



CO-OP CONNECTIONS® DAY



Save with Your Card on October 5, 2018

October is National Cooperative Month and one way to celebrate the cooperative business model is to save at local and national businesses using your Co-op Connections® Card. [1829790]

On October 5, 2018, KEC invites you to take advantage of the benefits the Co-op Connections® Card provides by participating in Co-op Connections Day. Find special deals at www.connections.coop and watch our Facebook page for more information.

Need a new card? Contact KEC at 208.765.1200 or download the “Co-op Connections” app (available in the Apple App Store or Google Play Store). [1447334]

If you are a local business you can join the Co-op Connections Program for no cost—just contact us at 208.765.1200 or kec@kec.com.

Power Quality and Service Modification Reminders

What is Power Quality?

Power quality is the quality of the flow of electrical energy to electrical devices. Poor power quality causes electrical device malfunctioning, flickering lights, inconsistent operation or premature failures. Poor power quality can be caused by many things, including loose wiring, poor grounding, failing breakers, undersized wiring or the addition of equipment or appliances such as on-demand water heaters or heat pumps to a location without the appropriate transformer upgrades.

Service Modifications

When your KEC service was installed, your equipment was sized to meet your power needs at that time. We understand member needs change over time and our equipment may need to be upgraded to ensure optimal power quality. Please notify KEC if you are going to make a significant upgrade, such as purchasing a new heat pump, adding computer servers or installing a water pump. This also includes updating your home's electrical service or converting a gas appliance to an electric appliance. By notifying us we can ensure your new electric equipment and our electric service are compatible so your power quality is the best it can be. It will also help you plan for any unexpected costs to upgrade your electric service.

Members are encouraged to call KEC at 208.765.1200 if they experience any power quality issues or make any of the changes listed above. KEC will conduct an investigation at no charge.

Record Year for the KEC Golf Classic

KEC's Golf Classic had another successful year, breaking the previous record and raising more than \$22,500 for the Kootenai Electric Trust's Operation Round Up® Scholarship Program. The event took place on June 22, 2018 at the Coeur d'Alene Resort Golf Course. Thank you to all the players for making the event a success! A special thank you to our Signature Sponsor Idaho Forest Group and other major sponsors including: Advanced Benefits, Altec, Anixter, Associated Arborists, Border Sheet Metal and Heating, Centennial Distributing, Cline's Air Conditioning Service, CoBank, EES Consulting, General Pacific, Ginno Construction, Grizzly Glass, International Line Builders, Thorco, Valley Empire Collection, Valley Transformer, Vasseur and Schlotthauer, and Zumbo Land Management.



It's Time for Fall Heat Pump Maintenance

Fall is a good time to think about heat pump maintenance. Like all heating and cooling systems, proper maintenance remains the key to efficient heat pump operation. The difference in electric use between a well-maintained heat pump and a neglected one can be 10 to 25%. [1834476]

It is recommended you clean or change filters once a month, or as needed, and maintain according to manufacturer's instructions. Dirty filters, coils and fans reduce airflow which will decrease system performance and possibly damage the equipment. Clean the outdoor coils whenever they appear dirty and occasionally turn off power to the fan and clean it. Remove vegetation and clutter from around the outdoor unit and be sure to clean the supply and return registers within your home.

You should also have a professional technician service your heat pump at least once a year. The technician should do the following:

- Inspect ducts, filters, blower and indoor coils for dirt and other obstructions.
- Diagnose and seal duct leakage.
- Verify adequate airflow and correct refrigerant charge. Check for refrigerant leaks.
- Inspect electric terminals, clean and tighten connections and apply non-conductive coating.
- Lubricate motors and inspect belts for tightness and wear.
- Verify correct electric control, making sure that heating is locked out when the thermostat calls for cooling and vice versa. [1831734]
- Verify correct thermostat operation.

Visit www.kec.com to learn more about heat pumps and rebates.

Get Your Deposit Back with Smart Pay (Prepaid Billing)

Did you provide a deposit to KEC when you signed up for service? If so, enrolling in Smart Pay will allow KEC to apply your account deposit toward your energy charges. Smart Pay is an affordable prepaid electric rate for residential and general service members. With Smart Pay you can prepay for your electricity monthly, weekly or randomly—the choice is yours.

It works like this: When you make a prepayment it is immediately credited to your electric account. Each day the cost of the electricity you use is deducted from your account. Monitoring your account and electric use is easy with SmartHub (KEC's online account management system and app) and you will never be charged late payment, disconnection or reconnection fees. Payments can be made 24 hours a day online

and by phone, or during business hours at our office. By knowing how much energy you and your family consume, you can better budget your electric payments. We've also found that members prepaying for their electricity reduce their electric use an average of 8% annually.

Things to consider before signing up for Smart Pay:

- A \$50 initial payment is required toward future consumption.
- You can switch back to traditional billing at any time (keep in mind a deposit may be required to switch back to traditional billing).

For more information or to sign up call us at 208.765.1200. [1821521]



Early Discounted Capital Credit Deadline Approaching

By now you've probably heard about KEC's Early Discounted Capital Credit program. In late July 2018, members were mailed information about this program, which allows qualified members the choice to receive the current value of their 2017 capital credits this year OR receive a normal retirement at some point in the future (generally in 25-30 years).

Members who participate in the Early Discounted Capital Credit program will receive a credit on their billing statement mailed in November 2018. Visit www.kec.com for program details, terms and conditions. An election to participate or not in this program is made by the KEC member account holder on a voluntary basis. Members may change their selection at any time; however, the deadline to participate this year is October 1, 2018. To change your selection, contact us at 208.765.1200 or capitalcredits@kec.com.

CARBON-FREE ENERGY OPTIONS

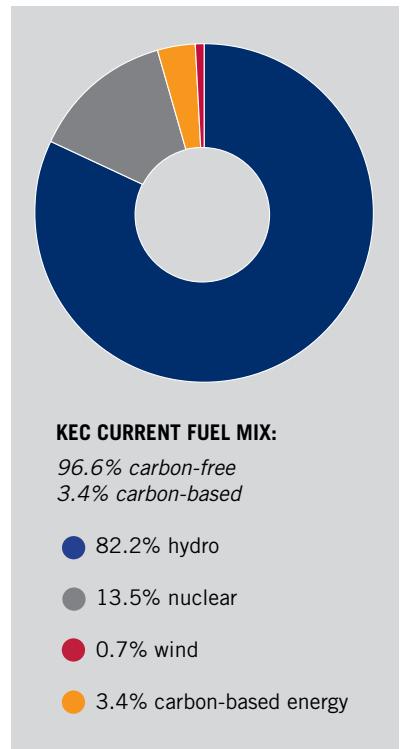
Although 96.6% of the power KEC sells is carbon-free, some members would like the option to be 100% carbon-free in their energy purchases. KEC is now offering two carbon-free energy options. In short, these programs allow carbon-conscious members to offset all or a portion of their power from carbon-free resources. Participation in these programs lowers your carbon footprint without having to purchase or maintain equipment. As an added bonus, all contributions collected through these programs are placed into a reserve fund for future renewable energy projects. Please note: these programs are voluntary and the members participating in them fully cover the program costs. By signing up, members agree to pay for the program selected in addition to their monthly electric bill. Learn more about the programs below. Contact us at 208.765.1200 or kec@kec.com to sign up.



Top it Off

How it works: Since 96.6% of the power KEC sells is already carbon-free, each month KEC will offset 3.4% of your carbon-based power with carbon-free energy. The dollar amount will vary month-to-month based on your electric use.

For example: if you use 1,000 kWh per month, you would offset 34 kWh (or an additional \$2.62 per month).



Buy a Block

How it works: This program allows you to purchase a fixed block of carbon-free energy offsets. The average KEC member uses 1,000 kWh per month and would need to purchase three blocks to offset their carbon-based power. Each block is \$1 per month and roughly equivalent to 13 kWh of carbon-free energy.

Use this program to partially or fully reduce your carbon footprint, or go above and beyond and help reduce your friends' and neighbors' carbon footprints by purchasing additional blocks.

Interested in how these programs may affect your bill? Use the Carbon-Free Energy Bill Calculator at www.kec.com.

KEC BOARD MEETINGS

Members are welcome to attend monthly board meetings. Meeting dates vary—call Constance Felten at 208.292.3211 for details. [1823911]

ROAD CREW SAFETY



If you're traveling and see one of our crews on the side of the road, we kindly ask that you move over if possible and give them a little extra space to work. We care about the safety of all, and this extra precaution ensures just that.

If you approach a crew while traveling on a two-lane road, moving to the next lane might not be an option. In this case, we simply ask that you slow down when approaching roadside crews. If you approach a crew while traveling on a four-lane road, and safety and traffic conditions allow, please move over into the far lane. [1526247]

WIN A \$50 ENERGY CREDIT

Six KEC account numbers are hidden in this newsletter. If you find your number contact us at 208.765.1200 and receive a \$50 credit on your bill.