

YOUTH VOLUNTEERS:

It's not about recognition

It's no secret that Jackson Electric's youth ambassador program participants are leaders in both their schools and communities. You may be aware of the volunteer activities completed during this year's program alone. The youth ambassadors led a candy drive for the local nursing homes' safe trick-or-treat events, carved pumpkins with residents, decorated the nursing home for Halloween, and helped with behind-the-scenes tasks for Project Christmas. It's no surprise, then, that many of these students also volunteer on their own outside of the youth ambassador program.

Last year, we published articles highlighting volunteer opportunities in Jackson County. To continue with that theme, we invited our current youth ambassadors to share their volunteer experiences and what volunteering means to them.

In each youth ambassador's narrative, you'll find that they put the Concern for Community cooperative principle into practice. Some of the youth even volunteer for organizations we've highlighted in past issues.

Molly Johnson "Volunteering isn't about recognition—it's about how you make others and yourself feel," says Molly Johnson.

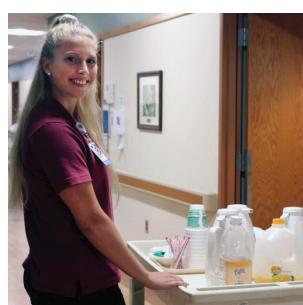
Molly represents Lincoln High School, and she has volunteered at several community and school events, including Ashley for the Arts, Project Christmas, Ag on the Lawn, Lincoln's father-daughter dance, and local sports. She is also the Strawberry Festival second attendant.

"Volunteering impacts not only your life, but the people around you," says Molly. "Getting involved is a great experience and would be beneficial to anyone."

Teagan Frey Teagan Frey, Melrose-Mindoro High School, became a volunteer at Black River Memorial Hospital last summer. While volunteering, she directs visitors to where

they need to go, distributes newspapers throughout the hospital, and serves patients from the refreshment cart.

"I learned how to be in an unselfish position to help others with what they need," shares Teagan. "Volunteering is a rewarding experience, and you can make someone's day just by directing them to where they need to go."



Teagan is ready to serve patients from the refreshment cart.

Isabella Cowles "Others should volunteer because it teaches you a lot about life and yourself," says Black River Falls High School youth ambassador Isabella Cowles.

Isabella currently volunteers with several activities at her



Youth Ambassadors (back row, left to right) Jacquelyn Paul, Elizabeth Prindle, Elizabeth Stanley, (back row, far right) Molly Johnson, and (front row, third from left) Emma Fischer volunteer with Project Christmas with their basketball team.

church: back to school bash, fall fun fest, teaching Bible stories, and helping children with crafts or activities. She has also organized community service projects, such as highway cleanup, as part of her involvement in National Honor Society. Isabella was also involved with community events when she served as Miss Black River Falls.

"You might realize there are as many benefits to yourself as there are to the people you're helping," she says.



Isabella Cowles (right back) prepares to wash this little car during the Miss Black River Falls car wash.

Seth Peterson Seth Peterson started volunteering through sports teams and the youth ambassador program, but he now volunteers on his own whenever he can. This Melrose-Mindoro

High School second-year youth ambassador enjoys helping out during at least two of the Project Christmas events where the community is invited to help, whether that's helping pack food boxes or loading the food and gifts into vehicles to be delivered.

Seth has a message for his peers: "I would tell my friends that we could volunteer together. That way, we are both giving our time to the community and having fun together at the same time."

Elizabeth Prindle "The most rewarding part of volunteering is seeing the smiles it brings to people's faces," says Elizabeth Prindle, Lincoln High School youth ambassador.

In addition to the youth ambassador program, Elizabeth is also involved with National Honor Society, FFA, and Black River Memorial Hospital's volunteer program.

"I wanted to become involved in all of these groups because I enjoy using my capabilities to help others in need,"

she shares. "I've learned that people always enjoy your help and that you can never help too much. Something so little can mean so much to someone in need."

Jacquelyn Paul It may be Jacquelyn Paul's first year in the program, but this Lincoln High School youth ambassador has volunteered through activities sponsored by National Honor Society, FFA, and Future Business Leaders of America. NHS has a youth mentorship program that Jacquelyn takes part in. NHS students are paired with a child from the elementary school. The students eat lunch together and complete an activity. "The most rewarding part of volunteering is seeing the effect it has on others and how it can really brighten their day," she says.



Kaylee Haag "It never feels like volunteering when I'm at Pine View because I'm usually laughing too hard to notice," shares Kaylee Haag. "The residents have dozens of stories to tell, games to teach, and jokes to tell."

Kaylee is a youth ambassador representing Melrose-Mindoro High School. Her mom is the activity coordinator/aide at Pine View and invited her to come help out with the projects.

"I really liked a lot of the residents, so I kept coming back," Kaylee says. "My



Kaylee paints this resident's nails during one of her regular Pine View visits.

mom and I work really hard to put together projects for the residents. Even if it took a week of prep, knowing that the residents really enjoyed it makes it worth it," she adds.



Emma Fischer Emma Fischer is a second-year youth ambassador from Lincoln High School. She has participated in activities organized by the program from nursing home visits to helping with Project Christmas.

"When going to the nursing homes, it brightens the residents' day," says Emma. "Others should volunteer because it is a fun opportunity, you get to meet new people, and people really respect what you are doing."

Angellika Faas On top of her busy sports and extracurricular activities schedule, Angellika Faas likes to volunteer whenever she can through the activities organized by the youth ambassador program. Angellika represents Melrose-Mindoro High School and enjoyed decorating the nursing home with Halloween decorations, carving pumpkins with residents, and collecting candy for safe trick-or-treat.



"During this experience, I have learned that it makes the world a better place when we do something good for someone else," she shares. "Maybe they will carry that on like a cycle and pass this idea on to the next generation." —*Brandi Shramek, Executive Coordinator*

WATER HEATER REMINDERS

Repairs

Water heaters with an operational and connected Jackson Electric load management receiver qualify for free parts and service during the hours of 8 a.m. and 3 p.m., Monday–Friday. Repairs done after-hours, weekends, and cooperative-recognized holidays will be charged a \$150 service fee. Some qualifications may apply. If the repair is plumbing or electrical related, or due to a dry-fired element, parts and labor will be charged to the member.

Jackson Electric does not deliver or install water heaters. Water heaters that are picked up after-hours, on weekends, or cooperative-recognized holidays will be charged an additional \$150 service fee.

Warranty

Water heater warranty is valid to the original owner. Different warranty qualifications may apply to commercial (dairy) applications.

50-gallon manufacturer warranty:

- 6 years. If the unit fails within the 6-year period, the replacement unit's warranty will be prorated to the warranty date of the original water heater.
- If the unit is manufactured before April 2015 and is within the 6-year warranty period, you can purchase a 6-year warranty on the replacement 50-gallon water heater for a nominal charge.

85-gallon manufacturer warranty:

85-gallon water heaters are not available for sale at Jackson Electric. If your water heater does not qualify for a warranty replacement and you would like to purchase a water heater from Jackson Electric, you will need to purchase a 50- or 100-gallon water heater.

- 10 years if the original purchaser did not register the water heater for the extended lifetime warranty.
- 10 years if the home is not owned by the original purchaser.
- 10 years if the owner does not have proof of purchase.
- 10 years if the water heater has been moved from its original installation location.
- 10 years if the unit is part of a residential rental property.
- Extended lifetime tank warranty when installed in a single-family dwelling owned by the original purchaser of the water heater with proof of purchase. Water heater needs to be registered online within 90 days of the installation date.

100-gallon manufacturer warranty:

- 10 years if the original purchaser did not register the water heater for the extended lifetime warranty.
- 10 years if the home is not owned by the original purchaser.
- 10 years if the owner does not have proof of purchase.
- 10 years if the water heater has been moved from its original installation location.
- 10 years if the unit is part of a residential rental property.
- Extended lifetime tank warranty when installed in a single-family dwelling owned by the original purchaser of the water heater with proof of purchase. Water heater needs to be registered online within 90 days of the installation date.



REBUILT LINE TO ENHANCE SERVICE RELIABILITY

Jackson Electric's mission is to provide safe and reliable energy services, and the operations department develops four- and ten-year work plans to put this mission into practice.

One of the projects in Jackson Electric's current work plan is to rebuild the line between the Shantytown and Shamrock Substations. This line is located in the Township of Little Falls in Monroe County, near Aaron Avenue, Acorn Avenue, and Candle Road. The existing service is being converted to a three-phase tie line that will interconnect the substations.



Construction crews have been rebuilding line in the Cataract area since September. The new tie line will interconnect the Shantytown and Shamrock Substations. This will give Jackson Electric the option to backfeed power from either substation in the event of a power outage, thus allowing for quicker power restoration.

YOUTH SCHOLARSHIPS

Jackson Electric offers a \$1,000 scholarship to each of the following high schools:



Alma Center-Humbird-Merrillan	Neillsville
Black River Falls	Osseo-Fairchild
Blair-Taylor	Sparta
Melrose-Mindoro	Whitehall

Please contact your high school guidance counselor for scholarship requirements. Recipient is selected by the respective high school.

Home-Schooled, Private School, and Open-Enrolled Students: A \$1,000 scholarship is also available to students in this category. Scholarship applications can be downloaded from www.jackelec.com, under the Community tab, or requested from our office.

This new line will offer benefits to both Jackson Electric and members served by these substations. In the event of an outage or maintenance work, Jackson Electric will have the ability to backfeed to either substation. This will allow for quicker power restoration and enhancement of service reliability. This option is not available with the current service.

Phase I of this project was completed in September through December of 2019. Phase II will commence in 2020 to complete the six-mile tie line.

THE COST OF OPERATING AN ELECTRIC SPACE HEATER

A portable electric space heater may take the chill out of your living area, but at what cost? All electric space heaters are 100 percent efficient; however, they still use a considerable amount of electricity if used regularly. If you must, use an electric space heater for supplemental heat in a small area. Electric space heaters are not designed to heat your entire home.

A 1,500-watt electric space heater used eight hours a day for 30 days will cost \$40.68 per month to operate. Use the following formula to calculate your electric space heater's cost:

$$\text{Watts}/1,000 \times \$0.1130/\text{kWh} \times \text{hours of operation} = \text{cost}$$

There are more economical choices available to heat your home. Contact Jackson Electric to learn more about cost-effective electric heat options.

Energy Efficiency Rebates for 2020

This year's rebates for the purchase and installation of qualified energy efficient appliances, lighting, heat pumps, and more are available. Visit www.jackelec.com to determine if your item qualifies or contact our office. More details on this year's rebates will be announced in next month's *Wisconsin Energy Cooperative News*.

THE WEATHER IS UNPREDICTABLE: BE PREPARED

Early Wednesday morning, November 27, a snowstorm covered a large portion of Jackson Electric's service territory. The storm brought rain, sleet, and heavy, wet snow to the area. The heavy, wet snow caused trees and branches to fall onto power lines, thus causing power outages.

Because of the extreme, unpredictable weather conditions, several Jackson Electric members were without power for many hours. Before another winter storm hits the area, you may want to consider the purchase and installation of an automatic standby generator. A permanently installed home standby generator runs on natural gas or liquid propane (LP) fuel and sits outside your home. A home standby generator delivers power directly to your home's electrical system, backing up your entire home or just the most essential items in the event of a power outage.

To learn more about automatic standby generators, please contact our office.





UPCOMING DISTRICT MEETINGS

District meetings will be held in Districts 2, 3, and 8. Members who have a meter in each of these districts will receive a mailed meeting notice in February.

Meeting dates:

- **District #2:** Tuesday, February 18, 2020, 7 p.m., Alma Center VFW
- **District #3:** Wednesday, February 19, 2020, 7 p.m., Mentor Town Hall
- **District #8:** Thursday, February 20, 2020, 6:30 p.m., Millston Community Center

Call for District Director Nominations was published in the November 2019 issue of the *Wisconsin Energy Cooperative News*.

Jackson Electric Cooperative's 83rd Annual Meeting

Tuesday, April 7, 2020

Business meeting at 7 p.m.
Lunda Theatre in Black River Falls

Your annual report will be included with the April WECN.

ANNUAL MEETING RULES

These rules are set in accordance with Jackson Electric Cooperative Bylaws, Article II, Section 7. Jackson Electric Cooperative's annual meeting will be held on Tuesday, April 7, 2020, at the Lunda Theatre in Black River Falls.

1. The meeting will be conducted in accordance with Roberts Rules of Order Newly Revised edition.
2. Any speaker must be recognized by the Chair before speaking.
3. Only members and duly registered guests will be recognized by the Chair; each person so recognized must give his or her name.
4. Unless otherwise approved by the Chair, those recognized are to limit their questions and comments to three minutes, with any rebuttal limited to two minutes.
5. Questions and comments from members and duly registered guests will be in order during old and new business sessions, and at the conclusion of the officer reports, if invited.
6. No resolution affecting Jackson Electric Cooperative may be submitted by any member, unless written copies have been received by Jackson Electric Cooperative by January 10, 2020. This will permit time for review by the Jackson Electric Cooperative Board of Directors to make its recommendation to the meeting as to approval or rejection.
7. No signs or handouts will be permitted within the building of the place of the meeting, except such handouts as required for the official conduct of the Annual Meeting. No handouts made available outside of the building will use the name of the Cooperative, its letterhead or logo to imply that the Cooperative supports or opposes any resolution.
8. No demonstrations shall be held within the building of the place of the meeting.

Annual Meeting Voting Procedures

Voting may be by voice vote (one vote per membership)

DUAL FUEL INSPECTIONS

If you are a participant in Jackson Electric's dual fuel program, you will soon receive a mailed request for an appointment to inspect your dual fuel equipment. During this inspection, our meter technician will verify that the electric heat system is properly wired into the correct breaker box and meter seals are intact. If you have an electric water heater, our technician will also update our records with your current water heater make, model, and serial numbers.

TAX EXEMPTION FORMS

If your business qualifies for tax exemption, a Wisconsin Sales and Use Tax Exemption Certificate must be on file at our office in order for the sales tax to be exempt from your electric account. You can download the form at www.jackelec.com, under the My Account tab, or contact our office.



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

LOAD MANAGEMENT NOTIFICATIONS

Members can be notified by email, text, and/or phone call of a load management event. Please contact the office to request a load management enrollment form or go to www.jackelec.com/content/dual-fuel-program to download a form. This form must be on file at Jackson Electric for you to receive notifications.

Jackson Electric's office will be closed the following dates and times for employee development training:

Friday, January 17, noon to 1 p.m.
Friday, February 21, 11:30 a.m. to 4 p.m.

Outages can be reported to 855.222.3275.
Bill payments can be made at www.jackelec.com, download the SmartHub mobile app, or 844.759.3984.

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