

MEMBER COMMENTS ON ELECTRIC HEAT LOAD MANAGEMENT HOURS



At the conclusion of the recent random member survey, several members had questions or comments regarding the cooperative's policies, procedures, and programs. Every member comment or question is important to the growth and success of the cooperative. Input is taken into consideration, which is why management read all the comments and selected several that will be addressed over the next few months. If you have further questions or comments after reading the cooperative's response to a comment, please contact the office directly.

Member Comment: "In the winter when they turn the heat off for so many hours, it can really affect our comfort. They usually send out a card to let us know when the heat is going to be off, but it's off much more than what the card says. Sometimes it's three to four times a week. Being off for five hours, it starts to get cold."

Cooperative's Response: The notification that is sent is in regards to the dual fuel electric heat test that takes place annually in November, typically the week before Thanksgiving. This test is conducted to ensure backup heating systems are operating properly. The test date and protocol is determined by our power supplier, Dairyland Power. During this test, Dairyland will send a signal to the load management receiver, located near your electric meter, to switch off the electric heat unit. The backup heating system should start automatically when the electric heat is controlled. Because we are able to read meters remotely, Jackson Electric is able to work with Dairyland to determine which electric heat units were not controlled and ran through the test period. Our meter technician is then able to correct any load management receiver issues before the load management season begins.

This test is also an opportunity for the member to correct any issues that occur with the backup heating system. If your system does not start automatically when the internal

temperature of your house drops below your thermostat setting, you may want to consult with your local HVAC dealer to correct any issues. The test period is approximately four to five hours. This is an appropriate amount of time to provide Dairyland with enough information to rectify any issues on the power supplier's side.

Understanding the Dual Fuel Electric Heat Program

Under the dual fuel program, the electric heat is switched off during periods of peak electrical demand or when the cost of electricity is high. Homeowners on the dual fuel program receive a lower energy rate for their separately metered electric heat.

Because the electric heat is switched off on the coldest days of the year, this program requires the use of a non-electric backup heating system for use during the peak control periods. Most backup heating systems start automatically when the electric heat is being controlled.

Full load control periods, otherwise known as peak electric demand periods, could occur three times per winter season. Dairyland Power refers to the months of December, January, and February as the winter season. The control runs from 5 to 9 p.m. Full load control events are announced on Jackson Electric's Facebook page and WWIS and WXXX-affiliated radio stations. Economic dispatch, or a control issued due to high electricity prices, could occur multiple times throughout the months of November through March. Economic control could run from 5 to 9 p.m. under the dual fuel program.

The load management program is designed to save the member and cooperative money. By being able to remove these loads from the grid, it could save our power supplier the expense of higher energy costs and those savings are passed on to the member.

If you have questions or concerns regarding the electric heat load management program, please contact Jackson Electric's office.

WATER HEATER PROGRAM CHANGES COMING IN 2016

Due to federal government regulations on electric water heaters, Jackson Electric is revising its current water heater program. Program updates will be published following the result of board action and will be published in this magazine, quarterly member newsletter, bill inserts, Facebook, and at www.jackelec.com.



DUAL FUEL/OFF PEAK RECEIVER TEST NOVEMBER 18

Jackson Electric Cooperative members on the dual fuel/off-peak heating program will experience an interruption in their electric heat on Wednesday, November 18, starting at 5 p.m. At 9 p.m., a gradual restoration of heating systems will begin, with all heating systems back on by 10:30 p.m. Please make sure your backup heating system is operational before this date.

This system-wide test is administered by Dairyland Power. If you have any questions or concerns, please contact Ron or Don at Jackson Electric's office.



Kevin Babcock,
General Manager/
CEO

THANK YOU VETERANS

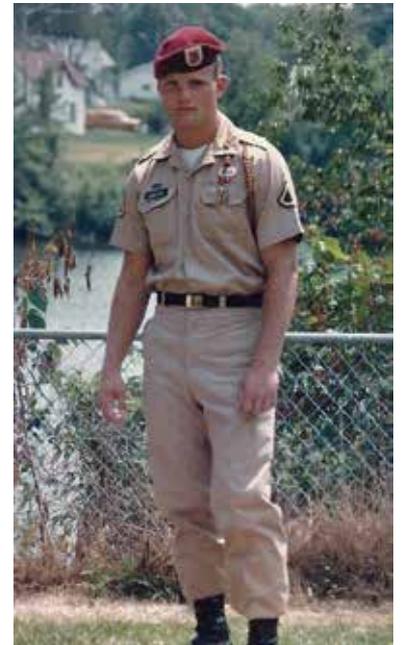
In the little town of Compiegne, France, the Armistice was signed between the Allied Forces and Germany. The Armistice of 1918 ended the World War I. The war to end all wars was finally over on the 11th month, the 11th day, at the 11th hour. My grandpa, PVT James "Guy" Babcock, was able to come home.

On November 11, we celebrate Veterans' Day. This special day recognizes men and women for their service and sacrifice to our country.

As a nation, we have much to be thankful for; and I would like to thank our veterans for their service. I would also like to thank the families of our military who wait today for their loved ones to come home. Lastly, I would like to thank the Gold Star families. These families paid the ultimate sacrifice when their family member died while serving in combat operations.

Several of Jackson Electric's employees have close family members who have served or are serving in the Armed Forces. Thank you and your families for your service.

Happy Veterans' Day!



Kevin Babcock
U.S. Army, 1982 to 1985



Fred Dolesy
U.S. Army, 1947 to 1950
Father to Brian Dolesy,
warehouse clerk



Jerry Blaken
U.S. Army Reserves, 1966 to 1972
Father-in-law to Carol Blaken,
communications specialist



Donald Bush
U.S. Marines, 1943 to 1945
Grandfather to Matt Bush,
lineman



Curtis LaGaisse
U.S. Army, 2006 to 2010
Son of Carmen LaGaisse, billing clerk



Lee Hansen
U.S. Air Force, 1976 to 2011
Father to Jesse Hansen, lineman



Diane Hansen
U.S. Air Force, 1984 to 1990
Mother to Jesse Hansen, lineman



Travis Hansen
U.S. Air Force, 2005 to 2012
Brother to Jesse Hansen, lineman



Lucas Hansen
U.S. Air Force, 2006 to 2013
Brother to Jesse Hansen, lineman

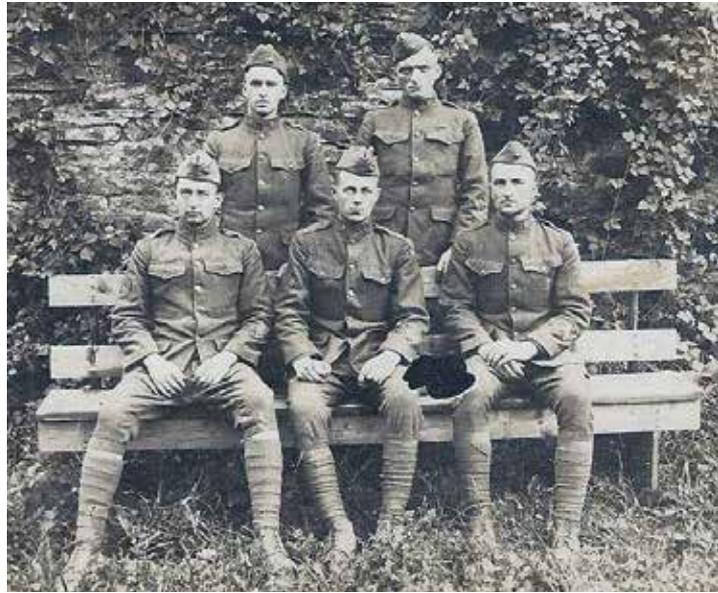


Rebecca (Bjerke) Ayers
U.S. Navy, 2001 to 2005
Daughter of Pam Bjerke, receptionist/
member services assistant

Gary Zager
Wis. Army National
Guard and U.S. Army
Reserves, 1992 to
2013
Husband to Bertina
Zager, receptionist/
operations assistant



James "Guy"
Babcock
(seated
middle)
U.S. Marines,
1916 to 1919
Grandfather
to Kevin
Babcock,
general
manager/CEO



Arlie Babcock
U.S. Army, 1946 to 1952
Father to Kevin Babcock, general
manager/CEO



Jim Babcock
U.S. Army, 2006 to 2013
Son of Kevin Babcock, general
manager/CEO



Nathan Babcock
U.S. Army, 2007 to 2013
Son of Kevin Babcock, general
manager/CEO



Doug Lindow
U.S. Army, 2000 to present
Son-in-law to Scott Peterson,
work order clerk



Dale Tenner
U.S. Navy, 1952 to 1956
Father to Steve Tenner,
lead lineman



Randy Bjerke (U.S. Marine Corps Retired, 1974 to 1994), Jason Ayers (U.S. Navy,
2000 to present), Jerome Bjerke (U.S. Army, 1949 to 1952); husband, son-in-law,
father-in-law to Pam Bjerke, receptionist/member services assistant



Ross Arneson
U.S. Army Air Force, 1942 to 1946; father to Pam Bjerke,
receptionist/member services assistant



Ron Danielson (1963 to 1967), Helmer Danielson
(1959 to 1962), Laverne Danielson (1955 to 1959);
all served in the U.S. Navy; uncles to Dan McKevitt,
staking/line design/lineman

MY CO-OP



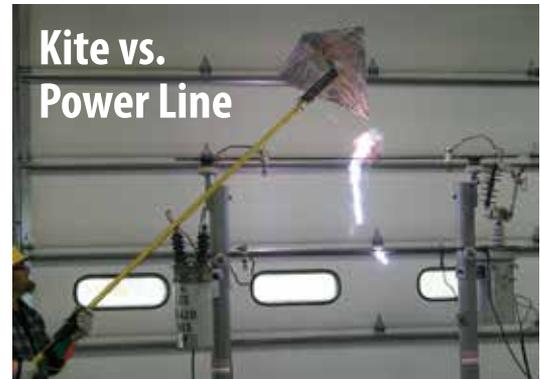
BUDGET FOR A COLD WINTER



No one can predict what type of winter weather we'll have in Wisconsin. According to www.almanac.com, it is anticipated that winter will be much colder than normal, on average, with above-normal precipitation. Other sources state it will be a mild winter. We're not sure what your crystal ball says, so it's probably best to prepare for cold weather and higher heating costs.

Jackson Electric Cooperative may arrange payment plans with members who are having difficulty paying their electric bills during the winter months. To avoid disconnect fees because of delinquent payments, it is important for the member to contact Jackson Electric as soon as possible to discuss the situation. Energy assistance is available to those who need help in paying their electric bills. If you believe you would benefit from energy assistance, please contact the agencies listed below.

By not paying your electric bill during the winter months, you only put off the inevitable until spring. Disconnection of your electric account may occur in April if insufficient payments have not been credited to your electric account during the winter months. In addition, late fees will add to the burden of paying off a delinquent account.



"Don't fly your kite near power lines. If your kite gets close to the line, drop the string, and don't try to get your kite out of the power line. Call your electric utility." This is one of the lessons that linemen Matt Bush and Jesse Hansen shared with fourth-grade students from Black River Falls Middle School. Jackson Electric Cooperative conducted a hot line demonstration to 125 students as part of the Black River Falls FFA Chapter's Food for America program.

ENERGY ASSISTANCE AVAILABLE

During times of hardship, there are programs available to help families and individuals financially endure the heating season.

Western Dairyland Economic Opportunity Council, Inc. administers the low-income portion of Jackson Electric Cooperative's Commitment to Community funds for electric bill assistance and home weatherization. Contact 800.782.1063, ext. 231, for more information on this program.

Other Agencies That May Provide Assistance

Jackson County Health & Human Services	715.284.4301
Clark County Social Services	715.743.5233
La Crosse County Human Services	608.785.6050
Monroe County Human Services	608.372.8900
Monroe Community Action Program	608.269.5021
Trempealeau County Social Services	715.538.2311
Consumer Credit Counseling	888.771.4673
Energy Help Hotline	800.522.3014

ELECTRIC BILL-PAYING OPTIONS

- Pay online using your checking account or credit/debit card. Go to www.jackelec.com and click on the "Your Online Bill Payment Service" tab to set up your account. This is a secure site.
- Download Jackson Electric's mobile electric bill-paying app available for Apple and Android smart phones.
- Mail your payment. Please include your signed check and payment stub. Due to delays in the mail service, please allow enough time for your payment to reach our office. The day we receive your payment is the day your payment is credited to your account.
- Pay in person at Jackson Electric Cooperative. Because of the federal Red Flags Rule, please be prepared to show your current electric bill or confirm your mailing address and the last four digits of your Social Security number. Our office hours are Monday-Friday, 7:30 a.m. to 4:00 p.m.
- Use the 24-hour secure drop box located at Jackson Electric Cooperative's headquarters.
- Pay by phone using your credit or debit card.



Customer Service 715.284.5385
800.370.4607
Outage Reporting 855.222.DARK (3275)
Diggers Hotline 800.242.8511
www.jackelec.com

Mailing Address: P.O. Box 546
Black River Falls, WI 54615
Office Hours: Monday – Friday, 7:30 a.m. to 4:00 p.m.
Board of Directors: Gary Woods, President
Jerry Huber, Vice President
David Peasley, Secretary-Treasurer
Daniel Smrekar, Junior Jacobson, Stanley Gran, Brian Huber, Chris Curran, Jerry Wagner

Kevin Babcock, General Manager/CEO

Jackson Electric Cooperative is an equal opportunity provider and employer.

Your Touchstone Energy® Partner