



WATTS CURRENT

Raccoon Valley Electric Cooperative
Reliable. Affordable. Responsible.



February 2018

RVEC Prepares for the Future

RVEC's Director of Safety and Member Services Brady Boell completed an intensive program in electric utility safety and loss control. This program is designed to instruct participants in many areas related to electric utility industry safety.

According to the Occupational Safety and Health Administration (OSHA), nearly 4 million injuries occur annually in the workplace. One of the goals of a Certified Loss Control Professional is to help ensure a safe work environment for utility workers and the public in general. Avoiding workplace accidents avoids down time and reduces cost.

Brady is one of only a few electric utility professionals in the country that received this certification this year. The program requires participants to complete a rigorous series of seminars and tests, a 30 hour OSHA course and a detailed final course project.

Congratulations Brady!



Board President Dave Onken presents Brady Boell a plaque for becoming a Certified Loss Control Professional.

Alternate Energy Purchase Program

All members of RVEC may contribute money toward a fund that will assist in the purchase of alternate or "green" energy in Iowa.

Members may participate in the Alternate Energy Program by writing in the amount of their contribution on their electric bill. Members may contribute in increments of one dollar (\$1.00) and may enter or leave the contribution program at any time.

Members who contribute are not guaranteed that electricity generated with renewable resources will be delivered to their individual meters. Their contributions are given to assist in the development of alternate energy in Iowa and will be spent to deliver renewable energy into the Corn Belt Power system from which the members' electric cooperatives receive power.

Happy
Easter!



Winter Moratorium Ends

The winter moratorium ends April 1, 2018. If your account(s) are past due, you need to come in or call the office to make arrangements by March 31, 2018, to avoid disconnection of your electrical service. 07.05.04

After April 1, 2018, we do not have to post your premise with a 24 hour disconnection notice. Disconnection may occur immediately. Take the necessary steps now to avoid this situation.



— **CEO Comments** —

By Jim Gossett, CEO

No matter what the temperature is outside as you read this, the cold temperatures of January are still very much on our minds. The heat of summer will be here before we know it!

We're here to help you use energy wisely. As a not-for-profit cooperative owned by those we serve, we operate at cost to provide you with reliable, affordable and responsible power.

It takes more energy to stay comfortable during extreme cold and heat. RVEC has several services available to help member-owners use energy efficiently and manage potentially high bills.

To save on energy costs, we encourage member-owners to schedule a Home Energy Audit to identify ways they can cut back on their heating and cooling costs. If you would like to schedule an energy audit, please contact our office.

To avoid major bill fluctuations month-to-month, we encourage our member-owners to sign up for our Budget Billing Program, which averages out the previous twelve months of electric use so you pay a similar amount each month. This is a great option for standardizing your monthly bill and averaging out those higher-use months in the winter and summer. Simply contact our main office to get signed up.

We encourage members to sign up online for our Smart Hub Service so they can monitor electric consumption and make energy efficiency adjustments without waiting for a monthly statement. Visit www.rvec.coop to get started.

If you receive a higher-than-usual bill or otherwise have difficulty paying your bill in full, please contact our office to discuss your bill and your options, including payment options in order to avoid late payment fees or possible disconnection.

You can take steps now to avoid high bills during extreme heat and cold later. We want you to stay comfortable while using as little power as possible.

Non-Discrimination Statement

Raccoon Valley Electric Cooperative (RVEC) is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at 202.720.2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free 866.632.9992 (voice) or 800.877.8339 (TDD) or 866.377.8642 (relay voice users). USDA is an equal opportunity provider and employer. 21.23.01

Complaint Procedure

The Iowa Utilities Board requires that all non-rate regulated utilities post the following notice to its membership:

If a member-consumer has a problem with his/her service, please write or call the office headquarters:

Raccoon Valley
Electric Cooperative
P.O. Box 486
Glidden, Iowa 51443
712.659.3649

If the member-consumer's complaint is related to the Raccoon Valley Electric Cooperative's service rather than its rates, and Raccoon Valley Electric Cooperative does not resolve your complaint, you may request assistance from the:

Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, Iowa 50319
515.725.7321 or
877.565.4450
customer@iub.iowa.gov

Help Us Find

RVEC is looking for current addresses of the following past members. If you know a current address or phone number, or know somebody that we can contact, please contact the office or send us a note when you pay your electric bill. 29.16.01

Verlon Anderson
Ann's Flower Shop
Dave & Shari Beck
Edward A. Berg
Kevin S. Berger
Carl Blume
Sheryl K Brown
Twyla J. Brown
Tom Campbell Jr.
Centel Cellular Co.
Paul Chalstrom
Lawrence Clarey
Coon Valley Coon Hunter
Crinnigan Farm Account
Diane DeBoth
Dick Deede
Jay Demaray
Jeff H. Dirx
John Dunn
John D. Fair
Leta Foley
Dan Fox
Ronald Fransen
Alice M Fredericksen
Neal Funck
Edward J. Funk & Sons Inc.
Rita Hackfort
Ed Hamilton
James Hanson
Florence L. Hicks
Jeremy Hicks
Darrell Holloway
Troy Huntley
Denise W. Hurd
Howard D. James
Randy T. Johnson
George C. Kaiser
Mike Koster

Kevin J. Kramer
Clarence D. Krause
Jeff Lappe
Reynold J. Lappe
Marjorie Larkins
Daryl D. Larson
John E. Lee
Dean D. Letzring
Frank & Diane Lyon
Pamela Marlin
Richard A Mason
Jim McNutt
Judy A. McCoy
Hilbert Meister
Metropolitan Life Inc. Co.
Herbert/Charlotte Meyer
Kenneth R. Mickelson
Doreen J P Morrell
Frank Neagle
Calvin Parker
John Patterson
Francisco/Carla C Pepin
Walter Peterson
Lawrence Reinhart
Kelly Reis
Cari B. Schaefer
Michael A. Schroeder
Larry J. Schultes
Charles Shetterly
Kenneth D. Sprimont
Alden Steffes
Charles Tripp
USDA FMHA
Eric/Lori Vanderheiden
Eugene Walker
William G. Weller
Tamra D. Wingert
Scott Wright

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**28725 Hwy 30
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WATTS CURRENT

Published monthly by
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Raccoon Valley Electric Cooperative
(RVEC) is an equal opportunity
provider and employer.



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Touchstone Energy®

The power of human connections

Automatically Pay Your Bill

With your permission, RVEC is able to have your electric payment automatically withdrawn from your bank account. Our bank will accept preauthorized payments from any bank.

Payments would be withdrawn from your bank account on the 20th of each month. At this time there is no charge for this service. If there are insufficient funds in your bank to cover your preauthorized payment, an insufficient funds processing charge of \$30.00, plus bank charges will be applied. 38.07.03

Please contact RVEC for a preauthorized payment agreement form if you would like your payments automatically withdrawn from your bank account.

RECare

RVEC has established RECare, a program of members helping members. RECare provides funds to be distributed by local community action agencies to help pay winter heating bills and to assist in weatherization of homes of low-income consumers.

You may make a one-time contribution or you may make a monthly pledge that will be added to your monthly electric bill. You may also make a contribution part of a matching fund, if there is a matching fund available. Please inform RVEC as to who will be matching your donation so that the appropriate records may be maintained. Even a dollar a month pledge will help others!

Yes, I want to be part of members helping members and contribute to RECare.

____ I will make a one-time contribution to RECare. My check is enclosed.

____ I will contribute \$ _____ per month to RECare. I understand that this amount will be added to my monthly electric bill.

____ My gift is a matching fund gift. The matching fund is to be matched by:

Name _____

Address _____

City, State, Zip _____

Account No. _____

Spot Your Number

Read Watts Current and watch for your location number. If you spot it, call Raccoon Valley Electric Cooperative (RVEC) by the 20th of the month and you will receive an electrical bill credit for \$25.00.