

New Customer Information System

SET TO GO LIVE FEBRUARY 12

What you need to know

As we get ready to go live with our new customer information system, please be aware of the following dates:

Tuesday, February 6, 2018: This is the final day you will be able to make a payment through our “old” system. Bill4U is unavailable after this date.

Wednesday, February 7, 2018: February billing statements, January’s usage, will be mailed.

Thursday and Friday, February 8–9, 2018: The customer information system will not be available to process electric bill payments. We will be processing electric bill payments manually. You may continue to mail in your payment or drop off your payment at our office.

Monday, February 12, 2018: The new and improved customer information system goes live. Since this is the first day our customer service representatives will be working with our members’ accounts in the new system, we ask for your patience during this transitional period.

Monday, February 19, and Wednesday, February 21, 2018: Customer service representatives will be available to help members sign up to pay online. This will be held at Jackson Electric from 4 to 8 p.m. on both dates.

Saturday, February 24, 2018: Customer service representatives will be available at Jackson Electric from 9 a.m. to 1 p.m. to help members sign up to pay online.

March, 2018: All members will receive a new and improved billing statement in the mail.

If You Currently Pay Online

None of your log-in information will transfer to the new system. Once you are logged into the new system, you will have to set up your account information. New account numbers will be assigned, and will be listed on your March billing statement. Please contact our office to receive your account number after February 12 if you would like to set up your online account before you receive the March billing statement.

If you currently receive paperless electric billing statements, you will have to reset that option in the new system. All accounts will receive a paper billing statement in March.

Credit/Debit Card Payments

To protect your identity, your credit/debit card account number will not transfer to the new online bill pay system. After you set up your account, you will have to re-enter your information.

One-Time Pay Option

This is a new payment option that will be available with the new system. You will be able to make a one-time payment by credit card, savings or checking account. Registration will not be required. There will be a link on our website to access the Pay Now page. More information on this new option will soon be available.

Payment by Credit/Debit Card by Phone

Jackson Electric will have a designated phone number for credit and debit card payments. You can continue to call our office with a card payment, but you will be redirected to a secure phone line where your payment will be processed. We will be publishing a credit/debit card payment processing phone number in our February issue.

Mobile App

Information will soon be available if you are interested in downloading Jackson Electric’s new mobile pay app. This will be available for Android and Apple supported smartphones.

As we get closer to the go-live date, more information will be mailed directly to you and published in this magazine. Jackson Electric’s employees are committed to making this transition as smooth as possible for members.



DISTRICT MEETINGS TO BE HELD

Jackson Electric Cooperative is divided into nine director districts; one director from each district makes up the cooperative's board of directors. District meetings are held in three of the nine districts each year, and a director is elected at each district meeting. The newly elected directors begin their terms following ratification at the annual meeting. This year's district meetings will be held on the following dates and locations:

District # 4

Tuesday, January 23, 2018, at the Taylor Community Center at 7 p.m.; incumbent is Chris Curran.



District #5

Tuesday, January 16, 2018, at Jackson Electric Cooperative at 7 p.m.; incumbent is Dave Peasley.



District #7

Wednesday, January 17, 2018, at the Irving Town Hall at 7:30 p.m.; incumbent is Brian Huber.



If you have a meter in one of these districts, you will receive a meeting notice dated December 28, 2017. If you have any questions regarding the district meetings or what district you're located in, please contact our office.

Obligations of the Board of Directors

The board of directors provides leadership and guidance to Jackson Electric Cooperative's management. Their primary responsibility is the establishment of long-term, broad objectives, purposes, and visions for the cooperative. The directors, as stated in Jackson Electric Cooperative's Policy 202:

- Ensure the operations are consistent with the articles and bylaws, understand the corporate philosophy, act in good faith in handling the affairs of the cooperative, avoid conflicts of interest, and represent the best interests of the members.
- Have or acquire the minimum knowledge and skills necessary to direct the affairs of the cooperative.
- Make every effort to attend all meetings of the board and to study materials that are sent prior to each board meeting.

Excerpt from Article III, Section 2. Election of District Directors..." Nominations for director to represent the district shall be made from the floor at the district meeting, and in addition to the other qualifications required by these bylaws, the prospective director must be a resident of the district he or she is to represent. Election shall be made by secret written ballot."

Bylaws can be viewed at www.jackelec.com.

Jackson Electric Cooperative's 81ST ANNUAL MEETING

Tuesday, March 13, 2018

Business meeting at 7 p.m.

Lunda Theatre in Black River Falls

Your annual report will be included with the March WECN.

RULES OF THE ANNUAL MEETING

These rules are set in accordance with Jackson Electric Cooperative Bylaws, Article II, Section 7. Jackson Electric Cooperative's annual meeting will be held on Tuesday, March 13, 2018, at the Lunda Theatre in Black River Falls.

1. The meeting will be conducted in accordance with Roberts Rules of Order Newly Revised edition.
2. Any speaker must be recognized by the Chair before speaking.
3. Only members and duly registered guests will be recognized by the Chair; each person so recognized must give his or her name.
4. Unless otherwise approved by the Chair, those recognized are to limit their questions and comments to three minutes, with any rebuttal limited to two minutes.
5. Questions and comments from members and duly registered guests will be in order during old and new business sessions, and at the conclusion of the officer reports, if invited.
6. No resolution affecting Jackson Electric Cooperative may be submitted by any member, unless written copies have been received by Jackson Electric Cooperative by January 13, 2018. This will permit time for review by the Jackson Electric Cooperative Board of Directors to make its recommendation to the meeting as to approval or rejection.
7. No signs or handouts will be permitted within the building of the place of the meeting, except such handouts as required for the official conduct of the Annual Meeting. No handouts made available outside of the building will use the name of the Cooperative, its letterhead or logo to imply that the Cooperative supports or opposes any resolution.
8. No demonstrations shall be held within the building of the place of the meeting.

Annual Meeting Voting Procedures

Voting may be by voice vote (one vote per membership)

Introducing....

JacksonSolar LLC

Selling and installing solar panels to assist in meeting your energy needs. If you're interested in participating in this solar energy pilot project, please contact our office at 715.284.5385.

ENERGY EFFICIENCY REBATES FOR 2018

This year's rebates for the purchase and installation of qualified energy efficient appliances, lighting, heat pumps, electric boilers, and more are available. Go to www.jackelec.com to find out if your item qualifies or contact our office. More details on this year's rebates will be announced in next month's *Wisconsin Energy Cooperative News*.



TAX EXEMPTION FORMS

If your business qualifies for tax exemption, a Wisconsin Sales and Use Tax Exemption Certificate needs to be on file at our office in order for the sales tax to be exempt from your electric account. You can download the form at www.jackelec.com/My Account/Tax Exempt or contact our office.

MEET YOUR DIRECTOR, JERRY WAGNER

Jerry Wagner is JEC's District 6 director from the Township of Albion. He and his wife, Shirley, moved to Jackson County in 1987 with their four children. The family has grown since, with the addition of 18 grandchildren. His family operates a certified organic farm, Clover Valley Dairy. They have been producing organic milk since 1992. Jerry says, "On our dairy operation we have been utilizing intensive rotational grazing since 1989."



You may have visited Clover Valley Dairy Farm once, or even twice, if you've attended the Jackson County On-The-Farm-Breakfast. "We hosted the dairy breakfast in 1997 and again in 2010," shares Jerry. This was the first farm to host the breakfast twice.

Jerry's involvement with the board began when he was appointed after the passing of the previous district 6 director. His duties on the board include serving on the labor and marketing/communications committees. When he is not serving on the board or working with farm operations, Jerry also serves on the Jackson County Dairy Committee. He has served on the committee for 28 years.—*Brandi Shramek, communications intern*

SCHOLARSHIPS AVAILABLE

Jackson Electric offers a \$1,000 scholarship to each of the following high schools:

- Alma Center-Humbird-Merrillan
- Black River Falls
- Blair-Taylor
- Melrose-Mindoro
- Neillsville
- Osseo-Fairchild
- Sparta
- Whitehall



Please contact your high school guidance counselor for scholarship requirements. Recipient is selected by the respective high school

Home-Schooled, Private School, and Open-Enrolled Students

A \$1,000 scholarship is also available to students in this category. Scholarship applications can be downloaded at www.jackelec.com under the Community tab or from our office.



WHAT YOU NEED TO KNOW ABOUT PORTABLE ELECTRIC SPACE HEATERS

All portable electric space heaters are 100 percent efficient, regardless of the manufacturer's name, and watt for watt, they all provide the same heat output and cost the same to operate. For example, a 1,500-watt milkhouse electric space heater produces the same amount of heat as a 1,500-watt household quartz or infrared electric space heater.

If you're planning to purchase a portable electric space heater, it's important to know how many watts the space heater draws. The higher the watts, the more heat it will deliver and the more it will cost to operate. Most portable heaters do not exceed 1,500 watts because a higher wattage would overload a typical 15-amp outlet, and likely trip a breaker or blow a fuse.

Know the size of your room you plan to heat with your portable electric space heater. A 1,500-watt heater, which can heat a room that's about 150 square feet, delivers approximately 5,120 BTUs/hour. BTU, a British Thermal Unit, is a unit of measure for the output of heating and cooling systems. Typical residential furnaces (whole house) range from 45,000 to 120,000 BTUs/hour. It would be impossible to heat your whole house with one electric space heater. We do not recommend the use of multiple electric space heaters as they will dramatically increase your electric bill.



IS WOOD A CONDUCTOR OF ELECTRICITY?

This was a question asked when the Black River Falls fourth-grade class recently visited Jackson Electric Cooperative. Journeyman Linemen Matt Bush and Jesse Hansen demonstrated how a tree branch can conduct electricity when they simulated how a branch can be like a breaker to light a lamp. The safety lesson: Don't climb trees that are near power lines.

Jackson Electric and the Black River Falls FFA Chapter teamed up to talk with the fourth-grade class about electrical safety during the FFA's Food for America program.


WATER HEATER PRICES

Jackson Electric has the following water heaters available for purchase by members:

- 50-gallon Rheem: \$415 plus tax (no rebate available)
- 105-gallon Marathon: \$1,100 plus tax (\$400 rebate at the time of purchase if a load management receiver is installed)

Water heaters with a load management receiver continue to qualify for free parts and labor between the hours of 8 a.m. and 2:30 p.m. on regular working days. Repairs done after-hours and on cooperative-recognized holidays will be charged a \$150 service fee.



Your Touchstone Energy® Cooperative 

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, Kristi Hanson, 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 