



Doug Elliott

MESSAGE FROM THE GENERAL MANAGER: WE NEED YOUR HELP

If you are reading this newsletter, you are a member of a cooperative. A cooperative is simply an association of people who have united for the purpose of creating an organization that can meet their common needs. KEC was formed in 1938 by 250 farmers who sought electric service for their homesteads. While our cooperative has grown considerably since those humble beginnings, our fundamental purpose remains unchanged. That purpose forms the basis of our cooperative's mission: to provide you with exceptional service and reliable power at competitive rates. We provide these services on a not-for-profit basis. This means we serve our members at cost.

While our purpose remains unchanged, the ways we provide service to our members and the types of services we offer have evolved considerably over the years. There are two facets to this evolution. The first involves the increasing complexity of the electric utility industry. Providing service today involves the integration of technology that did not exist when we were first formed. Similarly, there are regulatory requirements that utilities must follow that did not exist back then. These are good things that protect you and the grid. We feel we are doing our job well when our members don't need to worry about these complexities. After all, our members live busy lives and depend on us to make sure the lights come on when they need them on!

The second facet involves the needs our members directly express. Some examples of this are energy conservation advice and rebates, renewable energy offerings and flexible rate designs like budget and prepaid billing and net metering. Remaining relevant to our membership requires us to continue to evolve our services to meet our members' needs.

Your feedback on how well we are meeting your needs is crucial. There are a couple ways you can help us with this. First, you can participate in our annual member satisfaction survey. The survey asks four standardized questions developed by the American Customer Satisfaction Index (ACSI®). These questions help us gauge our members' experiences, expectations, ideal utility and choice. The ACSI® is the only national cross-industry measure of customer satisfaction in the United States. We provide the survey results to the ACSI® which then uses its proprietary algorithm to calculate an outcome score out of a possible 100. We use the results of this survey to measure how well we are living our strategic goal of providing exceptional service. How are we doing? The average investor owned utility's ACSI® score is 73 while the average ACSI® score for an electric cooperative is 75. Last year, our members rated KEC with an ACSI® score of 90. While this is a score we are proud of, we don't think it's good enough.

ACSI® Scores of Energy Utilities (2019)

www.theacsi.org



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KEC Golf Classic

Raises Funds for Scholarships

KEC's Golf Classic had another successful year, raising nearly \$23,000 for the Kootenai Electric Trust's Operation Round Up® Scholarship Program. The event took place on June 28, 2019, at the Coeur d'Alene Resort Golf Course. Thank you to all the players for making the event a success! A special thank you to our Signature Sponsor, Idaho Forest Group, and other major sponsors including: Advanced Benefits, Altec, Anixter, Asplundh, Associated Arborists, Border Sheet Metal, Border States, Cline's Air Conditioning, CoBank, EES Consulting, General Pacific, Grizzly Glass Centers, International Line Builders, Longwell Trapp, Mike White Ford, Mountain West Bank, Potelco, Thorco, Valley Empire Collection, Valley Transformer, Vasseur and Schlotthauer and Western Peterbilt.



It's Time for Fall Heat Pump Maintenance

Fall is a good time to think about heat pump maintenance. Like all heating and cooling systems, proper maintenance remains the key to efficient heat pump operation. The difference in electric use between a well-maintained heat pump and a neglected one can be 10 to 25%.

It is recommended you clean or change filters once a month, or as needed, and maintain according to manufacturer's instructions. Dirty filters, coils and fans reduce airflow which will decrease system performance and possibly damage the equipment. Clean the outdoor coils whenever they appear dirty. Turn off power to the fan whenever you clean it. Remove vegetation and clutter from around the outdoor unit and be sure to clean the supply and return registers within your home.

You should also have a professional technician service your heat pump at least once a year. The technician should do the following:

- Inspect ducts, filters, blower and indoor coils for dirt and other obstructions.
- Diagnose and seal duct leakage.
- Verify adequate airflow and correct refrigerant charge. Check for refrigerant leaks.
- Inspect electric terminals, clean and tighten connections and apply non-conductive coating.
- Lubricate motors and inspect belts for tightness and wear.
- Verify correct electric control, making sure that heating is locked out when the thermostat calls for cooling and vice versa.
- Verify correct thermostat operation.

Visit www.kec.com to learn more about heat pump rebates and certified contractors.

Get Your Deposit Back with Prepaid Billing

Did you provide a deposit to KEC when you signed up for service? If so, enrolling in our Prepaid program (formerly called Smart Pay) will allow KEC to apply your account deposit toward your energy charges. The Prepaid program is an affordable electric rate for residential and general service members that allows you to prepay for your electricity monthly, weekly or randomly—the choice is yours.

It works like this: When you make a prepayment it is immediately credited to your electric account. Each day the cost of the electricity you use is deducted from your account. Monitoring your account and electric use is easy with SmartHub (KEC's online account management system and app) and you will never be charged late payment, disconnection or reconnection fees. Payments can be made 24 hours a day online and

by phone, or during business hours at our office.

By knowing how much energy you and your family consume, you can better budget your electric payments. We've also found that members prepaying for their electricity reduce their electric use an average of 8% annually.

Things to consider before signing up for Prepaid billing:

- A \$50 initial payment is required toward future consumption.
- You can switch back to traditional billing at any time (keep in mind a deposit may be required to switch back to traditional billing).

For more information or to sign up call us at 208.765.1200.

NEWS BRIEFS

ROAD CREW SAFETY



If you're traveling and see one of our crews on the side of the road, we kindly ask that you move over if possible and give them a little extra space to work. We care about the safety of all and this extra precaution ensures just that.

If you approach a crew while traveling on a two-lane road, moving to the next lane might not be an option. In this case, we simply ask that you slow down when approaching roadside crews. If you approach a crew while traveling on a four-lane road, and safety and traffic conditions allow, please move over into the far lane.

KEC BOARD MEETINGS

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

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 your underground utility 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. 1836589, 1829433, 1250484, 1830986, 1574672, 1840690, 1826662, 1825440, 1748407, 1277809

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

GENERAL MANAGER'S MESSAGE CONTINUED

Our strategic goal is an ACSI® score of 92. The feedback you provide helps us learn how we can improve. If you think we are doing a good job, please tell us so. If we need to do better, please share that as well. Most importantly, share your comments while taking the survey. Your opinion matters!

Visit www.surveymonkey.com/r/KEC2019surveynews to take the survey. You can count on us to review every comment we receive. Please complete the survey by September 30, 2019 and you will be entered into a drawing for a \$300 KEC bill credit. One survey per membership please. The bill credit winner will be announced in the November newsletter.

KEC Members' Forum

The second way you can provide feedback to us is to participate in a KEC members' forum. Members

attending the forum will have the opportunity to informally discuss topics of interest with me, our board and management team. The forum is designed to provide updates to members on the performance of the cooperative, programs being developed, answer member questions and, most importantly, for us to listen. The next forum will be held at KEC's office at 2451 W. Dakota Ave. in Hayden on October 22, 2019 from 6-7 p.m. The forum will also be shared Live on KEC's Facebook page. Those participating via Facebook Live can post their questions during the forum. You may also send your questions to eneff@kec.com prior to the meeting. We will answer as many questions as time allows. All members are welcome. We hope to see you then!

Sincerely,
Doug Elliott, KEC General Manager

Early Discounted Capital Credit Deadline Approaching

By now you've probably heard about KEC's Early Discounted Capital Credit program. In late July 2019, members were mailed information about this program which allows qualified members the choice to receive the current value of their 2018 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 2019. Visit www.kec.com for program details, terms and conditions. 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 4, 2019. To change your selection, contact us at 208.765.1200 or capitalcredits@kec.com.

Serving Our Members

The job of every KEC employee is to serve our members. It's a job they take very seriously and is important to them. It's not always easy work. Consider our linemen who often work in harsh weather, or late at night restoring power when it's out or the Member Service Representative who answers the phone call of a frustrated member.

While we strive to help every member and ensure their needs are met, sometimes our service may not live up to expectations. This could be for various reasons, but sometimes it's the result of expectations that are in conflict with the cooperative's policies. KEC's policies are designed to ensure fairness to all members and by following the policies, KEC staff ensure equitable treatment for all members.

We appreciate the patience and courtesy our members extend to our staff as they work to resolve your issues. We are here to serve our members.