

Opportunities for Youth

Calhoun County Electric Cooperative Scholarship –

Any graduating high school senior who is a dependent of a Calhoun County Electric Cooperative member is eligible to apply for the 2022 CCECA scholarship. Applicants must be a student who is enrolled or planning to enroll, in a full-time undergraduate course of study at an accredited college, university, or vocational/technical school in the fall of 2022. Three \$500 scholarships will be awarded. Please download the complete application on our website at: www.calhounrec.coop or contact your high school guidance counselor. Return completed applications to our office on or before 4:30 pm on Friday, April 1, 2022 with the following:

- Completed application
- Essay answering: In your opinion, how does Calhoun County Electric Cooperative make an impact on the local community?

Youth Tour –

Still Time to Apply for High School Leadership Trip to D.C.

Calhoun County Electric Cooperative will send one student on an all-expenses paid Youth Tour trip to Washington D.C. in June.

We are looking for high school sophomore and juniors with a passion for government and public service to apply for a once-in-a-lifetime trip to our nation's capital in June. One student will be selected from eligible candidates to attend the 2022 Youth Tour in Washington, D.C. from June 18-24 along with 40 other student leaders from Iowa.

We are accepting applications until March 2, 2022. High school students in our service territory are eligible to apply; the student must be a current sophomore or junior high school student. The application process consists of completing our application form which includes essay questions. We will conduct in-person interviews with the top three applicants. The top three will also receive a scholarship after completion of their first semester of college.

You can download our application form at www.calhounrec.coop/youth-tour-washington-dc or stop by our office for a printed copy. Guidance counselors at our local schools also have applications available. Contact Kayla Wiederin at kwiederin@calhounrec.coop or 712-297-7112 if you have more questions.



Students can apply now for a trip to our nation's capital from June 18-24!

Area high school students interested in government and public service are encouraged to apply! Learn more at IowaYouthTour.com



Opportunities for Youth

Front

Scholarship & Youth Tour

Outage Reporting 101

Page 2

After Hours System

2021 Operations by the Numbers

Page 3

Snapshot of 2021's operations activity

Recent Legislative Events

Page 3

Conversation about issues facing electric co-ops

Space Heater Safety

Page 4

Update your space heater

Member Challenge

Page 4

Find the answers within the newsletter for a chance to win a bill credit

A photograph of two call center workers, a man and a woman, wearing headsets and looking at their workstations. The man is in the foreground, looking slightly to the right. The woman is behind him, also looking to the right.

Outage Reporting 101:

What to Expect – Plus Tips for Reporting Your Power Outage

Do you ever wonder whether it's necessary to report your power outage? The answer is "yes!" When your home, farm, or business is out of power, we need to know; you may be the only one experiencing the outage. We're very proud of our reliability record and do everything we can to avoid power outages. Even with everything we do to prevent outages, sometimes outages are unavoidable.

There can be any number of reasons you may lose power, including animal intrusion, equipment failure, severe storms, or transmission issues from our power supplier. No matter what the cause, it is important that you report your outage as soon as you are aware of it. It could help us determine the scope of the issue. It could also help us restore power as quickly and safely as possible.

What to expect when you report an outage?

If you experience an interruption in power, please call us at 712-297-7112 to report your outage. During normal office hours (Monday through Friday from 8:00 a.m. to 4:30 p.m.), your call will be answered by one of our local team members. For after-hours reporting, your call will be routed to our call handling and line crew dispatch service provider Cooperative Response Center (CRC). They have customer service representatives (CSR) available around the clock to take your call. If you call us after-hours, you will hear a greeting: "Thank you for calling Calhoun County Electric Cooperative." If we are experiencing a wide-spread outage, you may also hear more detailed information about the areas in our service territory that are affected.

You will be prompted to "press 1" to report an outage, "press 2" for billing, or "press 3" for other inquiries. If the phone number you are calling from is recognized by our system, the CSRs will easily be able to identify your account. If the phone number is not recognized, you will be asked to enter your 10-digit phone number that would be found on your electric account.

If you press 1 to report an outage, your call will either be directed to a CSR or to an automated interactive voice response (IVR) software system. It is always our priority to answer all calls with a CSR, however during times of heavy call volume, it may be necessary to utilize our automated system to ensure calls are handled as quickly and efficiently as possible.

If your call happens to go to the IVR but is not able to be processed because the system does not recognize your phone number, your call will be directed to a CSR queue to be answered in the order in which your call is received. You'll hear an automated "thank you for holding" message every 30 – 45 seconds as you wait. If call volume is so heavy that it will require you to remain on hold for a large amount of time, you will be prompted to call the utility back at a later time.

"I highly encourage all our members to provide us with accurate contact information. Many of our members were able to report their outage in less than two minutes using the IVR if they were calling from the number we had in the system."

–Keaton Hildreth, CEO, CCECA

Expediting the outage reporting process

Providing excellent service to our member consumers is of the utmost importance to us. Although reporting an outage through technology or holding for a time to report your outage is not ideal, it is important to do so to make us aware you are out of power.

To reduce the amount of time you spend on the phone, it is helpful that you provide important key information to us at your earliest convenience to avoid delays in getting help to you as quickly as possible.

By linking your home and cell phone numbers to your account, your call will be immediately recognized by our system, considerably shortening the response time.

We are here to serve you

As a member consumer of Calhoun County Electric Cooperative, we strive to provide you with the best service possible. If you have any questions about our services or would like to update your contact information, please contact us at 712-297-7112.

Recipe of the Month

Sour Cream Blueberry Muffins

INGREDIENTS:

- 2 eggs
- ½ cup butter, melted
- ¾ cup sugar
- 1 tsp vanilla extract
- ½ cup buttermilk
- 1 cup sour cream
- 2 cups all-purpose flour
- ½ tsp kosher salt
- 2 tsp baking powder
- 1 cup blueberries (fresh or frozen, if frozen – do not thaw)
- 1 TB flour
- Brown or white sugar for topping



DIRECTIONS:

1. Preheat the oven to 425 degrees. Line a muffin tin with paper liners.
2. In a large bowl, add the eggs, sugar, vanilla, melted butter, buttermilk, and sour cream. Whisk until all combined.
3. Add the flour, salt and baking powder to the mix and mix together slowly until it is just combined. Avoid over mixing.
4. In a small bowl, add the blueberries and 1 TB flour. Mix and cover the blueberries then add to the muffin batter. Slowly fold in the blueberries.
5. Fill the muffin cups with batter, about ¾ full. Sprinkle each muffin with a little brown sugar.
6. Bake at 425 degrees for 6 minutes, then turn the temperature down to 375 degrees and bake for another 10 minutes.
7. Remove from oven and cool for about 5 minutes before transferring to a cooling rack. Enjoy!

2021 OPERATIONS BY THE NUMBERS

The numbers are in after another year of construction and maintenance on Calhoun County Electric Cooperative's 758 miles of line.

In 2021, Calhoun County Electric Cooperative rebuilt 8.1 miles of line and completed 183 system improvements.



Bret McAlister
Line Superintendent

6 NEW HOMES

2 GRAIN BINS

2 CELL TOWERS

1 CAMPER HOOKUP

4 MACHINE SHEDS

Recent Legislative Events

Over the past couple of weeks, staff and directors have met with local legislators to discuss issues facing electric cooperatives and the communities we serve. Each year we monitor the legislative session and advocate the Cooperative's position on issues that could affect our member-owners.



Pictured are Keaton Hildreth, CEO, with Director Steve Boedecker & State Representative Mike Sexton



Director Steve Boedecker with State Representative Mike Sexton

Time to ditch your old space heater?

If you can't remember when you purchased your space heater, it might be time to replace it. Just like the flip phones of yesteryear have progressed into today's modern cell phone, portable space heaters have come a long way too. Most of today's models have built-in safety features, such as non-exposed coils and sensors that detect overheating or touch, as well as an automatic shut-off feature in case it gets tipped over.

Regardless of whether your space heater is fresh out of the box or several years old, it should be used safely, since most home heating fire deaths (86%) involve using one, according to the National Fire Protection Association (NFPA). In fact, heating equipment is the second-leading cause of U.S. home fires, right behind cooking.

Along with using a unit that is in good working order, be sure to keep clothing, papers, rugs and other flammable items at least 3 feet away from a space heater. More than half of the heating-related home fires start when items are too close to the heat source, according to the NFPA, including upholstered furniture, clothing, a mattress or bedding.

Safe Electricity and Calhoun County Electric Cooperative recommend these additional space heater safety tips:

1. Read all instructions and only use as recommended.
2. Do not leave a space heater unattended.
3. Plug it directly into an outlet; most power strips and extension cords are not equipped to handle the energy spikes caused by a space heater cycling on and off.
4. Unplug any other item from the outlet you are using; also try to use a dedicated circuit to avoid overload.
5. Keep children and pets away from space heaters.
6. Turn them off before you leave the room or go to sleep.
7. Do not use a heater in disrepair or with a frayed cord or damaged plug.
8. Place them on flat, level surfaces and never place on furniture, counters or carpet, which can overheat.



86% of home heating fire deaths involve space heaters.

Source: National Fire Protection Association (NFPA)

Safe Electricity.org

Use a space heater with care. For additional safety tips, visit SafeElectricity.org.

Reach Us

OFFICE HOURS:

8 a.m. to 4:30 p.m.
(Mon-Fri)

Contact 24/7 with the following numbers:

General Phone:

(712) 297-7112

Toll Free:

(800) 821-4879

Fax:

(712) 297-7211

Visit us online:

www.calhounrec.coop

Email:

info@calhounrec.coop

DIRECTORS:

Jim Miller, President - Fonda

LaVerne Arndt,
Vice President - Sac City

Jason McKenney,
Secretary - Somers

Ron Hanson,
Treasurer - Pomeroy

Duane Beschoner - Lohrville

Steve Boedecker - Rockwell City

Scott Hicks - Lake City

Keaton Hildreth, CEO

Member Challenge



1. How many miles of line were rebuilt in 2021? _____
2. Name one legislator CCECA employees and directors met with: _____
3. What piece of information should you have when calling in to report an outage?

Name _____

Find the answers within the stories, features, and content of this newsletter and you could win a prize. Send your answer to kwiederin@calhounrec.coop, **clip and mail to: Calhoun County Electric Cooperative, PO Box 312, Rockwell City, IA 50579** or **submit on our website: www.calhounrec.coop**. You may mail your entry along with your electric bill payment, but remember there is a deadline! Entries for this issue **must be received by March 1**. Three names will be drawn from all correct entries. Members will receive a **\$10 credit** on their account. Members who answer the questions correctly and participate at least three times throughout the year will be eligible for a \$100 bill credit, through a random drawing, at the end of the year.

Congratulations to the December's member challenge winners:
Lambert Klocke, Lauri McIntire and Dennis Smothers

2021 Overall \$100 Bill Credit Winner: Beryl Birkland



Know what's below.
Call before you dig.

**IOWA ONE-CALL
AT 811 OR
(800) 292-8989
BEFORE YOU DIG**

EASY WAYS TO PAY BILL:

Online: Access through www.calhounrec.coop and pay online 24/7.

Auto Bill Pay (ACH): Deduct from your bank account. Find the form on our website or stop by the office.

Call: Call the office and make a payment over the phone with a card or checking account.

**Outside Drop Box/
Front Corner:**
Rockwell City, IA

U.S. Postal Mail

This institution is an equal opportunity provider and employer.