



The holiday season is finally here. Some call it the most wonderful season of all. That's because we associate it with family traditions and gathering with friends and loved ones. It's a time of giving and spreading joy. To show our appreciation for your membership in our cooperative, we have a holiday surprise. Below are 84 account numbers (for the number of years we've been in operation). If you find your number, call us at 208.765.1200 and we'll credit your bill \$50.

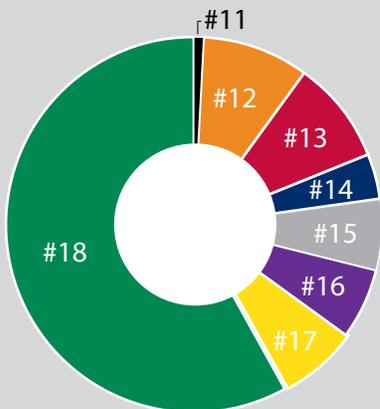
**Wishing you a joyous holiday season.  
May it be merry and bright!**

1852205, 1349857, 1389271, 1845196, 1854906, 1339648, 1309611, 1444726, 1281163, 1826165, 1853643, 1837396, 1849215, 1596885, 1844333, 1853905, 1843668, 1811710, 1667918, 1569780, 1857997, 1815140, 1832586, 1280597, 1474842, 1296295, 1508594, 1445081, 1853301, 1820119, 1856475, 1829579, 1820140, 1476837, 1850343, 1827837, 1842723, 1844901, 1434120, 1352363, 1815778, 1849775, 1565737, 1825854, 1842583, 1799662, 1796343, 1813439, 1837842, 1820842, 1620915, 1334092, 1848168, 1844705, 1856101, 1849616, 1826537, 1835397, 1821472, 1708141, 1834415, 1792801, 1538876, 1830944, 1838523, 1719160, 1727915, 1277945, 1855478, 1391475, 1263721, 1247987, 1825918, 1856382, 1757373, 1819377, 1830705, 1433018, 1856130, 1846523, 1818636, 1357446, 1851463, 1491141

## MORE ABOUT KEC'S ACCOUNT NUMBERS

The account numbers placed in the newsletter each month are randomly generated by our customer information computer system and are intended to add an element of fun to our newsletters. Winning members must call to claim their number. Occasionally, we receive calls from members who believe the

numbers starting with #18 might be over represented. In fact, more than 64% of our members have an account number that starts with #18. See the graphic to the left for a breakdown of the account numbers in our system. **In addition, we have more than 29,000 account numbers in the system, so a member has a 99.96% chance of not winning each month.**




### Now Offering an e-Newsletter!

We are very excited to share with you that our monthly newsletter, PowerLines, is now available via email. If we have your email address on file, this electronic newsletter will be delivered to your inbox once a month and will feature relevant information to you as a member.

If we don't have your email address on file, no worries! Just log in to your SmartHub account and hover over "Notifications" and then click "Manage Notifications." You may also contact us at [kec@kec.com](mailto:kec@kec.com) or 208.765.1200 and we will assist you.

## Employee Spotlight: Dennis Wanous

**Dennis Wanous is a foreman and has worked for KEC for 10 years.**

### **What made you interested in working for KEC?**

My older brother is a lineman and I wanted to find a career that would allow me to provide well for my family. The first several years of my career I worked for line construction contractors across the Northwest—at times driving up to 1,000 miles a week. I grew up in Bonner County near Cocolalla, so when the opportunity to work for KEC as a 6<sup>th</sup> step apprentice came up, I jumped at the chance to move closer to home. I was promoted to journeyman lineman after a year at KEC and then about a year ago I was promoted to foreman.

### **Tell us about your crew's main focus.**

My crew primarily works on new construction electric installation or electric service modifications, such as when a member builds a shop or needs power re-routed. If over the course of a day there is an outage that needs to be repaired we may be called off the job to work on restoration.

### **Are you seeing an increase in outages caused by accidents?**

Yes, we are seeing more outages that happen after the public forgets to call 811. In one day alone last summer my crew repaired the damage from two of these dig in accidents. 811 is a free service in Kootenai County that locates underground wires and lines up to KEC's meter. Call 811 at least 48 hours before digging or excavating. After making this call the locations of underground utility-owned wires and lines will be marked. This prevents digging equipment from hitting or cutting off power, water, phone, cable or gas lines. Accidental contact with a line can result in serious injury and possibly death. Damages to these lines can disrupt service to an entire neighborhood and could include fines and repair costs.

Car vs. pole accidents are another cause of large and lengthy outages. Sometimes the outage can be isolated, and members can be served from another



substation during repairs. If the pole is significantly damaged and needs to be replaced, it is costly and can take a crew 8-10 hours to repair.

### **What is something you wish more members knew?**

During outages it's best not to approach crews or utility vehicles if you see them around your neighborhood. We understand that everyone would like to know when power will be restored, but, in reality, these distractions are dangerous and delay power restoration.

Our goal is to restore power as quickly and safely as possible. We work to get the job done while sharing information with our dispatchers so members can be updated. Visit [www.kec.com/outage-center](http://www.kec.com/outage-center) or follow us on Facebook to stay informed during outages. You can also receive text alerts with the latest updates about outages affecting your service. Log in to your SmartHub account to sign up.

### **What is the biggest challenge in your job?**

KEC currently employs eight crews—up from five crews about five years ago. These crews are needed to help manage the growth in our area. Ensuring those new employees are up to speed on our mission to provide our members exceptional service and dependable electric power at competitive rates is something we take seriously. This ensures we maintain the culture we expect at KEC.

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# New! Text to Report Outages

**Here's how:** Text OUT to 1-855-938-3508 to report your outage. Prior to using this service you must meet the following requirements: Be a registered SmartHub user using a cell phone number associated with the SmartHub account that has selected to receive text messages. Message and data rates may apply.

## Sign Up for Outage Text Alerts

To ensure you are receiving the latest updates about outages affecting your service, consider signing up for outage text alerts. Text messages may include when the outage has been restored and, if available, the reason for the outage and estimated restoration time. To get started log in to your SmartHub account and hover over "Notifications" and then click "Manage Notifications." You may also visit [www.kec.com/manage-your-account](http://www.kec.com/manage-your-account) to view detailed instructions on how to verify your contact information and sign up for notifications.



# Five Ways to Fight the Winter Chill and Save Energy

We all have our favorite season. Some people love crisp, cool weather and bundling up under a favorite blanket, while others prefer the warm temperatures summer brings and all fun outdoor activities that go with it.

But there's one thing we can all agree on: high winter bills are never fun. KEC is here to help you find ways to manage your home energy use and keep winter bills in check.



**Get cozy under your favorite blanket for additional warmth. Don't forget to bundle up your furry friends, too.**

**Here are five tips to help increase your home's energy efficiency this winter:**

- 1. Mind the thermostat.** This is one of the easiest ways to manage your home energy use. We recommend setting your thermostat to 68 degrees (or lower) when you're home. When you're sleeping or away for an extended period of time, try setting it between 58 and 62 degrees; there's no need to heat your home when you're away or sleeping and less active.
- 2. Button up your home.** The Department of Energy estimates that air leaks account for 24% to 40% of the energy used for heating and cooling a home. Caulking and weather stripping around windows and doors is another simple, cost-effective way to increase comfort and save energy. If you can feel drafts while standing near a window or door, it likely needs to be sealed.
- 3. Use window coverings wisely.** Open blinds, drapes or other window coverings during the day to allow natural sunlight in to warm your home. Close them at night to keep the cold, drafty air out. If you feel cold air around windows, consider hanging curtains or drapes in a thicker material;

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## NEWS BRIEFS

### 2023 ANNUAL MEETING & ELECTION

The 2023 annual meeting is scheduled for the morning of Saturday, May 20. The 2023 director election will take place by mail and online. Members will receive election materials by mail and email. Please update your email address with us to ensure you receive the election email. You can do this in SmartHub or by calling 208.765.1200. Look for more details about the meeting in future newsletters.

### SURVEY BILL CREDIT WINNER

This fall, members were encouraged to take KEC's annual satisfaction survey. We offered a chance to win a \$300 bill credit to all members who took the survey. Congratulations to winner Maria McCabe of Coeur d'Alene. Thank you to all the members who participated in the survey.

### BYLAWS AVAILABLE ONLINE

KEC is governed by a set of rules called bylaws. The bylaws outline how we conduct business. Some of the bylaws also outline our relationship with you, our members. Changes and revisions, if any, are presented to the membership and approved at the annual meeting. For a copy of KEC's bylaws and articles of incorporation visit [www.kec.com](http://www.kec.com) or call our office at 208.765.1200.

### KEC BOARD MEETINGS

Members are welcome to attend monthly board meetings. Meeting dates vary—call Constance Felten at 208.292.3211 for details.



### Employee Spotlight: Dennis Wanous Continued

#### What is the best part of your job?

After working for a line construction contractor, I prefer working for a cooperative and in our community. I also appreciate the connection I get to have with KEC members each day in my work.

### Five Ways to Fight the Winter Chill and Save Energy Continued

heavier window coverings can make a significant difference in blocking cold outdoor air.

- 4. Consider your approach to appliance use.** When combined, appliances and electronics account for a significant chunk of our home energy use, so assess how efficiently you're using them. For example, if you're running the dishwasher or clothes washer, only wash full loads. Look for electronic devices that consume energy even when they're not in use, like phone chargers or game consoles. Every little bit helps, so unplug them to save energy.
- 5. Think outside the box.** If you're still feeling chilly at home, think of other ways to warm up—beyond dialing up the thermostat. Add layers of clothing and you can even add layers to your home! If you have hard-surface flooring, consider purchasing an area rug to block cold air that leaks in through the floor.

## Energy Efficiency Tip of the Month

Blocked air vents force your heating system to work harder than necessary and increase pressure in your ductwork, which can cause cracks and leaks to form.

Make sure all air vents are unobstructed from furniture, drapes or other items to ensure sufficient circulation throughout your home. If necessary, purchase a vent extender, which can be placed over a vent to redirect air flow from underneath furniture.

Source: [energy.gov](http://energy.gov)

