



MESSAGE FROM THE GENERAL MANAGER

Happy Holidays from KEC

With the holiday season upon us and the New Year just around the corner, I can't help but reflect on the gratitude I feel for our community. I think most will agree this has been a year like no other—certainly in my lifetime. And while we've seen our share of challenges, I am heartened by the ways in which we have all pulled together to make our community stronger.

To show our appreciation for your membership in our cooperative, we have a holiday surprise. Below are 82 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.

1810893, 1831859, 1377642, 1817104, 1494111, 1746589, 1832861, 1271385, 1340070, 1686751, 1277634, 1830133, 1820194, 1326345, 1823401, 1816824, 1307515, 1836817, 1292582, 1692206, 1822265, 1603721, 1835149, 1833751, 1345695, 1836783, 1704481, 1845943, 1603974, 1842720, 1538632, 1535093, 1847254, 1842348, 1606871, 1846629, 1848737, 1255287, 1846914, 1403485, 1846080, 1387051, 1657143, 1261856, 1825095, 1812497, 1503455, 1830219, 1837216, 1824068, 1839416, 1740507, 1284902, 1734861, 1669741, 1726396, 1339571, 1255932, 1826928, 1821551, 1832827, 1822748, 1834461, 1845832, 1500349, 1466462, 1542012, 1736961, 1510403, 1267170, 1830237, 1267872, 1847328, 1237670, 1847934, 1341991, 1487034, 1297341, 1282935, 1772230, 1354196, 1808613

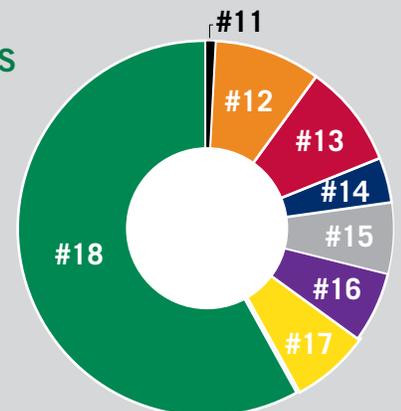
On behalf of KEC's employees and board of directors, we'd like to wish you and your family a happy and healthy holiday season. We look forward to another year serving you.



Doug Elliott,
KEC General Manager/CEO

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, nearly 60% of our members have an account number that starts with #18. See the graphic to the right for a breakdown of the account numbers in our system.





Four Ways Santa Saves Energy in His Workshop

The holiday season is finally upon us, and Santa and his elves have been especially busy as they gear up for their biggest night of the year. It's no secret that Santa is known for running an efficient workshop—how else could he make all those toys in time for Christmas Eve? Rumor has it that one way Santa ensures an efficient workspace is through energy-saving measures.

Here are four ways Santa saves energy in his workshop:

1. Santa leaves his decorations up year-round, so by using LED holiday light strands, he's able to save on his monthly energy bills. LED holiday strands can last up to 40 seasons, which make them a great option for any festive home.
2. Santa requires several power tools to make a year's worth of new toys. That's why he insists on using cordless power tools with the ENERGY STAR® rating. According to www.energystar.gov, if all power tools in the U.S. used ENERGY STAR®-rated battery chargers, two billion kWh of electricity could be saved—that's equivalent to reducing greenhouse gas emissions by 1.7 million tons!
3. Mrs. Claus loves to keep warm by the fire in the evenings, and Santa knows one of the best tricks to ensure fireplace efficiency. While a fireplace can keep a small area of your home cozy and warm, it can also pull heated air from the room through the chimney. That's why Santa always closes the fireplace flue when a fire isn't burning.
4. Santa also saves energy by using power strips. Power strips are ideal for workshops, craft nooks, game rooms and other spaces in your home. With one simple switch, you can conveniently control several devices and electronics that are plugged into the power strip.

This holiday season, let's take a page from Santa's book and remember to save energy when possible. With these four tips, you'll be well on your way to savings (and hopefully, Santa's "nice" list!).

NEWS BRIEFS

2021 ANNUAL MEETING & ELECTION

The 2021 annual meeting is scheduled for May 17. The 2021 director election will take place by mail and online. Members will receive election materials 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.

KEC BOARD MEETINGS

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

CREDIT & COLLECTION REMINDERS

KEC does not mail a final notice of disconnect for past due accounts. Past due accounts will have the amount that is past due reflected on the bill with a note in the account message block stating the account is past due and subject to service disconnection if not paid by the noted date. Payment in full is required whether the account is disconnected or not. We will make payment arrangements with those unable to pay in full; however, the number of times those arrangements can be made is limited and must be made prior to any disconnection. To learn about agencies in the community that can help with utility payments visit www.kec.com. Please contact our office at 208.765.1200 if you encounter problems paying your bill.

Watch Out for Scams



Don't fall for
scammers
pretending
to be utilities.

It's unfortunate that in today's world, scams are inevitable. Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language to create a sense of urgency in order to frighten you into offering your credit card or bank account information. Don't fall victim to these types of scams. If someone calls demanding you pay your electric bill immediately, gather as much information as you can from the caller, hang up and contact KEC.

A KEC employee or our automated phone system may call you to inform you of an unpaid balance and pending interruption of electric service. Legitimate calls from KEC will only direct you to make payment in one of the following ways:

- **Web:** www.kec.com
- **Pay by Phone (automated):** 1.877.999.3371
- **KEC's Office Phone:** 208.765.1200
- **In Person at KEC's Office:** 2451 West Dakota Ave. in Hayden

KEC will never demand you purchase a pre-paid credit, debit or gift card or use money transfer services, such as Western Union or Money Gram, to make a payment. KEC employees who come to your home for any reason usually drive company vehicles and always carry company identification badges, which they are happy to show you. You may also contact our office at 208.765.1200 to verify that an individual is a KEC employee. If you feel unsafe or threatened, please call local authorities. KEC wants to make sure you avoid any and all types of scams that could put you or your financial information in jeopardy. If you have any questions about your account call us at 208.765.1200 or visit www.kec.com.

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 or call our office at 208.765.1200 and we will mail you a copy.

TAKE KEC's 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. Take the online survey at the link below by December 31, 2020 and you will be entered into a drawing for 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 February 2021 newsletter.

www.surveymonkey.com/r/powerlines2020



Four Tips for Winter Safety

It's no surprise that winter months bring increased potential for fire risks and electrical safety hazards. This makes sense because during the coldest months, members are using additional electrical devices and appliances, like space heaters, electric blankets and portable generators.

The National Fire Protection Association estimates that 47,700 home fires occur each year in the U.S. due to electrical failure or malfunction. These fires result in 418 deaths, 1,570 injuries and \$1.4 billion in property damage annually.

This winter, safeguard your loved ones and your home with these electrical safety tips from the Electrical Safety Foundation International.



- 1. Don't overload outlets.** Overloaded outlets are a major cause of residential fires. Avoid using extension cords or multi-outlet converters for appliance connection—they should be plugged directly into a wall outlet. If you're relying heavily on extension cords in general, you may need additional outlets to address your needs. Contact a qualified electrician to inspect your home and add new outlets.
- 2. Never leave space heaters unattended.** If you're using a space heater, turn it off before leaving the room. Make sure heaters are placed at least three feet away from flammable items. It should also be noted that space heaters take a toll on your energy bills. If you're using them throughout your home, it may be time to upgrade your home heating system.
- 3. Inspect heating pads and electric blankets.** These items cause nearly 500 fires every year. Electric blankets that are more than 10 years old create additional risks for a fire hazard. Inspect your electric blankets and heating pads—look for dark, charred or frayed spots, and make sure the electrical cord is not damaged. Do not place any items on top of a heating pad or electric blanket, and never fold them when in use.
- 4. Use portable generators safely.** Unfortunately, winter storms can cause prolonged power outages, which means many members will use portable generators to power their homes. Never connect a standby generator into your home's electrical system. For portable generators, plug appliances directly into the outlet provided on the generator. Start the generator first, before you plug in appliances. Run it in a well-ventilated area outside your home. The carbon monoxide it generates is deadly, so keep it away from your garage, doors, windows and vents.



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.

Kootenai Electric Cooperative is an Equal Opportunity–Affirmative Action Employer.