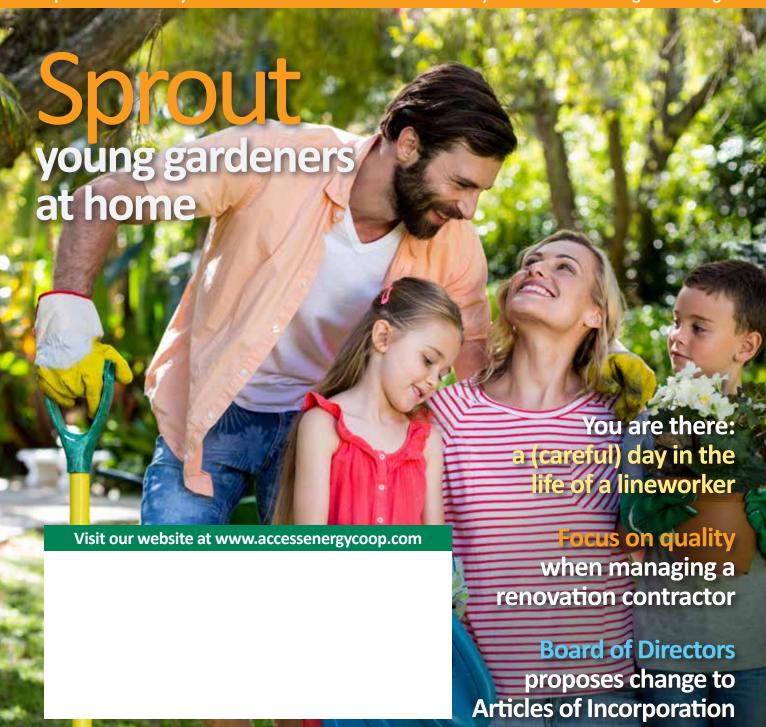


Help our linemen stay safe – Move Over and Slow Down when you see them working ▶ See Page 5



UPCOMING EVENTS 10 9 16 10

April 29 100 days before the 2018 Annual Meeting on Aug. 7

Office closed for **May 28 Memorial Day**

Annual Meeting Aug. 7

For more information on the programs and deadlines listed here, please visit our website at www.accessenergycoop.com, or call our office at 866-242-4232 from 7 a.m.-4:30 p.m. on Monday-Thursday or 7 a.m.-3:30 p.m. on Friday.



Access Energy Cooperative is dedicated to exceeding members' expectations for safe, reliable and efficient service, while being a good citizen in our communities.

Office: Access Energy Cooperative 1800 W. Washington St., P.O. Box 440 Mount Pleasant, Iowa 52641 Phone: 319-385-1577 or 866-242-4232

Fax: 319-385-6873

Call Before You Dig (Iowa One Call): 800-292-8989

Website: www.accessenergycoop.com Facebook: facebook.com/AccessEnergyCoop Twitter: twitter.com/AccessEnergyC E-mail: contactus@accessenergycoop.com Office Hours: Monday-Thursday, 7 a.m.-4:30 p.m.

Friday, 7 a.m.-3:30 p.m. Call our office 24/7: 319-385-1577.

Payments can be placed in dropbox under flag pole. Visa and MasterCard accepted.

General Manager/CEO: Kevin Wheeler

Editor: Kimberly Davis

Assistant Editor: Cherity Wibben Officers and Directors:

David Hollingsworth District 1 President Joseph Heckethorn District 1 Vice President Robert Smith District 2 Secretary Fred Hickenbottom District 1 Treasurer Jerry Barker District 2 Director Larry White District 2 Director Marvin Holtkamp District 3 Director Marvin Newton District 3 Director District 3

This institution is an equal opportunity provider

LEGISLATIVE ACTION

Access Energy Cooperative meets legislators during REC Day on the Hill

Access Energy Cooperative is active on the political scene to make sure the cooperative's interests are conveyed to legislators on the local, state and federal levels. For example, the co-op's staff and board of directors visit frequently with local legislators to make sure they understand the cooperative business model. Rest assured that local legislators are working on your behalf.

In March, electric cooperatives throughout the state converge on the Iowa Capitol for REC on the Hill. The cooperatives take over the rotunda to set up displays, ranging from safety to energy efficiency, for legislators. Our goal is to make sure they can make very informed decisions on



issues regarding the cooperative. We also make personal visits with the legislators that day to talk about issues that may affect your cooperative and the utility industry.

We thank our legislators for taking time out of their busy days to meet with us. 🗲



TIP #2

You have 24/7 access to your account with SmartHub

With SmartHub you can:

- Check your power usage
- Contact our office
- Pay your bill
- Check our news feed
- Report a service interruption
- Access custom widgets

Information on your account is available through both the SmartHub link on the Access Energy Cooperative website (www.accessenergycoop.com) and the SmartHub app for your smartphone and other mobile devices. You also can download the appropriate app by clicking on the appropriate QR code below – or by going to the Apple or Android app stores.









April 9 officially is Lineworker Appreciation Day, but we appreciate *our* lineworkers all year long!

BY KEVIN WHEELER

As April arrives, it brings with it the showers that produce spring flowers. It also heralds the beginning of a

It also heralds the beginning of a potentially stormy season that can inherently include power outages. While Access Energy Cooperative strives to provide reliable electricity to our members, there are times when Mother Nature has other plans. Most of us can ride out a storm from the comfort and convenience of our homes. However, there's a group of professionals that aprime

of our homes. However, there's a group of professionals that spring into action when the weather takes a turn for the worst – co-op employees, including lineworkers, who have one of the most dangerous jobs.

Braving stormy weather and other challenging conditions, lineworkers often must climb 40 feet or more, carrying heavy equipment to restore power. Listed as **one of the 10** most dangerous jobs in the U.S., lineworkers must perform detailed tasks next to high-voltage power lines.

To help keep them safe, lineworkers wear specialized protective clothing

and equipment at all times when on the job. This includes special fire-resistant clothing that will

self-extinguish, limiting potential injuries from burns and sparks. Insulated and rubber gloves are worn in tandem to protect lineworkers from electrical shock. While the gear performs a critical function, it also adds additional weight and bulk, making the job

more complex.

In addition to the highly visible tasks lineworkers perform, their job today goes far beyond climbing to the top of a pole to repair a wire. They're also information experts that can pinpoint an outage from miles away and restore power remotely. Line crews use their iPads and cell phones to map outages, take pictures of the work they've done and troubleshoot problems. In our community, Access Energy Cooperative lineworkers are responsible for keeping more than 2,200 miles of lines working across 10 counties – to bring power to your

home and our local community 24/7, regardless of the weather, holidays or personal considerations.

While some of the tools that lineworkers use have changed over the years – namely the use of technology – the dedication to the job has not. Being a lineworker is not a glamorous profession. At its essence, it's inherently dangerous, requiring them to work near high-voltage lines in the worst of conditions, at any time of the day or night. During tornados, wildfires or storms, crews often work around the clock to restore power.

While April is known for spring showers, there's also a day set aside to "thank a lineworker." Lineworker Appreciation Day is April 9. During the month of April, if you see any lineworkers, please pause to say thank you to the power behind your power. Let them know you appreciate the hard work they do to keep the lights on, regardless of the conditions.

Kevin Wheeler is the general manager/ CEO of Access Energy Cooperative.

SAFETY MATTERS

April is Lineworker Appreciation Month





MOVE OVER SLOW DOWN

Remember to #ThankALineworker

At Access Energy Cooperative, we appreciate our linemen – and you should too! After all, when the lights go out, it's their time to shine. When bad weather rolls in, they roll out. And they're always ready to help, 24/7. But it isn't easy. Their jobs involve many hazards that they need

to focus on while they work. The last thing they need to worry about is you hitting their truck when they're 40 feet in the air, getting your power back on. So, if you see a co-op service truck on the side of the road, please **MOVE OVER AND SLOW DOWN**. It's the law!

Looking for this month's Editor's Choice Contest? Please go to www.livingwithenergyiniowa.com!

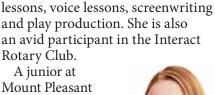
STUDENT LEADERS

2018 Youth Tour winners announced

Evelyn Winer of Fairfield and Maddie Williamson of Mount Pleasant have been selected to attend the 2018 Youth Tour on June 8-14. Evelyn and Maddie will join 36 other Iowa students and 1,800 students from across the country that have been selected by their electric cooperatives to attend the annual Youth Tour.

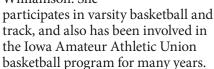
The awards include all-expenses-paid trips to Washington, D.C., sponsored by Access Energy Cooperative, which has been a part of the Youth Tour program for more than 50 years and currently selects two students each year to participate in the 5-day trip. The students are selected through an application and interview process.

A sophomore at Maharishi School, Evelyn Winer is the daughter of Carol Chesnutt and Paul Winer. She has been active



in speech, student council, piano

A junior at Mount Pleasant Community High School, **Maddie Williamson** is the daughter of Steve and Courtney Williamson. She



While on tour, Evelyn and Maddie will learn about American history and government. They'll visit historical sights including monuments, museums, the U.S. Capitol, federal agencies and other points of interest. They'll also have an opportunity to meet with their legislators in the House and Senate.



SAFETY MATTERS

Items on utility poles are a safety hazard – and illegal

Although it may seem like a good idea, mounting things on utility poles creates serious safety hazards for Access Energy Cooperative lineworkers who must climb poles to restore power or perform routine maintenance. Signs, satellite dishes, deer stands, birdhouses, balloons, flags and basketball nets all can be dangerous obstacles. In addition, the staples, nails, tacks and screws left behind can snag utility workers' boots or puncture safety clothing, making lineworkers vulnerable to slipping or even electrocution.

In addition to being hazardous, tampering with utility poles can be costly. Posting signs or attaching other objects to utility poles is in violation of Access Energy Cooperative's electric tariff, section 19. Individuals are



subject to disconnection and possible legal action.

Access Energy Cooperative encourages members to contact local zoning officers to inquire about where signage can be posted legally.

HOW YOUR CO-OP WORKS

Do you have questions or concerns about our complaint procedure?

As a member-owner of Access Energy Cooperative, assistance is available to you for resolving questions, comments or concerns about your electric service. Access Energy Cooperative has trained representatives available to answer your questions and address any concerns you may have.

Here's how to contact our office:

Write: Access Energy Cooperative

P.O. Box 440

Mt. Pleasant, IA 52641

Call: 866-242-4232

If your question is related to our service rather than rates and your concern is not resolved, you may request assistance from the Iowa Utilities Board:

Write: Customer Service

Iowa Utilities Board Dept. of Commerce 1375 E. Court Avenue,

Room 69

Des Moines, IA 50319-0069

Call: 515-725-7321 or 877-565-4450

E-Mail: customer@iub.iowa.gov.



Periodically inspect your dryer vent to ensure it's not blocked. This will save energy and may prevent a fire. Manufacturers recommend using rigid venting material – not flexible plastic vents that may collapse and cause blockages. #energyefficiency *

Source: U.S. Department of Energy

FROM THE BOARD

Nominating committee names board candidates

Thank you to the 2018 Nominating Committee for your active involvement in your cooperative. The Nominating Committee is charged with the responsibility of nominating qualified members to run for a seat on the board of directors.

The following members have been nominated by the committee to run in this year's election to be held at the Annual Meeting of Members on Aug. 7, 2018:

District 1

Joseph Heckethorn – 29349 115th St., Stockport, IA 52651 Marvin Larson – 2533 170th, Fairfield, IA 52556

District 2

Glen McCollum – 2766 Graham Ave., Mt. Pleasant, IA 52641 Larry White – 1144 225th St., Mt. Pleasant, IA 52641

District 3

Robert Chesnut III – 3571 Hwy 16, Wever, IA 52658 Jerry Francy – 3193 Nebraska Ave., New London, IA 52645

Board of Directors proposes change to Articles of Incorporation

The Board of Directors has the responsibility of periodically reviewing the Articles of Incorporation of the Cooperative to determine if any modifications are in order. At its Feb. 15, 2018, meeting, the Board identified an area where it felt the Articles should be modified. Cooperative members will be asked to cast a ballot, either by mail or at the annual meeting scheduled for Aug. 7, 2018, for the proposed amendment to the Articles of Incorporation. Ballots will be mailed to all members with the Official Notice The amendment.

The amendment would add a new Article setting forth dispute resolution provisions. This will apply to disputes between the Cooperative and a member, former member or customer who has received electric service from Theorem 2019.

The text would direct the parties to attempt to resolve the dispute in good faith. In the event the matter is unable to be resolved by the parties, the applicable regulatory body would then handle the dispute over which it jurisdiction (such as the Iowa Utilities Board). If no regulatory body has a procedure for mediation of the dispute. If mediation is not successful, then arbitration is available to the parties. The dispute resolution provisions would matters where the amount in dispute could be handled in the latest the resolution of the latest arbitration of past due accounts or to

matters where the amount in dispute could be handled in small claims court. The Board certainly does not anticipate any disputes with the membership; however, the Board deems it to be in the best interest of the Cooperative and and cost-effective in the event a dispute should arise. Many of the contracts to which the Cooperative is a party include dispute resolution provisions, and this Amendment would provide such a process for dealings between the You are and its members.

You are encouraged to vote in favor of the proposed amendment to the Articles of Incorporation. Should you have any questions regarding the proposed Amendment, please do not hesitate to call or stop by the office. The also be mailed to members with the ballot.



Members of the 2018 Nominating Committee were (clockwise from lower left) Myrna Folker, Tim Meyers, Dean Mabeus, Kenny Whitham, Bob Scarff, Bob Wilson, Randy White and Brandon Ledger.



