

A MESSAGE FROM THE GENERAL MANAGER

Rathdrum Headquarters Construction Update

I hope you enjoyed your summer in beautiful North Idaho and as we move into the fall, I'd like to provide an update on KEC's new headquarters. The new facility is being constructed on a 44-acre site in Rathdrum on Lancaster Road between Highway 41 and Greensferry Road (see the map below).



Doug Elliott



Construction Update

KEC's new Rathdrum property is nearly three times the size of the property we currently occupy and will allow us to build a facility with approximately 180,000 feet of space under roof, mostly for vehicles, equipment and materials storage. It's being built with future expansion in mind.

KEC's contractor, Paric Corporation, broke ground in late March 2022 and construction crews are on schedule. We expect to move in by late 2023 and will continue to operate from our Hayden headquarters until that time. Since breaking ground, construction crews have completed extensive excavation and site grading and installed water and sewer utilities. Foundations, forms, slabs and walls are in progress and the administrative building's steel structure will be under construction soon (see the photo below taken in August).

Continued on next page.



CONTINUED: AN UPDATE ON THE CONSTRUCTION OF THE RATHDRUM HEADQUARTERS

Also, some of the other enclosed portions of the facility will be prefabricated offsite and delivered this year.

The construction of this facility represents a \$53 million investment in our membership, cooperative and community. Factoring in the sale of our headquarters at Hayden and other avoided costs, the effective cost of constructing the facility is about \$46.5 million. It will serve our needs for the next 40 years.

Facility Master Planning Process

Our journey with facility master planning began in 2020 when it became clear we were running out of space in our current headquarters and lacked the capacity to further grow. KEC hired a consultant to conduct a facility master plan, which assessed our current and future needs in terms of land and building space. It also evaluated a number of alternatives available to the cooperative.



The most viable alternative was to purchase 40 to 45 acres of land for the construction of a new headquarters and to sell our current facility. Fortunately, we were able to find and purchase property in Rathdrum that met our needs. Next, we sold the current headquarters building in Hayden to Kootenai County at market value. That sale closed in December 2020. Shortly thereafter, we closed on the sale of the other property on the south side of Dakota Avenue, also at market value. Importantly, both sales included lease back provisions enabling the cooperative to continue operating from our current facility while a new one is designed and built.

We will share more information on construction as things progress and plan to hold an open house for members and the community once construction is complete. **Visit www.kec.com/rathdrum-headquarters-update to learn more about the new facility, including common questions and answers and more. You may also contact us with questions at 208.765.1200 or kec@kec.com.**

EARLY DISCOUNTED CAPITAL CREDIT DEADLINE

By now you've probably heard about KEC's Early Discounted Capital Credit program. This month, members will be mailed information about this program which allows qualified members the choice to receive the current value of their 2021 capital credits this year OR receive a normal retirement at some point in the future (generally in 25-30 years).



Members who participate in the Early Discounted Capital Credit program will receive a credit on their billing statement mailed in November 2022. For program details, terms and conditions please visit www.kec.com. An election to participate or not in this program is made by the KEC member account holder on a voluntary basis. Members may change their selection at any time; however, the deadline to participate this year is October 14, 2022. To change your selection, contact us at 208.765.1200 or capitalcredits@kec.com.

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

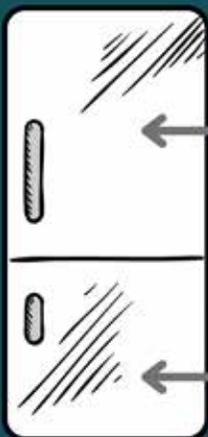


KEC BOARD MEETINGS

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

Keep Food Safe During and After a Power Outage

Refrigerated or frozen foods may not be safe to eat after a power outage. Use these tips to minimize food loss and reduce risk of illness.



4

Refrigerated food will last four hours. After four hours, place refrigerated foods in a cooler with ice.

24 OR 48

Food in a half-full freezer will last 24 hours. Food in a full freezer will last 48 hours.

Food Safety Tips

1. Keep refrigerator and freezer doors closed as much as possible.
2. Throw out any food with an unusual odor, color or texture.
3. Throw out perishable food in your refrigerator after four hours without power or a cold source (like a cooler with ice).

When in doubt, throw it out!



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.

**1837483, 1852516, 1280851,
1856838, 1500130, 1854070,
1819160, 1314303, 1335099,
1258540**



Employee Spotlight: Lois Duncan

Lois Duncan is a member services representative (MSR). She has worked for KEC for two years.

Tell us about your education and work experience prior to KEC.

I have a B.S. in Education from the University of Idaho. After student and substitute teaching, I decided it wasn't the best fit for me. Soon after, Safeco Insurance recruited me, and I spent 3 years adjusting auto claims. I later worked almost 15 years as a paralegal for a local law firm. The attorney specialized in real estate, probate, estate planning and happened to be KEC's corporate counsel at the time.

What made you interested in working for KEC?

After a long stretch in the legal field, I needed a change of pace and worked part-time for another local business. When I noticed the MSR job opening, I saw a great opportunity to return full-time and finally work for the co-op. Over the years, I had met a number of employees I enjoyed working with. I recognized their commitment to serving our members, how seriously they took their jobs and the family atmosphere. I also grew up in a home served by KEC, so I was familiar with the cooperative model.

What does a day look like for you as an MSR?

KEC's Member Services Department includes teams responsible for billing, payments, credit/collections, new services and more. We assist members by phone, via email and in-person. My day primarily consists of assisting members with new service requests, including members who need help bringing power to a vacant piece of land or modifying their electric service (such as building a shop or adding an EV car charger). We also help builders, contractors and developers.

Tell us about the new service process at KEC.

Applications are submitted through KEC's website and reviewed by a new service MSR. We work closely with our project engineering technicians to schedule an on-site meeting where our team helps members develop a plan to bring power to their property. Our



technicians use CAD software to map and determine the equipment needed to complete the project and the resulting cost. After the design is complete and payment is collected, the operations department takes over the construction portion of the project. Throughout this process I provide administrative support for the technicians, draft and coordinate easements, collect fees/payments, assist members with status updates and answer questions about jobs. Once our line crew installs equipment and the service is energized, I work to ensure data is updated in our system so we can accurately bill the member.

What is the biggest challenge in your job?

KEC extended service to a record number of members last year and our team processed each application. Our goal is to keep up with the influx of new services while continuing to provide the exceptional service our members expect and deserve.

What is the best part of your job?

I'm a fifth generation Idahoan—my family settled on the Rathdrum Prairie, so I have deep roots here. I grew up in Spirit Lake and Hauser and graduated from Lakeland High School. I really enjoy helping members who may be old neighbors, friends or even family. I feel blessed and honored to work for a company that provides dependable power for members in our smaller communities.