

## OPERATION ROUND UP®: GRANTS AND GOLF TOURNAMENT UPDATES

In August 2022, the Trust Board awarded Operation Round Up® grants to the following organizations:

- \$2,500 to Cup of Grace to install energy efficient windows in their new building. Cup of Grace provides access to food, clothing and social services in Spirit Lake, Athol, Twin Lakes and Rathdrum.
- \$2,500 to Lemons of Love Northwest to create handcrafted fabric tote bags filled with quality products to comfort, aid and bring a smile to cancer patients undergoing chemotherapy.
- \$2,500 to the PB&J Haydeners to expand their distribution of fresh produce to those in need.
- \$2,493 to Treaty Rock Elementary in Post Falls to purchase and organize materials to successfully run a new all-day kindergarten classroom.
- \$2,000 to Turkeys and More to provide turkeys and holiday food to serve 1,800 families in need for Thanksgiving. See photo above of Kootenai Electric Trust Board members awarding the grant.



Operation Round Up® is supported by KEC members who voluntarily round up their monthly electric bills to the nearest dollar to help our community. The extra pennies go into the Kootenai Electric Trust fund, which distributes grants to worthy causes in KEC's service territory. Through this program, more than \$1.3 million has been invested in our community. Members who choose not to contribute to Operation Round Up®, or who would like to begin contributing, may simply "opt-out" or "opt-in" on their bill/in SmartHub or contact KEC by phone, letter or email.



### **Golf Classic Raises More Than \$15,000 for Scholarships**

KEC's Golf Classic had another successful year, raising more than \$15,000 for the Kootenai Electric Trust's Operation Round Up® scholarship program. The event took place on June 3, 2022 at Twin Lakes Village Golf Course. Thank you to all the players for making the event a success! A special thank you to our Signature Sponsor, Idaho Forest Group, and other major sponsors, including Associated Arborists, CoBank, General Pacific, Grizzly Glass Centers, Potelco, Thorco, Mountain West Bank, Valley Transformer and Zwinger Excavating.

**Learn more at [www.kec.com](http://www.kec.com).**

## Employee Spotlight: Jen Cox

**Jen Cox is an Operations Coordinator and has worked for KEC for almost eight years.**

**What made you interested in working for KEC? How did you train for work in this field?**

Throughout my career my focus has been customer service including working as a bank teller and managing a trucking company. Most recently I worked for the Kootenai County Sheriff's Office in the civil division performing various administrative tasks. I've always admired KEC and the exceptional service it provides to the members and community, and I jumped at the chance to apply for an opening as a member services representative. After being offered the position, and accepting it, I worked for five years in the member services department assisting with the new service/construction process. Then about two years ago I moved into the operations department as an operations coordinator.

**What does a day look like for you as an operations coordinator?**

No two days are alike for me in my role as an operations coordinator, where I'm responsible for supporting the day-to-day coordination and communication needs within the operations department. This work includes everything from dispatching crews during a power outage to processing new electric service orders to scheduling temporary disconnect requests and more. I love that I have the opportunity to wear many hats and work with employees from across the cooperative and our members.

**Tell us about your role during power outages.**

During power outages I serve primarily as support to the operations superintendents and crews. I'm responsible for monitoring the outage management system and assist in dispatching crews. Advancements in technology have improved these processes and reduced outage durations. I also take phone calls from



members and emergency responders about electrical hazards.

I understand how frustrating power outages can be for our members and we appreciate your patience as our employees work as quickly and safely as possible to restore power. Our goal is to keep our community safe and send all of our employees home safe each night.

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

The growth in our area continues to be both a challenge and an opportunity. As more people move to our area and build homes, the need for new infrastructure and electric service increases. In my role I assist with the new construction process and monitor those projects as they move throughout our organization—from the time a new member applies for electric service to when our crews install the equipment to when a new home is energized.

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

I'm blessed to work at KEC. I love my coworkers and the crews—they have become my family. There's nothing I wouldn't do for any of them.

# See Yourself in Cyber.

October is Cybersecurity  
Awareness Month

In today's digital world, cyberattacks are unfortunately nothing new. Cyber criminals can attack on a multitude of levels, from large-scale attacks targeting corporations to smaller phishing attacks aimed to gain an individual's personal information. October is Cybersecurity Awareness Month, but good cyber hygiene should be practiced year-round. There are several practical steps we can take to safeguard our devices and data. Here are four easy ways to boost your cyber hygiene:

- 1. Enable multi-factor authentication.** Also known as two-step verification, multi-factor authentication adds a second step when logging into an account (to prove you're really you), which greatly increases the security of the account. This second step could include an extra PIN, answering an extra security question, a code received via email or a secure token. Regardless of the type of authentication, this additional step makes it twice as hard for cyber criminals to access your account. **KEC offers the option to enable two-factor authentication for your SmartHub account. Follow the instructions below:**
  - In your SmartHub account, select the My Profile tab.
  - Select Manage Two-Factor Authentication.
  - Click the Enable two-factor authentication checkbox.
  - Choose which contact method you would like to use.
  - Enter your information and click Continue.
  - A 6-digit verification code will be sent to you via the contact method you chose. Enter the code into SmartHub. Two-Factor Authentication is now enabled.
- 2. Use strong passwords and a password manager.** Remember, passwords are the "keys" to your personal home online. Your passwords should always be long, unique and complex. Create

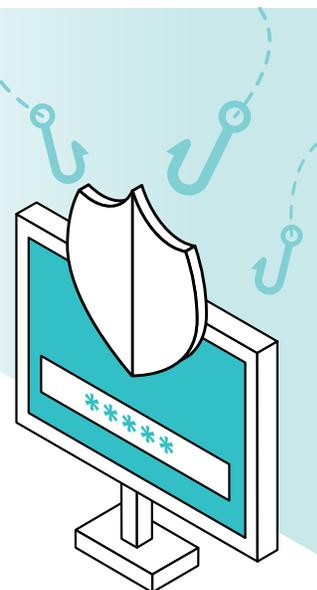
passwords using at least 12 characters, never reuse passwords for multiple accounts and use a combination of upper- and lower-case letters, numbers and special characters. Consider using a password manager to store them easily and securely in one place.

- 3. Update software.** It may seem obvious, but regularly updating software is one of the easiest ways to keep your personal information secure. Most companies provide automatic updates and will send reminders so you can easily install the update. If you're not receiving automatic software updates, set a reminder to do so quarterly. Be aware that some cyber criminals will send fake updates; these typically appear as a pop-up window when visiting a website. Use good judgement and always think before you click.
- 4. Recognize and report phishing attacks.** Don't take the bait when cyber criminals go phishing. The signs of a phishing attack can be subtle, so take the extra time to thoroughly inspect emails. Most phishing emails include offers that are too good to be true, an urgent or alarming tone, misspellings and poorly-crafted language, ambiguous greetings, strange requests or an email address that doesn't match the company it's coming from. Most platforms like Outlook, Gmail and Mac Mail allow users to report phishing emails. If you suspect a phishing attempt, take an extra minute to report it.

**Cyber criminals are here to stay, but when we all take a risk-based approach to our cyber behavior, we're creating a safer internet for all. For additional cybersecurity tips, visit [www.staysafeonline.org](http://www.staysafeonline.org).**

## Improve your cyber hygiene by doing these four things:

- 1.** Enable multi-factor authentication
- 2.** Use strong passwords and a password manager
- 3.** Update software regularly
- 4.** Recognize and report phishing attacks



## 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 2023:

- **District 3:** This generally includes areas north of I-90 and east of Huetter Road, including Coeur d'Alene and Hayden. This position is currently served by Todd Hoffman.
- **District 4:** This generally includes areas south of the Spokane River and west of Lake Coeur d'Alene, including parts of Post Falls and Coeur d'Alene. This position is currently served by Dave Bobbitt.

If you would like to be considered, review our bylaws and complete the application available at [www.kec.com](http://www.kec.com). There is also a map of the director districts on the website. The deadline for applications and petition nominations is November 30, 2022. The election and petition process are governed by KEC's bylaws.

## OFFICE HOURS & HOLIDAYS OBSERVED

The KEC office will be closed November 10 for Veterans Day and November 24 for the Thanksgiving holiday. As a reminder, KEC's office hours are Monday-Thursday, 7 a.m. to 5:30 p.m. We are closed on Fridays.

## TAKE OUR MEMBER SATISFACTION SURVEY

Your feedback on how well we are meeting your needs is crucial. You can help us with this by taking our annual member satisfaction survey. If you think we are doing a good job, please tell us so. Your opinion matters! Scan the QR code with the camera app on your phone or use the link below to take the online survey by October 31, 2022, for a chance to win a \$300 KEC bill credit. You may have also received an email about the survey with a link included. Please take only one survey per membership. The bill credit winner will be announced in the December 2022 newsletter. [www.surveymonkey.com/r/powerlines2022](http://www.surveymonkey.com/r/powerlines2022)



## KEC BOARD MEETINGS

Members are welcome to attend monthly board meetings. Meeting dates vary—call 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.

**1826673, 1855680, 1846526,  
1753124, 1838650, 1503791,  
1818777, 1836888, 1695303,  
1654795**

# Focused on YOU.

Electric cooperatives were created to serve their members. Because we're a co-op, we're able to adapt to our community's unique needs. That's the power of co-op membership.

**OCTOBER IS NATIONAL CO-OP MONTH**

