

Mission Statement:

To provide competitive energy services in a safe and reliable manner while enhancing the quality of life to the members we serve.

Vision Statement:

To be recognized by our communities as providing the highest level of community service and value through honest, well-trained, professional, courteous, and motivated employees.

Values Statement:

To listen, understand, communicate, and act in the best interest of all members. Working together we have the power to make a difference.

Our Pledge is to:

- Meet and/or exceed member needs and expectations
- Encourage the wise use of our energy resources
- Perform our work in a manner that is environmentally and socially acceptable
- Hold fast to the highest ethical standards of trust and respect
- Reference "The Seven Cooperative Principles" as our guide to do our business
- Operate our business in a financially sound manner
- Hold ourselves accountable to the highest standard for employee and public safety and security



To get the most up-to-date notifications and information about Jackson Electric, check us out on Facebook, Twitter, Instagram, and Youtube!



Change in Payment Due Date Effective May 2019

Beginning with your May 2019 billing statement, your Jackson Electric payment will be due on the 24th day of each month.

Why we are changing the payment due date:

- Aligns Jackson Electric's receivables more closely with the wholesale power bill's due date. Payment of the wholesale power bill is due the last Wednesday of every month.
- Maintains a positive cash flow to avoid short-term borrowing or rate adjustments to meet Jackson Electric's fixed costs.
- Eliminates free financing on accounts that are paid between the 1st and 10th day of each month. Currently, bills are due on the 1st. Late payment fees are applied at the close of business on the 10th day.
- Attempts to eliminate financing of delinquent accounts. When there is a delinquent account, the entire membership pays.
- Attempts to prevent members from carrying a 45-days past due balance without being penalized or disconnected.



Change in payment date effective May 2019

Recurring bank draft and credit card payments will be withdrawn on the 24th day of each month.

If mailing your payment, please allow enough time for your payment to reach our office. Your payment is processed when we receive it, not the postmarked date.

Late fees will be applied on the 25th day of the month. Late fee is \$25 or 1.5%, whichever is greater.

Planning a New Build?

Plan ahead for Spring Projects!

If you're planning to build a house or an additional structure on your property that will need electric service installed, please contact Jackson Electric to schedule an appointment to discuss your electric service needs. We can also help you with electric heating and cooling options, and Energy Star rebates.



Call to make an appointment today!

715.284.5385 or 800.370.4607

Use SmartHub to Pay Your Bill

SmartHub, Jackson Electric's online bill pay service, has several features that make managing your account as easy as possible.

With SmartHub, you can:

- Pay your bill
- View, print, or download current and previous billing statements
- Access your account 24/7
- Review electricity use
- Set up your account for automatic payment
- Receive e-mail and/or text notifications regarding your account

Convenient Ways to Pay Your Jackson Electric Bill							
	AutoPay	Mail	Mobile App	Office	Online	Phone	Certified Bank Funds
If I get a paper bill, I can pay by:	✓	✓	✓	✓	✓	✓	✓
If I get an electronic bill, I can pay by:	✓	✓	✓	✓	✓	✓	✓
If I want to pay by credit or debit card, I can pay by:	✓		✓	✓	✓	✓	
If I want to pay with a paper check, I can pay by:		✓		✓			
If I want to pay by cash, I can pay by:				✓			
If I want to make a payment 24/7, I can pay by:	✓		✓		✓	✓	
If I want confirmation of my payment today, I can pay by:			✓	✓	✓	✓	

You can always pay your bill by telephone! Call 844.759.3984



Access SmartHub by visiting www.jackelec.com or by downloading the mobile app from the Apple Store or Google Play Marketplace.

Purchase for Energy Efficiency - Get a Rebate!

Jackson Electric has rebates on the purchase of Energy Star appliances, electric heat pumps, and LED lighting. Go to www.jackelec.com or contact our office for more information.



Break-Through at Youth Leadership Congress!

Three days. More than 100 students. Dynamic speakers. University of Wisconsin-River Falls campus. It's that time of year when registration opens for the annual Youth Leadership Congress (YLC), sponsored by Wisconsin electric cooperatives including Jackson Electric Cooperative.

This year's YLC will be held July 24-26 at the UW-River Falls campus. Students will participate in team-building activities, learn about cooperative principles, and have an opportunity to interview and campaign to be part of the Wisconsin Youth Board. All sessions are designed to develop the next generation of community leaders. Those students attending YLC also have an opportunity to apply for a \$1,000 scholarship offered by the Wisconsin Electric Cooperative Association.



Students have an opportunity to participate in team-building activities and learn about cooperative principles during the YLC.

Jackson Electric Cooperative sponsors high school students who will be sophomores, juniors, or seniors in the fall to attend this event. Enrollment and transportation costs are covered by the co-op. Learn how you can break-through at YLC by contacting Brandi at bshramek@jackelec.com by June 14, 2019. For more information on YLC, go to www.jackelec.com.

Connections

Visit us on the web! www.jackelec.com

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Phone: 715.284.5385 or 800.370.4607

Outage reporting: 855.222.3275

Credit/debit card payments: 844.759.3984

General Manager – Kevin Babcock

Board of Directors – Gary Woods (President), Chris Curran (Vice President), Dave Peasley (Secretary/Treasurer), Jerry Huber (Dairyland Power Rep.), Stan Gran, Brian Huber, Jerry Wagner, Kristi Hanson, and Dan Smrekar.

Editor – Carol Blaken



Your Touchstone Energy® Cooperative

Jackson Electric Cooperative is an equal opportunity employer and provider.

Winter Moratorium Ends April 15

Please contact Jackson Electric **BEFORE** April 15 to make payment arrangements for past due electric accounts. All past due accounts need to be reconciled **before April 15** in order to avoid any disconnection of your service. Failure to contact us about your past due account could result in service fees along with disconnection of your electric service.