

## Join the KEC Community Solar Project



Now is a great time to participate in Kootenai

Electric Cooperative's (KEC) Community Solar Project. The 50kW solar array is located in Worley and divided into 288 units. Each unit is expected to generate approximately 234 kilowatt hours (kWh) per year. For 2023, members may purchase individual units for \$380.

KEC takes care of all the costs, including maintenance and insurance. Members purchase units of power that represent a portion of the energy produced by the solar array through 2042. Members will receive a kWh credit on their bills according to the number of units of power they own.

**What happens if you move:**  
You may keep your unit(s) as long

as you stay within KEC's service territory. If you move outside of the service territory, you may transfer the unit(s) to another active KEC member or KEC will buy back the unit(s) at a pro-rated price.



**To sign up contact us at 208.765.1200 or [kec@kec.com](mailto:kec@kec.com).**

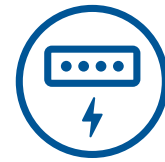
## About Your Service Voltage

**Did you know the voltage levels that KEC provides to you are governed by a national standard?**

When members call and report a power quality problem, one of the first things we look at is whether the voltage meets the standards set by the American National Standards Institute (ANSI). ANSI C84.1 is the standard for regulating electric service utilization voltage levels.

Sometimes members have the misconception that their voltage should always be 120 volts or 240 volts. In reality, there are several industry ranges for acceptable voltage and electric loads on a grid change by time of day and with the season. These changes create variances in voltage. At KEC, we routinely analyze our electrical system and evaluate its ability to provide power to our members within the ranges specified by the standard. When that analysis forecasts a problem maintaining this voltage in the future, necessary upgrades are made well in advance. The graphic to the right gives the steady state Range A for typical household voltage at the meter base and at the outlet.

If you have questions about voltage ranges, contact us at [kec@kec.com](mailto:kec@kec.com) or 208.765.1200.



**At the Meter Base**

Service Voltage	Normal Range A
120V	114-126V
240V	228-252V



**At the Outlet**

Utilization Voltage	Normal Range A
120V	110-126V
240V	220-252V

## Employee Spotlight: Erika Neff

**Erika is the Vice President of Member Service & Experience and has worked for KEC for 17 years.**

### **How did you train for work in this field?**

I'm a proud graduate of both North Idaho College (NIC) and Gonzaga University where I studied communications. In addition, I have worked in various customer service, communications and marketing roles early in my career.

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

During my time at NIC I was fortunate enough to receive an internship at KEC, which helped guide my interest in communications and marketing. After I completed my internship, I moved on to finish my bachelor's degree and then spent time in a consulting role. However, my interest in working for KEC was always in the background and eventually a position opened to serve as the communications coordinator and spokesperson at the cooperative. I jumped at the opportunity and have been here ever since.

### **What does a day look like for you as the Vice President of Member Service & Experience?**

In my role, I am responsible for ensuring the delivery of exceptional service to members, the continuity of the member experience across all work groups, and the management of internal and external communications. This includes overseeing the member service functions, such as new construction, billing, payments and more. I'm also responsible for the development of member communications including the newsletter, emails, website, social media and more.

### **What is KEC doing to improve the member experience?**

In 2022, KEC initiated an effort to improve the member experience. Initiatives to meet these goals include increasing our members' ability to engage with the cooperative virtually and improvements to the new service process. Recently, KEC launched the option for members to chat live with us online—learn more on the next page.

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

Meeting member expectations each day—that's



our goal and we are committed to it. Each year we ask members to take our satisfaction survey to see how we are doing. You can count on us to review each comment and we take the feedback seriously. If we miss the mark, we are committed to making improvements.

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

I'm passionate about customer service and feel lucky to be able to focus on it each day. If you would like to share feedback with me, please feel free to reach out at [kec@kec.com](mailto:kec@kec.com) or 208.765.1200.

A screenshot of the KEC website displayed on a computer monitor. The website features a green banner that says "Chat with us!" and provides instructions: "Connect virtually with a KEC representative Monday - Thursday, 8 a.m. - 5 p.m. by clicking the 'Chat Now!' icon at the bottom right of the page." Below the banner are three small images. In the bottom right corner of the website, there is a "Chat Now!" button. A green arrow points from the text below to this button. The text "Let's chat about it!" is overlaid at the bottom of the image in large white letters. Below that, a black box contains the text: "Just look for the 'Chat Now!' button at the bottom right corner of each page on [www.kec.com](http://www.kec.com)."

# Improving the **MEMBER EXPERIENCE**

KEC's mission to provide our members with exceptional service and dependable electric power at competitive rates drives every business decision the cooperative makes. This focus on our members is reflected in our American Customer Satisfaction Index score. Year over year, our members rate our performance and service to them well above that of our regional and national peers. It is performance we are proud of and strive to improve on each year. One of the things we learned from this survey is that members are interested in engaging more with us virtually. To meet those needs, we have implemented these new ways to communicate with us:

## **Live Online Chat**

Recently, we launched a new live chat feature on [www.kec.com](http://www.kec.com). Just look for the "Chat Now!" button at the bottom right corner of each page on our website between 8 a.m. and 5 p.m. Monday through Thursday. Once you start a chat with us, you'll be connected with one of the Member Services Representatives located at our Hayden office. Members can continue to reach us by phone, email or stop by our lobby. We hope our members find this option valuable.

## **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.

## **KEC in 2022 By the Numbers**

**31,535**  
memberships  
on our system.



**32,214**  
meters.



(approx.) **5,400 members**



visited our office  
for payments,  
construction and  
various account  
related services.

**83,777**  
phone calls  
made to KEC.



**113**  
employees.

**530,132 miles**  
driven in KEC vehicles.



**90 miles**  
of vegetation  
cleared.



# What You Should Know About Meters & Meter Bases



**Meter**

**Meter Base**

Summer often brings home improvement projects and remodeling. Sometimes those projects require moving or upgrading the electrical lines and equipment used to supply electricity to your property. Understanding which equipment belongs to KEC (and is our responsibility to maintain) and which equipment belongs to you, the property owner (and is your responsibility to maintain), is crucial in ensuring these projects are completed safely and efficiently. It is also imperative that any work on these facilities be completed by those qualified to work on energized electrical equipment.

Your electric service has two parts: the electric meter and the meter base. The meter is round and typically enclosed in clear plastic or glass (see photo at left). Meters are KEC's property and under no circumstance should KEC meters be removed or relocated—temporarily or permanently—by anyone other than an authorized KEC representative. Please contact us if you are planning to do any work that may require the

meter to be removed or relocated and we'll send a KEC employee to your site.

The meter base is typically a rectangular metal box mounted near or on the outside of your home or business that the meter plugs into. Each meter base might look a little different and it belongs to the property owner who is responsible for maintaining it in good serviceable order. If the meter base is damaged by weather or by any kind of accident, repair is the property owner's responsibility. If you inspect your meter base and believe it needs repair, we encourage you to contact a licensed electrician who can coordinate the work with KEC. Alternatively, you can take a picture of your meter base and send it to KEC. Sometimes KEC staff will be able to confirm those concerns or identify other issues that may need to be corrected by KEC. To navigate to the form, visit [www.kec.com](http://www.kec.com), hover over "service information" and click "other service reminders."

As part of our system inspection and maintenance plan, we perform routine inspections and maintenance of KEC electrical facilities, including meters. If KEC employees in the course of such routine inspections or other work identify a meter base in disrepair or one that presents a safety concern, KEC will notify the member so that appropriate action can be taken. If you have any questions, please call us at 208.765.1200.

## WIN A \$50 ENERGY CREDIT

Below are 10 KEC account numbers. If you find your number contact us at 208.765.1200 and receive a \$50 credit on your bill.

**1840541, 1584589, 1732105, 1854939, 1837927,  
1642077, 1844913, 1829709, 1305386, 1686037**

## DON'T PLACE SIGNS ON POWER POLES

Signs placed on our poles are a safety hazard for our crews and are illegal. To help keep our linemen safe, KEC does not allow the placement of signage on its poles or other electrical equipment. This includes real estate signs, garage sale signs, political/election signs

and sales or promotional materials. Our crews routinely remove and dispose of signs posted on KEC's property. Please help us keep our crews safe by not using our poles for signage.

## KEC OFFICE CLOSED JUNE 19, 2023

The KEC office will be closed on June 19, 2023 for an employee safety training.

## KEC BOARD MEETINGS

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