



# WATTS CURRENT

Raccoon Valley Electric Cooperative  
*Reliable.Affordable.Responsible*



March 2022



## Harris Institute of Technical Training

RVEC Meter Technician Chad Lankford completed the Harris Institute of Technical Training that delivers 432 instructional hours in a series of 108 training sessions over a three-year period. In this extensive electricity metering training, he learned not only the 'how's but also the 'whys,' Thank you for dedication and commitment. Congratulations!

*(R to L) CEO Jim Gossett presenting the certificate to Meter Technician Chad Lankford.*

## Pole Inspection

In order for RVEC to bring our member-owners the safest and most reliable power possible, we continue to incorporate many inspection and maintenance programs on a yearly basis.

Maverick Pole Inspection will start testing and treating poles in the Sac City and Auburn area. They will dig a hole about 18 to 24 inches deep and about 12 inches out from the pole. After exposing the wood, the poles are inspected and treated with a wood preservative, and then the hole is backfilled and the dirt tamped into place. This groundline treatment of wood preservative should extend the pole's life. If they find any rotten poles, RVEC is notified. By changing out the rotten poles that are beyond saving and by other poles being given a groundline treatment of wood preservative, we will be able to provide you with even more dependable electric service in the future. 09.07.01

Their pickup which will be marked with "Raccoon Valley Electric Cooperative" signs. So if you live in these areas and happen to see them on or near your property, rest assured that they are there in our continuing effort to bring you the most reliable, affordable and responsible power possible. If you have any questions, give us a call.

## Winter Moratorium Ends

The winter moratorium ends April 1, 2022. If your account(s) are past due, you will need to come in or call the office to make arrangements by March 31, 2022, to avoid disconnection of your electrical service.

After April 1, 2022, we do not have to post your premise with a 24 hour disconnection notice. Disconnection may occur immediately. Take the necessary steps now to avoid this situation.

## Complaint Procedure

The Iowa Utilities Board requires that all non-rate regulated utilities post the following notice to its membership:

If a member-consumer has a problem with his/her service, please write or call the office headquarters:

Raccoon Valley  
Electric Cooperative  
P.O. Box 486  
Glidden, Iowa 51443  
712.659.3649

If the member-consumer's complaint is related to the Raccoon Valley Electric Cooperative's service rather than its rates, and Raccoon Valley Electric Cooperative does not resolve your complaint, you may request assistance from the:

Iowa Utilities Board  
1375 E. Court Avenue, Room 69  
Des Moines, Iowa 50319  
515.725.7321 or  
877.565.4450  
customer@iub.iowa.gov

## — CEO Comments —



Jim Gossett

“Hi, would you like to take a survey?” I wouldn’t, at least not most of the time. Like you, I delete a lot of emails asking me to take a product survey or review a service experience. However, if I am engaged in an organization, use a product or service, or know from experience the results are taken seriously and acted upon, I will take a survey and offer my opinion.

RVEC uses research and benchmarking tools on a state, regional and national level to learn what is happening with member-owners not just here, but across the industry and across the country. This helps us by providing data-driven examples of how to best serve RVEC member-owner.

One of RVEC’s best resources for information about what member-owners demand for service excellence is the American Consumer Service Index (ACSI). You may remember this one, a survey conducted regularly to gauge your satisfaction in RVEC and our service to you, the member-owner. Our ACSI scores are climbing because we take your opinion seriously and act upon your input to make RVEC better.

RVEC also uses our membership in Touchstone Energy – a cooperative – that helps electric cooperatives, throughout the country strengthen relationships with their member-owners by delivering member service research and benchmarking tools. We can compare our performance against others in the industry.

Touchstone Energy also supports our member-owner communications and outreach, by sharing best practices among the network of more than 700 member cooperatives. Touchstone Energy also promotes a national image that helps strengthen the perception of the cooperative advantage. I am proud to have been elected to serve a three-year term on the national board for Touchstone Energy. I am looking forward to representing RVEC’s member-owners on a national level.

When it comes to learning the wants and needs of RVEC member-owners, nothing takes the place of in-person communication. To supplement the information that comes directly from you, Touchstone Energy’s resources provide value and helps us provide better service. 12.13.03

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You have read in this space our plans for presenting our member-owners with residential accounts information on their bill that will allow them to better know their peak energy demand. A quick update: Program design and software issues have slowed our progress some, but we are working diligently to present residential peak demand readings on the monthly billing statement. Stay tuned.

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## Monitor Your Energy Use With SmartHub

Did you know that you can view your daily usage on SmartHub?

SmartHub is a web application that allows you to view and change account information, notify customer service of account inquires, and make payments in a secure environment - right from your mobile device, computer or tablet. You are able to monitor and analyze your electric use all at the touch of a button! This service will help manage your account and will free up your time with this convenient and free service.

Go to [www.rvec.coop](http://www.rvec.coop) and click on view and pay my bill to register for the service. SmartHub is also available as an app for smartphones and tablets. The app is free and can be downloaded from App Store or the Android Market.



2022

Residential  
Rebate Program

RVEC offers a variety of rebates and programs to help you, our member-owner, save money and conserve energy. You control how much you save – from a few dollars each month to hundreds of dollars a year – based on your energy needs and participation. RVEC rebates are available at <https://rvec.coop/energycenter/rebates>.



## RECare

RVEC has established RECare, a program of members helping members. RECare provides funds to be distributed by local community action agencies to help pay winter heating bills and to assist in weatherization of homes of low-income consumers.

You may make a one-time contribution or you may make a monthly pledge that will be added to your monthly electric bill. You may also make a contribution part of a matching fund, if there is a matching fund available. Please inform RVEC as to who will be matching your donation so that the appropriate records may be maintained. Even a dollar a month pledge will help others! 22.32.03



## Remember To Spring Ahead

Daylight Saving Time begins Sunday, March 13.  
Turn your clocks ahead 1 hour.

Yes, I want to be part of members helping members and contribute to RECare.

\_\_\_\_\_ I will make a one-time contribution to RECare. My check is enclosed.

\_\_\_\_\_ I will contribute \$ \_\_\_\_\_ per month to RECare. I understand that this amount will be added to my monthly electric bill.

\_\_\_\_\_ My gift is a matching fund gift. The matching fund is to be matched by:

\_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Account No. \_\_\_\_\_



# WATTS CURRENT

Published monthly by  
Raccoon Valley Electric Cooperative

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Raccoon Valley Electric Cooperative  
(RVEC) is an equal opportunity  
provider and employer.



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Program information may be made available in language other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language) should contact the responsible Mission Area, agency, or staff office; the USDA TARGET Center at (202)720-2600 (voice and TTY); or the Federal Relay Service at (800) 877-8339. 38.27.07

To file a program discrimination complaint, a complainant should complete a Form, AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online at <https://www.ocio.usda.gov/document/ad-3027>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of the alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
- (2) Fax: (833) 256-1665 or (202) 690-7442; or
- (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

USDA is an equal opportunity provider, employer, and lender.

## Spot Your Number

Read Watts Current and watch for your location number. If you spot it, call RVEC by the 20th of the month and you will receive an electrical bill credit for \$25.00.