

Power Quality and Service Modification Reminders

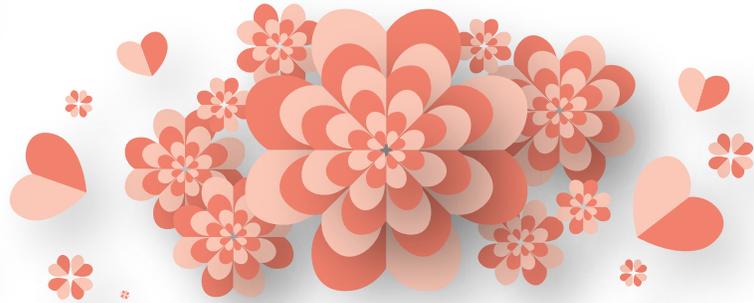
What is Power Quality?

Power quality is the quality of the flow of electrical energy to electrical devices. Poor power quality causes electrical device malfunctioning, flickering lights, inconsistent operation or premature failures. It can be caused by many things including loose wiring, poor grounding, failing breakers, undersized wiring or the addition of equipment or appliances such as on-demand water heaters or heat pumps to a location without the appropriate transformer upgrades. Power quality issues can happen on both KEC-owned equipment and member-owned equipment. Knowing the safety precautions and legal responsibilities of your electric service is important for all KEC members. Learn more about this at www.kec.com. [1253232]

Service Modifications

When your KEC service was installed, your equipment was sized to meet your power needs at that time. We understand member needs change over time and our equipment may need to be upgraded to ensure optimal power quality. Please notify KEC if you are going to make a significant upgrade, such as purchasing a new heat pump, adding an electric vehicle charger, or computer server or plan to install a water pump. This also includes updating your home's electrical service or converting a gas appliance to an electric appliance. By notifying us we can ensure your new electric equipment and our electric service are compatible so your power quality is the best it can be. It will also help you plan for any unexpected costs to upgrade your electric service. **Members are encouraged to call KEC at 208.765.1200 if they experience any power quality issues or make any of the changes listed above. KEC will conduct an assessment at no charge.**

You're at the heart of everything we do.



HAPPY VALENTINE'S DAY
FROM OUR CO-OP FAMILY TO YOURS!

ANNUAL MEETING & ELECTION DETAILS

The 2019 KEC Annual Meeting is scheduled for Monday, May 13, at Lake City Church in Coeur d'Alene. Registration begins at 5 p.m. and the meeting starts at 6 p.m. Attend the Annual Meeting to be entered to win one of many prizes. Don't forget to pick up your member meal voucher (good at select area restaurants) at the meeting. Please note: the 2019 director election will be conducted by mail and online only. Watch your mailbox next month for more details about the Annual Meeting and director election.

Energy Efficiency Tip of the Month

Laundry Tip: Dry towels and heavier cottons separately from lighter-weight clothing. You'll spend less time running the dryer for lighter-weight items, which saves energy.

Source: energy.gov



KEC Now Offers a Rebate for Level 2 Programmable Electric Vehicle Chargers

As KEC's Energy Services Program Administrator, I stay current on advancements in energy efficiency and technology. Electric vehicles (EV) are growing in popularity in our service area and we look forward to helping KEC members learn how to effectively manage EV recharging. To encourage efficient EV battery management strategies, we are offering a \$350 rebate for Level 2 programmable electric vehicle charges installed at your home.



Scott Mayfield

What is a programmable Level 2 EV charger? A Level 2 charger requires 240-volts, the same voltage used by an electric clothes dryer. This charges your vehicle faster than a Level 1 charger, which uses a standard 120-volt three-prong outlet charger. This type of programmable charger allows members to selectively charge their vehicles during our non-peak hours—between 10 p.m. and 5 a.m. Non-peak charging benefits KEC and its members by spreading out our electric load over time, which reduces the need for costly system upgrades.



A variety of Level 2 chargers are available from different manufacturers and should be selected to match your vehicle. Chargers must be installed by a licensed electrician. In addition, it is important that you contact KEC prior to installing an EV charger so we can ensure your electric service is adequately sized. [1254480]

For more information or rebate forms visit www.kec.com. You can also contact me at 208.292.3209 and I'd be happy to talk electric vehicles and chargers with you.

Board Authorizes Capital Credit Retirement

In December 2018, after reviewing the financial health of the Cooperative, the Board of Directors authorized the retirement of \$900,000 in capital credits originally allocated in 1990 and a portion of 1991. These capital credits will be returned (paid back) to members based on their electric use or patronage with the Cooperative during that period. Checks will be mailed to eligible members in March.

About Capital Credits

When you signed up to receive electric service from KEC, you became a member—and an owner—of an electric cooperative. Being a member-owner of an electric cooperative is very different from being a customer of an investor-owned utility. Electric

cooperatives operate on a not-for-profit basis. As such, proceeds that exceed KEC's cost of doing business belong to you, our member-owners, and are called margins. These margins are also called "capital credits" and represent your share of KEC's equity. That share is based on how much your electric use contributed to margins. [1822610]

Periodically, the KEC Board of Directors retires capital credits that are no longer needed to maintain the financial health of the Cooperative. When this occurs, money is returned to our member-owners based on the contributions they made to the Cooperative's margins.

For more information or to watch our video on this topic visit www.kec.com or call 208.765.1200.

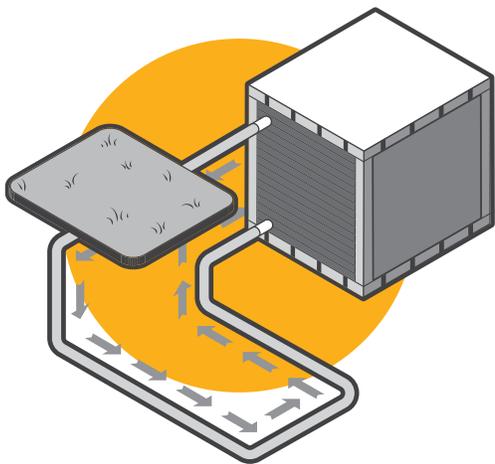
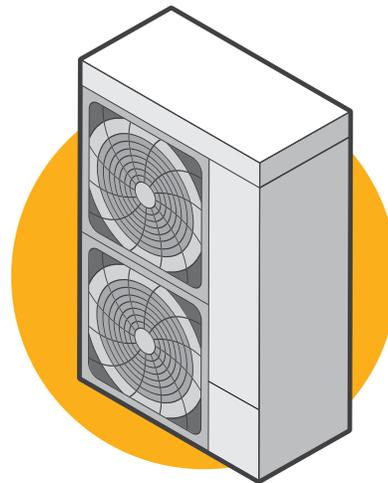
Types of Heat Pumps

There are three main types of heat pump systems. Use the information below to determine the system that's best suited for your climate and home.

Ducted Air-Source Heat Pumps

- Most commonly used heat pumps
- Moves heat rather than converting it from a fuel like combustion heating systems do
- Can reduce heating costs by about 50 percent when compared to baseboard heaters or electric furnaces
- Newer, more efficient systems now offer legitimate space heating alternative in colder regions like the Northwest.

Note: If temperatures in your area drop below 10 to 25 F, you will need an auxiliary heating system (depending on the size of the system).

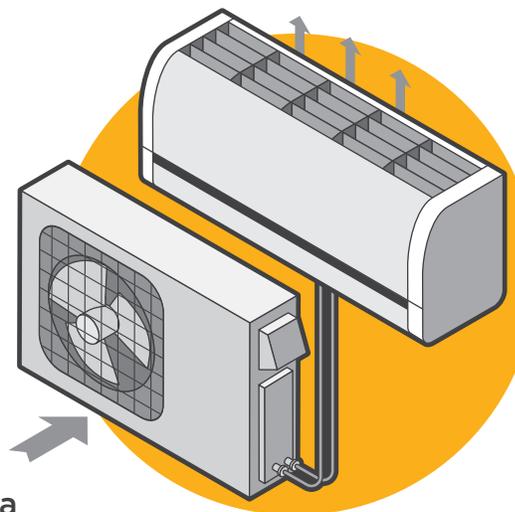


Geothermal Heat Pumps

- More expensive to install but provide more energy savings for heating and cooling
- Move heat through pipes buried underground
- When compared to a conventional heating system, can reduce energy use by 25 to 50 percent
- Effective in extreme climates
- Not ideal for smaller lots and certain soil conditions

Ductless Mini-Split Heat Pumps

- Easier to install, quiet, small in size
- Great for homes without ductwork
- No energy loss through ductwork, which accounts for more than 30 percent of a home's energy use for space heating/cooling.
- Flexible for heating and cooling individual rooms and smaller spaces



Heat pump systems should be installed by a licensed professional. A list of certified contractors is available at www.kec.com.

Contact KEC at 208.765.1200 for more information about options and potential rebates.

[1823942]

About Your Service Voltage

Did you know the voltage levels that KEC provides to you are governed by a national standard? When members call and report a power quality problem, one of the first things we look at is whether the voltage meets the standards set by the American National Standards Institute, or ANSI. ANSI C84.1 is the standard for regulating electric service voltage levels.

Sometimes members have the misconception that their voltage should always be 120 volts or 240 volts. In reality, there is a range for acceptable voltage. The reason for this is electric loads on a grid change by time of day and with the season. These changes create variances in voltage. At KEC, we routinely analyze our electrical system and evaluate its ability to provide power to our members within the ranges specified by the standard. When that analysis forecasts a problem maintaining this voltage in the future, necessary upgrades are made well in advance. The graphic to the right gives the ranges for typical household voltage at the meter base and at the outlet. [1681710]

If you have questions about other service voltage ranges or your power quality, contact us at kec@kec.com or 208.765.1200.



At the Meter Base

Service Voltage	Normal Range
120V	114-126
240V	228-252



At the Outlet

Service Voltage	Normal Range
120V	110-126
240V	220-252

NEWS BRIEFS

POWER OUTAGE REMINDERS

While we work hard to avoid outages, sometimes they are unavoidable. To help, KEC offers text or email notifications for members when power outages affect their service. These notifications are offered at no cost. Please be aware power outage notifications are sent out 24/7 and some cell phone providers charge for text messages. To sign up, log in to your KEC account at www.kec.com or download the SmartHub app.

WIN A \$50 ENERGY CREDIT

Six KEC account numbers are hidden in this newsletter. If you find your number contact us at 208.765.1200 and receive a \$50 credit on your bill.

KEC BOARD MEETINGS

Members are welcome to attend monthly board meetings. Meeting dates vary—please call Constance Felten at 208.292.3211 for details. [1840129]



CO-OP CONNECTIONS® CARD UPDATES

You've probably noticed some changes to our Co-op Connections® Card discount website if you've used it recently. Members must now register for a free account to access local and national deals. You'll still be able to show your card to receive discounts at local participating businesses.

If you like to travel, be sure to download the new Co-op Connections® Card app so you can access national discounts. Those who rely on the Healthy Savings discounts will be glad to know that everything remains the same as before. Just show your card to get savings on prescriptions and more. If you haven't already done so, visit www.connections.coop to register for a free account to access powerful savings. Or, call 208.292.3270 and we'll mail you a card.

A Touchstone Energy® Cooperative 