

STAY IN THE KNOW: Keep Your Contact Information Updated with Us

At KEC, we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for our members. We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve.



Up-to-date contact information can potentially speed up the power restoration process. For example, the phone number you provide is linked to your service address in our outage management system. This means when you call to report an outage, our system recognizes your phone number and matches it with your account location. Accurate information helps our outage management system predict the location and possible cause of an outage, making it easier for our crews to correct the problem.

While we always do our best to maintain service, we occasionally plan outages to update, repair or replace equipment. In these instances, we can provide advance notification to affected members through automated phone messages, text messages or email, if we have your updated contact information and communication preferences. Please take a moment to confirm or update your contact information by logging into SmartHub and visiting "manage contacts" and "manage notifications" under the "notifications" tab. If you are not enrolled in SmartHub or have questions you may also contact us at 208.765.1200 or kec@kec.com.

Join the KEC Community Solar Project



Now is a great time to participate in KEC's

Community Solar Project. Solar energy generation varies significantly in our area from winter to summer and as we move into summer we look forward to increased energy production.

The 50kW solar array is located in Worley. The solar array is divided into 288 units and each unit is expected to generate approximately

234 kilowatt-hours (kWh) per year. Members may purchase individual units of power for \$418.

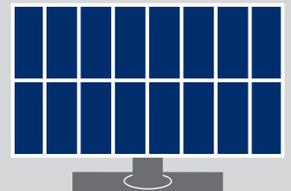
It works like this:

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**.

Employee Spotlight: Dan Hannon

Dan Hannon is a foreman. He has worked for KEC for 25 years.

What made you interested in line work? How did you train to prepare for work in this field?

Before I began my career in line work, I worked in construction and as a Forest Service firefighter. The construction industry was tough in the '80s and '90s. There wasn't a lot of work in the winter, and I was newly married. I'd never considered being a lineman, but my dad encouraged me to apply at KEC. It was a risk at the time, but it paid off. I started out as a temporary groundman and moved up from there, including completing an apprenticeship and working as a Journeyman Lineman. I've been a foreman for about 13 years. It's been a great career and a blessing to my family.

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

It really depends on the day and the project. Sometimes our crew is working on new construction and other times maintenance or outages. Right now, my crew is working on a voltage conversion project in the Twin Lakes Village subdivision. This project will take approximately two months to complete. After that we may work on some shorter-term projects. At KEC, we do it all: overhead, underground, switching, road-widening and more. I appreciate working on different kinds of projects in different locations across our service territory.

Tell us about the voltage conversion project you are working on.

The electricity serving the Twin Lakes Village area is fed from one feeder coming out of our Scarcello substation. From there, specialty equipment called step-down transformers are used to split the circuit into two different voltages: 15kV (7,200 volts) and 25kV (14,400 volts). My crew is currently working to convert the Twin Lakes Village subdivision to the higher voltage. This work will improve reliability for members and will



eliminate the need for this specialty equipment (step-down transformers). It will also allow KEC engineering and operations staff to better monitor electric load and coordinate equipment to isolate outages and improve restoration times.

What is the biggest challenge in your job?

Maintaining the excellent safety culture we have at KEC. Our goal is for each employee to return home safe to their families each night. To help meet this goal we hold daily safety briefings to discuss projects, hazards, procedures and the protective safety equipment needed for each job. Communication is key so everyone knows what we are doing and why we are doing it. Each member of the crew has the opportunity to bring up safety concerns or suggestions each day.

What is the best part of your job?

Watching the power restoration process. When outages occur and lineworkers are called out we work until power is restored to all members. Nobody stops until the power is back on. Watching it all come together is my favorite part of the job. It's long hours and hard work but that's what being a lineman is all about. We thrive in that environment. Also, it's not just the linemen putting in that time. There are a lot of other employees who put in a significant amount of time and effort to support the crews. I think members would be proud to know how hard we work to keep the lights on.

What You Should Know About Meters & Meter Bases

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, hover over "service information" and click "other service reminders."

As part of KEC's system inspection and maintenance plan, KEC performs 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.

NEWS BRIEFS



CALL 811 BEFORE YOU DIG

Before you start any digging project be sure to call 811. Digging without calling can disrupt service to an entire neighborhood, harm you and

those around you, and potentially result in fines and repair costs. Calling 811 gets underground utility-owned lines marked for free and helps prevent undesired consequences.

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.

**1715933, 1850414, 1263505, 1560632, 1833034,
1448744, 1847915, 1672222, 1302654, 1302654**

KEC BOARD MEETINGS

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

A Full House of Energy Savings

KEC recognizes that energy efficiency is the best way for our members to reduce their power bills. To curb energy costs, start with your home's biggest energy drains: heating and cooling, water heating and then other appliances. To help you manage your electric consumption we offer a variety of rebates and incentives, outlined below:

Heating and Cooling Rebates

- Ducted heat pumps: \$300-\$1,400
- Ductless heat pumps: \$900
- Geothermal heat pumps: \$800-\$3,000
- Smart thermostat: \$100 (Please note: the home must have an existing electric forced air furnace to qualify for the smart thermostat rebate.)
- Insulation - \$0.75 per square foot of insulation

Appliance Rebates

- Heat pump water heaters: \$500
- Clothes washers: \$25
- Clothes dryers: \$25

Other Rebates

- Windows: \$5 per square foot of glass
- Energy Star manufactured homes: \$1,150
- Electric vehicle charger/level 2 programmable: \$350

Switch to Lighting with LEDs

A bright home adds 6% to your energy bill. When a classic incandescent bulb dies, replace it with an efficient LED (light emitting diode) bulb. LED bulbs offer the same amount of light as classic bulbs but use 90% less energy.

Additional Information

To qualify for rebates, you must be a current KEC member. Other conditions may apply. Visit www.kec.com for rebate forms and details. Requests must be received within 90 days of purchase. Please allow four weeks for processing. These programs are subject to change without notice.

For more information regarding rebates or energy efficiency please contact 888.883.9879 (between 8 a.m. and 5 p.m.) or rebates@esgroupllc.com.

