay your bill, view your monthly electricity use, and contact our office.



With SmartHub, you can:

- Pay your bill
- View, print, or download current and previous billing statements
- Access your account 24/7
- Review electricity use
- Set up your account for automatic payment
- Receive e-mail and/or text notifications regarding your account

Access SmartHub by visiting www.jackelec.com or by downloading the app on your mobile device through the Apple Store or Google Play Marketplace.

Convenient Ways to Pay Your Jackson Electric Bill

	AutoPay	Mail	Mobile App	Office	Online	Phone	Certified Bank Funds
If I get a paper bill, I can pay by:	✓	✓	✓	✓	✓	✓	✓
If I get an electronic bill, I can pay by:	✓	✓	✓	✓	✓	✓	✓
If I want to pay by credit or debit card, I can pay by:	✓		✓	✓	✓	✓	
If I want to pay with a paper check, I can pay by:		✓		✓			
If I want to pay by cash, I can pay by:				✓			
If I want to make a payment 24/7, I can pay by:	✓		✓		✓	✓	
If I want confirmation of my payment today, I can pay by:			✓	✓	✓	✓	

Paying Your Jackson Electric Bill by Telephone? Call 844.759.3984

This is Jackson Electric's designated secure phone number for credit and debit card payments.

You can still contact our office to make a card payment, but will be redirected to this phone number.



Jackson Electric Cooperative's 82nd Annual Meeting

Tuesday, March 12, 2019

Business meeting at 7 p.m.

Lunda Theatre in Black River Falls

Your annual report will be included with the March WEEN.

PLEASE TAKE NOTE...

If you plan to upgrade your electric heating and/or cooling system or add additional electric heating and/or cooling load to your residence, please contact Jackson Electric. Additional loads, as such, may require a transformer upgrade.

PURCHASE FOR ENERGY EFFICIENCY Get a Rebate

Jackson Electric offers rebates to members who purchase qualified energy efficient equipment and lighting. Qualified items must be purchased, installed, and operating (generating kWhs) on Jackson Electric's service lines in 2019. To receive your rebate, contact our office for an application form or go to www.jackelec.com to download a form. Please submit to our office your completed and signed rebate application within 60 days of your invoice date with the Energy Star label (if applicable) and paid receipt. **Your rebate application may be rejected if all required documentation is not received.**

Audit Recommended Improvements

Incentives are available for energy efficiency improvements completed to an existing home or farm. Energy efficiency improvements must be recommendations from an audit arranged by Jackson Electric Cooperative or a cooperative-approved partner. Rebate not to exceed 20 percent of the cost of energy efficiency improvements up to \$500. For specific details on this program, go to www.jackelec.com or contact our office.

ELECTRIC HEATING (must be controlled by load management receiver)	
Electric Boiler	\$25/kW
ETS Room Unit or Furnace	\$25/kW

ELECTRIC WATER HEATERS	
100+ gallon	\$300*
75 to 99 gallons	\$125*
Heat Pump Water Heater	\$300
* Load management receiver must be installed and energy efficiency standards must be met to receive rebate.	
Rebate is deducted from the purchase price of the 100-gallon water heater if purchased from Jackson Electric.	

PORTABLE ELECTRIC SPACE HEATERS

Uncertainty of winter temperatures is part of living in Wisconsin. Because February has the potential to be a cold month, some of you may be thinking of using a portable electric space heater to warm your home.

Even though electric space heaters are 100 percent efficient, they still use a significant amount of electricity. Electric space heaters will increase your electric bill if used regularly. If you must, use an electric space heater for supplemental heat in a small area. They are not designed to heat your entire home.

A watt is a watt. A 1,500-watt milk house heater will generate the same amount of heat as a 1,500-watt infrared heater with a decorative cabinet.

ENERGY STAR LIGHTING (capped at 20% of cost)	
LED Fixture	\$1/800 lumens
LED Bulb (5 bulbs or more to qualify)	\$1/bulb
Occupancy Sensor	\$5
Please contact our office for information on commercial lighting rebates.	

ENERGY STAR APPLIANCES (must be Energy Star)	
Clothes Washer	\$25
Clothes Dryer (electric)	\$25
Heat Pump Clothes Dryer	\$50
Dishwasher	\$25
Dehumidifier	\$25
Refrigerator (min. 10 cu. ft.)	\$25

RESIDENTIAL ELECTRIC HEAT PUMPS	
Geothermal Heat Pump (new systems not allowed on cooperative's load management program)	\$400 per ton
Air Source Heat Pump and Mini Split (SEER rating must be 14+, HSPF 8.2+, or EER 11+)	\$200 per ton
Variable Speed Blower Motor (new furnace only)	\$35/unit

AG., COMMERCIAL AND INDUSTRIAL PRESCRIPTIVE Contact the office or go to www.jackelec.com for qualification requirements.	
Exhaust Fan	\$1/inch
Circulation Fan	\$1/inch
Dairy Plate Cooler/Well Water Pre-Cooler	\$500/unit
Dairy Refrigeration Heat Recovery with Electric Backup	\$300/unit
Low/Zero Energy Livestock Waterer	\$50/unit
Scroll Refrigerator Compressor	\$30/HP
Variable Frequency Drive (VFD)	\$30/HP
Commercial Vending Machine Controls	\$25 each

Interfaith volunteers share why they volunteer

I volunteer...



"...because it's rewarding to know I have the ability to brighten someone's day."

"...to make a difference."—Lillian Hart
(former Interfaith program assistant)

"...to give back to my great community!"—Mary Hansen



"...to pay it forward."—Charlotte Thompson and Sally Burgau

"...to show my kids how important it is to help others."



"...because it makes my heart full, and I like to see the smiles on others."

"...to give back for all I've received. Enjoy the interesting people I meet."—Arlene Dunnigan

"I feel good if I can help others."—Virginia Berger
"Makes me feel good to help others, especially young people."—Pat McGowan

INTERFAITH:

Volunteers using their strengths to meet a community's needs

You've considered volunteering, but you're not sure where to start or who to contact. You may even be feeling some uncertainty. *How much time will I have to commit? Is there flexibility? Do I really have something to contribute?* One thing is certain: Everyone has at least one special talent that can be shared with others. What if there were an organization that could help you recognize your special talent and match it with a need in our community? Volunteering with Jackson County Interfaith Volunteer Caregivers may be the opportunity you've been looking for. Whether you're a snowbird or a year-round resident, there's an opportunity to volunteer an hour a day, week, month, or year. With Interfaith, there truly is an opportunity for all talents and schedules.

"Interfaith has a heart-warming, family atmosphere," describes Jackson County Interfaith Volunteer Caregivers Director Lori Chown. "We help people help others."

Helping people help others. That was the goal of a group of community members in 1987. Their mission was to create a faith-based outreach program to assist the elderly and disabled in Jackson County. They wanted to develop a way to keep Jackson County residents in their homes longer, instead of moving them to assisted living or care centers. These individuals recognized the strengths of the population they wished to serve. These residents were capable of living at home—they just needed someone to help with light housework, provide transportation, or offer companionship.

By 1989, Jackson County Interfaith Volunteer Caregivers was formed. Many of the organization's programs were developed under the leadership of Karen Foust, former director of 28 years. This tight-knit, community-based organization's programs touch the lives of Jackson County residents of all ages by providing volunteers and partners with the opportunity to use their assets, their strengths, to help others.

Interfaith has a variety of volunteer opportunities, whether it's through one of the organization's ongoing programs, a volunteer/care receiver match, or a fundraising event. "Whatever your interest or availability, there is something you can do as an Interfaith volunteer," says Lori. "Currently, our greatest need is transportation." Area residents need someone to transport them to the grocery store, appointments, and to run errands. Transportation volunteers are especially needed in the areas outside of Black River Falls. Volunteers meet the care receiver at the door, assist them into the vehicle, and offer companionship.

"Interfaith volunteers offer more than just a car ride," adds Lori. "They offer a caring companion that helps them with their shopping or gets them to their appointments safely."

Many Interfaith-coordinated programs use the community's assets by partnering with local agencies to provide services. "We want to work with other organizations, not compete with them," ex-



Lori Chown

MY CO-OP



plains Lori. If you're unable to provide transportation, there are other ways that you can serve. Maybe you like to read. Interfaith's Visually Impaired Program (VIP) seeks volunteers to create digital recordings of the *Banner Journal*, in addition to other publications. This opportunity is more flexible, as you can record the readings on your own time. You just need to pick up and return the recording device to Interfaith's office.

If you're available during the day and are comfortable working with school-aged children, you may be interested in the Jackson United Mentoring Program (JUMP). This program matches mentors with a student. The mentor meets with the student in the school setting for one hour per week, usually during lunchtime, and serves as a positive role model for that student. Interfaith works with area school districts to coordinate nearly 20 volunteers for the program.

Do you have a knack for arts and crafts or play an instrument? On Tuesday and Thursday afternoons, the Time for You Program provides stimulating games, music, crafts, and other activities for those experiencing memory loss, while providing a few hours of respite for caregivers. If you're not available for Time for You, maybe you can volunteer for the Groceries to Go program on Wednesdays. Groceries to Go delivers groceries to homebound individuals. The program has a partnership with Hansen's IGA. Volunteers pick up the groceries at Hansen's, deliver them to the participants, collect payment for the groceries, and return the payment to Hansen's.

Interfaith also has volunteer opportunities for those who may not be able to commit to specific hours. The Your Library to Go program combines friendly visits with delivery of library books

to homebound individuals. This program has no set hours and could be coordinated with your schedule. Volunteer/care receiver matches could also be flexible with work schedules. For example, yard work, light meal preparation, and companionship are activities that don't necessarily have a set schedule. Additionally, you can donate resources instead of time. Interfaith accepts donated items for ages birth to 12 months to be used for the Bear Essentials program. Bear Essentials provides families in need with essential items, such as diapers and wipes.

The organization's fundraisers are also a great opportunity to volunteer or participate as a community member. "We have a golf outing every year in June," shares Lori. "You can support Interfaith by volunteering or golfing." Interfaith also has a bake sale, raffle, and a baking contest at the Black River Falls Oktoberfest celebration. The baked goods entered into the contest are judged by local royalty before being auctioned off.

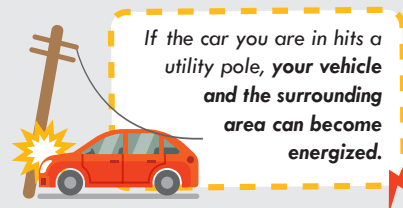
"We appreciate all volunteers, whether it's one hour per week or one hour per month," says Lori. The organization currently has over 200 volunteers, adding at least 10 new volunteers each year. If you're interested in using your strengths to make a difference with Interfaith, you can call or stop in at their office. An application, references, and background check are required for the safety of other volunteers and the care receivers. Once accepted, Interfaith will organize an orientation with the new volunteer. Volunteers are typically 18 years of age and over. However, youth groups are welcomed with adult supervision.

"When you start volunteering," shares Lori, "you think you're helping others, but you end up helping yourself." —*Brandi Shramek, Executive Coordinator*

KNOW WHAT TO DO



if in an Auto Accident with Power Lines



Even if you do not touch lines or equipment, you can still be killed or seriously injured.



1. Do NOT leave the car, and warn others to stay away.

2. Call 911 to have the utility notified.



3. Wait until a utility professional has told you it is safe.



The **only** reason to exit the vehicle is **if it's on fire.**

If the car is on fire, jump clear of the vehicle: with feet together, and without touching the car and the ground at the same time.



Continue to **hop away** with your **feet together** as far as you can.



Learn more at safeelectricity.org



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

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

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