

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your KEC account like never before, giving you more time to focus on other responsibilities.

SmartHub is available through the web using desktop computers, mobile browsers and through the app. With SmartHub you can pay your bill, report power outages, view your electric use, get the latest KEC news and more.

Once you register as a new user (learn more below) you will be able to view your billing history and make payments. SmartHub also allows you to view your electric use—hourly, daily or monthly. You can see how your electric use is trending over time, which can help you take steps to lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment you can choose to securely store your payment information for future transactions, so the next time it will only take a couple of clicks.

You can also manage billing and power outage notifications in SmartHub by selecting email and/or text messaging. To manage notifications, log in to your KEC



account or download the SmartHub app. Please visit www.kec.com/outage-center to watch a video about how to sign up for outage alerts.

Take your account online with SmartHub:

To get started visit www.kec.com. To register as a new user, you'll need the following: the last name on your account, your account number and an email address. To use SmartHub on mobile devices:

- Visit your device's app store. SmartHub is available at Apple's App Store or the Google Play Store.
- Search for "SmartHub" and download the free app. Search for "Kootenai Electric Cooperative" and confirm your selection.
- Log in to your account as you would on the web or register if you are a new user.
- That's it—you can now manage your KEC account on the go!

If you have any questions, contact us at kec@kec.com or 208.765.1200.



Employee Spotlight: Tim Sebert

Tim Sebert is a mechanic and has worked for KEC for 15 years.

What made you interested in working as a mechanic? How did you train for work in this field?

I've been turning wrenches since I was about six years old. I took a course in automobile mechanics in high school, but most of my experience comes from on-the-job training. My dad and uncle were both mechanics and I worked in my uncle's shop when I was younger. I did all the jobs he didn't want to do. I also worked on lawn mowers and motorcycles.



What does a day look like for you as a mechanic at KEC?

I'm responsible for maintaining KEC's fleet of 115 vehicles. Our fleet includes pickup trucks, SUVs, line trucks, boom trucks, backhoes, mini excavators, UTVs, trailers, a snow machine, a plow cat, wire pulling equipment and two small boats. KEC has both gas-and diesel-powered equipment, and we do as much of the maintenance work as possible in-house. This includes generator maintenance, oil changes, engine swaps, transmission work, fabrication and repairs on chainsaws and battery-operated equipment. All this work requires the right tools, equipment and parts. Some of the vehicle maintenance on our large line trucks or boom trucks is done by a contractor due to space constraints and need for specialty tools.

What is the biggest challenge in your job?

Currently, helping with the development of our new headquarters facility is a challenge, but I really enjoy being part of the team that is active in the design of the new facility. The planning for the new facility includes multiple committees of KEC employees to ensure we are building an efficient facility. I appreciate being able to add my thoughts and input into this process. It's a big project and there are a lot of details. I'm especially involved in the planning of the new maintenance facility, which includes bays for mechanics, welding and a vehicle wash system. Learn more about the maintenance facility on the next page.

Another challenge we are facing in fleet management are the effects of the coronavirus pandemic on the market and materials procurement. Vehicle prices have skyrocketed and car manufacturers' production is limited due to a shortage of materials, computer chips and workers. For us, that means it is going to take 2-3 years to get a truck after it's ordered. We are also closely monitoring a potential tire shortage and those prices are also increasing. Every day seems to bring a new procurement challenge that we need to consider to ensure we are planning for the future.

What is the best part of your job?

I enjoy the variety in my job. I get to work on something different each day. Sometimes it may be changing oil, other times I may be installing a new engine. The goal is to keep the trucks all rolling so our crews can meet the needs of our members.



New HQ Update: KEC's New Maintenance Facility

For the next several months we plan to provide updates on the new headquarters facility. The KEC team is currently working with our consultants on the planning and architectural and engineering design of the new headquarters. This month we'd like to feature the maintenance facility, which will be a separate building from the administrative offices, warehouse and covered parking for KEC-owned vehicles. The maintenance facility will include separate bays for mechanics, welding and vehicle washing (see the rendering above).

As KEC has grown, so has our fleet and the need to maintain all of our vehicles. We keep and maintain our trucks and vehicles as long as possible. KEC has long outgrown our current maintenance facility and the new one is being designed with space and efficiency in mind. The new facility will have four drive-through bays (or eight total bays) for mechanics as well as a welding bay, which is six more bays than our current facility. These additional bays will allow KEC mechanics to work on more than one vehicle at a time, reducing the time vehicles are in for repairs so we can get them on the road faster. In addition, with our rapid growth, we anticipate the need for another mechanic in the near future.

The new space will also be large enough for a crane, which will allow our mechanics to safely do more vehicle maintenance and fabrication in-house. Conducting as much maintenance as possible in-house saves time and money. It allows us to do the work exactly how we need it done and this is a significant cost benefit to the cooperative.

Winters in North Idaho are beautiful, but the snow and

ice on the roads create maintenance challenges. To help, highway districts in our area spray de-icer on our roads. It's effective at keeping the road ice-free, but is also extremely corrosive to metal and plastics. This is especially a problem on the undercarriage of vehicles, and leads to rust and damage to axles, wires, nuts, brake systems, ball joints and more. The best defense against rust from de-icer is routine undercarriage washing. That's why a wash bay is going to be another important part of our new maintenance facility.

Currently, we have a contractor come to our office on the weekends to wash our vehicles. This is an expensive service and not as effective as the undercarriage wash system we plan to have at our new maintenance facility. The system will wash the undercarriage of trucks and small equipment as they drive over it to help remove mud, de-icer and grime build-up (check out the photo below for an example of how it works). There will also be a wash wand on each side of the car wash so crews can spray off the vehicles when they finish their day. The goal is to keep our vehicles rust-free, which will decrease costs and maintenance, and increase the life of our vehicles.



NEWS BRIEFS

OFFICE HOURS & HOLIDAYS OBSERVED

The KEC office will be closed on December 23 in observance of Christmas and December 30 in observance of New Year's. KEC's normal business hours are Monday-Thursday 7 a.m.-5:30 p.m., closed Fridays.

EARLY DISCOUNTED CAPITAL CREDITS

If you participated in the Early Discounted Capital Credit Program this year you should see

a credit on your November billing statement. Thank you for your participation. Capital credits are one of the many benefits of your KEC membership. If you didn't participate this year, there will be another chance next year when KEC mails eligible members a capital credit statement in the summer of 2022. For more information contact us at 208.765.1200 or capitalcredits@kec.com.

NOMINATING COMMITTEE SEEKS CANDIDATES

The KEC Nominating Committee is looking for members interested in serving on our board of directors. Candidates must meet the qualifications outlined in the cooperative's bylaws, be able to invest a minimum of 60 days per year on board-related activities and be able to periodically attend conferences and director training. Directors should also have strong business acumen and a broad understanding of regional and national energy issues. There will be two positions up for election in 2022:

- **District 1:** This generally includes areas north of Highway 53, including Twin Lakes, Garwood, Athol, Bayview and Spirit Lake.
- **District At-Large:** KEC's entire service area.

If you would like to be considered, review our bylaws and complete the application at www.kec.com.



COOK UP ENERGY SAVINGS THIS HOLIDAY SEASON.

- Clean oven burners regularly.
- Match the pan size to the burner you're using.
- Use small appliances like slow cookers and toaster ovens when possible.

**From our table to yours,
Happy Thanksgiving!**

There is also a map of the director districts on the website. The deadline for applications and petition nominations is November 30, 2021. The election and petition process is governed by KEC's bylaws.

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 Gary Telebar of Hayden. Thank you to all the members who participated in the survey.

KEC BOARD MEETINGS

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

WIN A \$50 ENERGY CREDIT

Below are 10 KEC account numbers. If you find yours contact us at 208.765.1200 to receive a \$50 bill credit.

**1701220, 1640902, 1850402, 1482551, 1846368,
1632122, 1825611, 1489210, 1281014, 1825698**