



## MESSAGE FROM THE GENERAL MANAGER

### May Your Holiday Season Be Merry and Bright

The holidays are a time of year that many of us eagerly anticipate. The season is marked by special foods, seasonal decorations and lots of festivities. We cherish carrying on old family traditions and enjoy creating new ones. For me personally, I look forward to more time spent with family and friends.

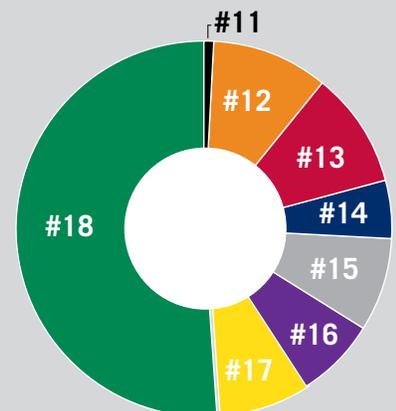
However, given the hustle and bustle of the season, the holidays can also offer an opportunity to slow down and reflect. For all of us at Kootenai Electric Cooperative (KEC), we are grateful for you, the members of the co-op. Eighty-one years ago, we became your electric cooperative. Thanks to the hard work and dedication of our employees and the leadership of our board of directors, KEC had another successful year.

To show our appreciation for your membership in our cooperative, we have a holiday surprise. Below are 81 account numbers (for the number of years we've been in operation). If you find your number, call us at 208.765.1200 and we'll credit your bill \$50.

1497690, 1250982, 1834526, 1816377, 1438922, 1324214, 1843515, 1763044, 1830426, 1830956, 1716841, 1809645, 1814299, 1308703, 1812651, 1844061, 1822118, 1419996, 1314141, 1722254, 1510392, 1827294, 1830402, 1835971, 1825703, 1359155, 1841586, 1663692, 1843298, 1835648, 1491103, 1837216, 1842032, 1696033, 1829432, 1834787, 1447010, 1813683, 1394261, 1582001, 1839034, 1344654, 1805230, 1783595, 1821996, 1795666, 1828683, 1301400, 1841771, 1527733, 1376330, 1833168, 1839844, 1260313, 1842163, 1820260,

### MORE ABOUT OUR ACCOUNT NUMBERS

The account numbers placed in the newsletter each month are randomly generated by our customer information computer system. Members must call to claim their numbers in the newsletter each month. Occasionally, we receive calls from members who believe the numbers starting with #18 might be over represented. In fact, more than 50% of our members have an account number that starts with #18. See graph above for a breakdown of the account numbers in our system.



Continued on the third page.

# Power Outage Reminders and Tips

Winter weather has arrived and that means the potential for weather-related power outages. Power outages are usually infrequent and brief, but there are times, due to the weather and acts of nature, when your electricity may be interrupted. KEC crews are on call 24 hours a day and ready to be dispatched throughout our service territory.

**What you should do when the power goes out:** Please contact KEC to report the outage. KEC's outage reporting system will also let you know if we are already aware of the outage and provide updates, such as estimated restoration time if available. There are two ways to report outages: Use our SmartHub app (create an account or log in to the app) where you can also receive outage notifications or call 1.877.744.1055. Follow us on Facebook for power outage updates or visit our online outage map at [www.kec.com](http://www.kec.com).

Remember, stay away from power lines on the ground. Always assume downed lines are energized even if the lines are sagging or broken.

## Restoration Process

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long hours to restore electricity safely to the greatest number of members in the shortest time possible. Learn more about how this works in the graphic to the right. If you have any questions, contact us at [kec@kec.com](mailto:kec@kec.com) or 208.765.1200.

## Powering Up After an Outage

### 1. High-Voltage Transmission Lines:

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

### 2. Distribution Substation:

A substation can serve hundreds or thousands of members. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

### 3. Main Distribution Lines:

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

### 4. Tap Lines:

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

### 5. Individual Homes:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always report outages to KEC using the SmartHub app or by calling 1-877-744-1055.



## NEWS BRIEFS

### THE 2020 ANNUAL MEETING & ELECTION

The 2020 Annual Meeting is scheduled for the evening of Monday, May 4 at Lake City Church in Coeur d'Alene. The 2020 director election will take place by mail and online. Members will receive an election by mail and email. Please update your email address with us to ensure you receive the election email. You can do this in SmartHub or by calling 208.765.1200. Look for more details about the meeting in future newsletters.

### HOLIDAY OFFICE HOURS

- Dec. 13: office open 8 a.m. to 3 p.m.
- Dec. 25: office closed
- Jan. 1: office closed

### BYLAWS AVAILABLE ONLINE

KEC is governed by a set of rules called Bylaws. The Bylaws outline how we conduct business. Some of the Bylaws also outline our relationship with you, our members. Changes and revisions, if any, are presented to the membership and approved at the Annual Meeting. For a copy of KEC's Bylaws and Articles of Incorporation visit [www.kec.com](http://www.kec.com) or call our office at 208.765.1200 and we will mail you a copy.

### GATE LOCKS AND COMBOS

If KEC equipment is behind a locked gate on your property, please be sure we have either a key or combination to that lock so crews have access during outages and other work. Failure to provide KEC with this can slow down the outage restoration process. Also, please keep us updated if you change the locks or combinations. KEC can provide members with a lock to interlock with their own so we can access our equipment. Call 208.765.1200 for details.

### KEC BOARD MEETINGS

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

## General Manager's Message Continued

1843288, 1355793, 1842930, 1840460, 1834586, 1843725, 1549393, 1843284, 1824038, 1819837, 1824596, 1459572, 1547415, 1836844, 1833132, 1830719, 1843215, 1366892, 1301733, 1822098, 1830196, 1827636, 1843873, 1843593, 1829441

Looking ahead to 2020, we hope you will share your opinions with us. We recognize that our members have a valuable perspective, and that's why we continually seek your input. Whether through community events, our social media channels or the annual meeting, we want to hear from you. We are led by you—the members of the co-op—and we depend on your feedback.

As we prepare for next year, we look forward to the opportunity to serve you and the greater community. On behalf of the KEC family, we hope your holidays are indeed merry and bright!



**Doug Elliott,**  
**KEC General Manager**

## Energy Efficiency Tip of the Month

**Laundry Tip:** Dry towels and heavier cottons separately from lighter clothing. You'll spend less time drying the lighter-weight items.

*Source: energy.gov*



# Smart Thermostats:

Comfort gets a high-tech makeover

**A \$75 rebate is now available for qualified smart thermostats.**



## A SMARTER SYSTEM

Nothing says modern comfort like a smart thermostat that lets you control your home's heating and cooling from anywhere and automatically adjusts settings to maximize your comfort.

No matter where you call home, we all have a role in saving energy. Smart thermostats help you lower your energy costs and reduce our region's demand for energy.

To qualify for rebates, you must be a current KEC member. Other conditions may apply. See rebate forms for details. Complete the form and return to KEC with all required paperwork. 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 please call 208.765.1200 or email [rebates@kec.com](mailto:rebates@kec.com).

## SMART THERMOSTAT SAVINGS

### Save Energy

Smart thermostats not only adjust temperatures to fit your lifestyle, they also track your real energy use. Now it's easier than ever to see how small changes create even greater energy savings!

### Save Money

Smart thermostats are proven to lower energy costs while improving your home's comfort. You don't have to make sacrifices to watch your cooling and heating bills go down.

### Get Cash Back!

We now offer a \$75 rebate for qualified smart thermostat purchases - see models below. Simply purchase and install your new smart thermostat to claim your incentive.

### Qualifications:

1. Home must have an existing electric forced air furnace.
2. Smart thermostat must be listed below:

Manufacturer	Model
ecobee	ecobee 3, ecobee 4, ecobee Smart Thermostat with Voice Control (NOT ecobee Lite)
Nest	Nest 3rd Generation, NestE
Carrier	Cor - TP-WEMO1-A
Bryant	T6-WEMO1-A

3. Occupancy detection must set to "on."
4. Heat pump must have auxiliary heat control optimization.
5. Smart thermostat must be connected to the internet through wi-fi network and configured with home's location.