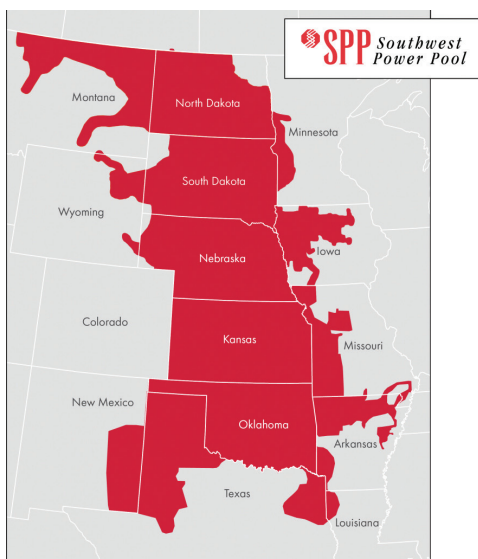




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*Utilities that are members of SPP, including Northwest Iowa Power Cooperative (NIPCO), needed to shed specific amounts of electric load at particular times to maintain a safe and functional electric grid under the EEA Level 2 and Level 3 orders. The SPP-related outages that affected some Iowans were part of a larger electric demand management effort that impacted several states in the Midwest. WIPCO purchases power from NIPCO, so our members are part of SPP.*

**Western Iowa Power Cooperative's mission is to enhance our members' quality of life by providing safe and reliable electric services.**

## Extreme Weather Leads to Unprecedented Measures to Protect Electric Grid

On February 15 and 16, utilities across the Midwest, including several local electric cooperatives in western and north-central Iowa, implemented load control measures and temporary power disruptions to reduce electric demand on the grid. These highly unusual control measures were needed to prevent a catastrophic system-wide blackout. Electric demand reached historic highs due to electric heat use during record-breaking arctic weather that lingered over a large portion of the country. To put it simply, there was not enough available generation/supply to meet this exceptionally high electric use.

### The grid's "air-traffic controllers"

Many electric utilities across the country are members of regional transmission organizations (RTOs) and independent system operators (ISOs), also referred to as power pools. These federally regulated entities work on a regional scale to coordinate, control and monitor supply and demand on the electric grid. RTOs do not own the power grid, but they do work as "air-traffic controllers" of the grid to ensure reliable supplies of power, adequate transmission infrastructure and competitive wholesale electricity prices on behalf of their member utilities. Most Iowa electric utilities are members of one of two RTOs: Southwest Power Pool (SPP) or Midcontinent Independent System Operator (MISO).

SPP issued unprecedented Energy Emergency Alert (EEA) Level 2 and Level 3 orders to its member utilities across several states on February 15 and 16, calling for high levels of electric demand reduction/curtailment to match available supply.

SPP issued the EEA orders to prevent a damaging regional blackout which could have taken days to restore. EEA Level 3 orders are extremely rare and only implemented when absolutely necessary. In fact, these are the first Level 2 and Level 3 orders issued in the SPP's 80-year history.

To comply with the Level 3 orders, some local electric cooperative substations were taken offline for about an hour at a time on average. Unfortunately, these outages occurred with almost no advanced warning as SPP manages electric supply and demand minute-by-minute in real time. Local electric distribution cooperatives had just minutes to initiate substation outages and they worked to avoid interrupting service to critical facilities. 25-18-16507

**Quote from WIPCO General Manager, Jeff Bean, "While some Iowa electric cooperatives experienced substation outages, WIPCO and other Northwest Iowa Power Cooperative (NIPCO) member cooperatives, did not, due to our vigorous load control system."**

These load control measures were unprecedented in our region, stemming from historically frigid weather impacting a vast portion of the country over a prolonged period. While extremely rare, this is another example of how your local electric co-op works to protect the electric grid.  
CREDIT: Erin Campbell, Director of Communications, Iowa Association of Electric Cooperatives



### *Manager's Message*

### **Winter Energy Bills - Why, How, and What**

A common question we get from members is, "Why is my electric bill higher this month?" While we don't have all the answers, we can help with some of the questions you have as to why bills may be

higher than expected, how WIPCO can help, and what you can do to reduce your energy use.

**Why?** When temperatures go down in winter, heating needs go up, which increases energy use in homes and other spaces. Even if you keep the thermostat at the same temperature inside, the furnace has to work harder when it gets colder outside which increases your energy use and therefore, increases your energy bill.

In the first half of February, Iowa experienced persistently frigid weather over the course of several days. Many of us used space heaters, electric blankets, fireplaces and other supplemental heating sources in addition to running the furnace to keep warm. Our water heaters were working hard, too, which means energy bills will be higher than in previous months. Space heating and water heating are the two biggest drivers of energy use in most households, accounting for over 50% of a home's energy use during the winter months.

WIPCO members are billed for the electricity used in the previous month, so you will receive a bill in March for your February electric use. February was colder than January, so your bill for February electric use could potentially be higher than the previous month's bill unless you are enrolled in our budget billing plan, which provides consistent bill amounts month-to-month.

The energy costs on your bill are passed through from our power supplier, Northwest Iowa Power Cooperative (NIPCO). This energy cost will vary and fluctuate up or down month-to-month based on how many kilowatt-hours you used. Energy and demand costs reflected in your kilowatt-hour rate remain stable due to our long-term contract with NIPCO.

## UNDERSTANDING YOUR BILL



WIPCO bills you after you have used the energy. Your monthly bill shows the days in the billing cycle. If your bill seems high, compare the dates on your bill against your personal calendar. What was going on? Who was home? What was the weather like?

Another factor to consider is the number of days in the billing cycle: Were there 27 days? 30 days? 32 days? WIPCO tries to keep billing periods as consistent as possible, but holidays and weekends can shorten or extend your billing period each month. Rate information is available on your bill or by contacting our office at 800-253-5189.

What information is on your monthly electric bill? The top portion has your name and address, your account number, the statement date, due date, bill type and amount due. In the middle section, you will be able to see your monthly usage for the current billing cycle, which this month will be February 1 to March 1. This section also lists the meter number, location number, previous reading, current reading, amount of energy used, and charges for each category of service. 49-03-30655

A sample electric bill and more information on different sections of the bill is shown on page 5 along with some tips on things you can do to reduce your energy use in the winter months.

***Continued on Page 5***





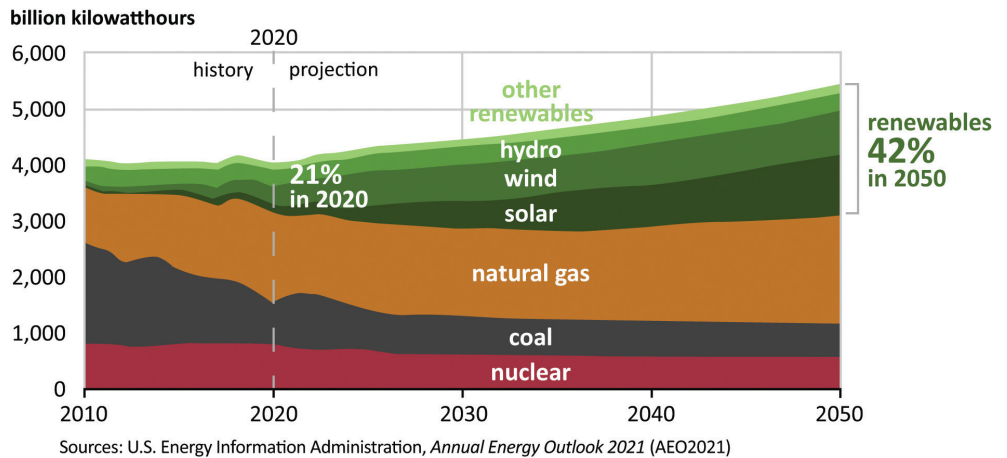
*Chuck Soderberg, Executive Vice President & General Manager of the Iowa Association of Electric Cooperatives*

## Setting realistic expectations for renewable electric generation

There has been a lot of talk lately about when America will transition to a 100% renewable electric grid. Some utilities, states and cities have announced plans to be fully powered by renewable sources by a specific date. Reducing carbon emissions is also a major focus of the presidential administration. As we talk about a clean energy economy, it's important to set realistic expectations about the timeline.

Iowa's locally owned electric cooperatives have been balancing the need for safe, reliable, affordable and environmentally responsible power for decades. Our state's electric co-ops have long promoted energy efficiency efforts with the belief that the greenest kilowatt hour is the one you never use. From 2010-2019, Iowa's electric co-ops invested more than \$120 million in energy efficiency measures, saving at least 4.9 billion kilowatt-hours.

## U.S. electricity generation from selected fuels AEO2021 Reference case (2010-2050)



That's enough energy to power more than 490,000 homes for a full year.

## Incorporating more renewable energy

As economic conditions allow, electric co-ops are incorporating more renewable sources of generation into the energy mix. Moving toward higher renewable percentages will take time as we are also responsible for balancing the needs of safety, reliability and affordability for the member-consumers we serve. While renewable energy continues to grow, it will take decades before that category outpaces natural gas and coal generation nationwide.

In its Annual Energy Outlook 2021, the U.S. Energy Information Administration (EIA) projects that the share of renewables in America's electricity generation mix will increase from 21% in 2020 to 42% in 2050. Wind and solar generation are responsible for most of that growth. By 2030, renewables will collectively surpass natural gas to be the predominant source of

generation in the U.S.

According to the EIA report, the share of natural gas-fired generation in the U.S. will remain relatively constant through 2050, and the contribution from the coal and nuclear fleets will drop by half. Technological advances in battery storage will make intermittent renewable sources like wind and solar more reliable and dependable, which are the top reasons why natural gas and coal have been stalwart baseload generation sources.

## Electric cooperatives are making great strides

Because electric cooperatives are owned and governed by the members we serve, it's important to keep you informed on how power supply decisions are made and why. Electric cooperatives are making great strides in reducing greenhouse gas emissions and incorporating more renewable energy sources into the generation mix. Like all things, change will take time. Be assured that we are moving in the right direction as we transition to a clean energy economy.

## 4 Winter Moratorium Ends April 1

Iowa's winter home heating moratorium protects customers certified for the Low Income Home Energy Assistance Program (LIHEAP), from electric service disconnection from November 1 through April 1. As the winter energy assistance disconnection moratorium ends on April 1, Western Iowa Power Cooperative members who are behind on their utility payments are urged to contact us at 712-263-2943 or 800-253-5189 to work out payment options to avoid disconnection. Iowa's not-for-profit electric cooperatives are willing to work with member-owners who have fallen behind on payments to find an agreeable solution; disconnection of service is always a last resort.

**Budget Billing** - For member-owners with tight budgets, seasonally high electric bills can cause financial strife. WIPCO's "budget billing" payment option ensures consistent electric bills month-to-month, making it easier to budget. If your home utilizes electric heat and/or air-conditioning, this is a great way to avoid those larger seasonal bills that can fluctuate with changes in the weather. To enroll in this billing option, contact WIPCO's billing department or speak to a customer service representative.

**State of Iowa Resources** - We also encourage anyone who has fallen behind on payments to contact the Iowa Bureau of Energy Assistance at (515) 281-0859 regarding eligibility for the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP is a federally funded program that provides a one-time per year payment to assist with household heating costs for eligible households. LIHEAP funds are limited, but applications are still being accepted through April 30, 2021. A federally funded Home Weatherization Program is also available from the Iowa Bureau of Energy Assistance, which provides long-term financial relief by improving energy efficiency in homes and educating consumers about energy consumption.

## ALONG THE LINES

### Welcome Cameron Youll!



WIPCO would like to announce that Cameron Youll has joined the Operations Department Line Crew as a Journeyman Lineman. He started his duties on February 16 and is based out of the Denison shop.

Cameron graduated from East Sac High School and attended Western Iowa Tech Community College where he obtained an Associates of Applied Science degree.

He began working as a lineman in 2016 and obtained his journeyman status in November 2020 through the Iowa Association of Municipal Utilities.

Cameron and his girlfriend, Jordan, became engaged in October 2020 and are busy making plans for their wedding scheduled to take place in August of 2022. The couple has a six-year-old golden retriever/coon hound that takes up a lot of their time.

In his spare time, Cameron enjoys hunting, working on trucks, and motorcycle riding.

### Notice Irrigators

We have been notified of several irrigation tenant changes for the 2021 season.

If you know of or anticipate any changes for the billing of your

irrigation(s), please notify the office immediately so we can have the accounts updated and billing sent to the proper person.



### Planning a New Project?

As usual, when spring arrives, construction and farm activity increases. If you are planning any new projects, expansions or changes to your electrical service, please call the Operations Department at 1-800-253-5189 as soon as possible so we can meet your electrical service needs in a timely manner. In some cases, materials need to be ordered several months in advance.





## Continued from Page 2

Explanation of WIPCO bill as shown here

1. Find your customer account number here.
2. The due date, which indicates the day your payment should be received.
3. The total amount due (which includes current and past due charges).
4. Detach and mail top portion of bill and return to WIPCO by the due date to avoid late fees.
5. Energy Cost Adjustment (ECA) - a line item charge that may fluctuate up or down depending on the increases or decreases received in WIPCO's wholesale power cost. Since the ECA is billed on a per kWh basis, the total charge will vary from month to month depending on the amount of electricity consumed during the billing period.
6. Location Number is a helpful identifier that we ask you to provide when contacting to report power outages and schedule service calls.
7. Messages - find updates and timely messages in this section.
8. Meter Readings and Read Dates - This shows the previous meter reading and the current meter reading and the dates they were read. These meter readings are used to determine your kilowatt-hours (kWh) used.
9. Base Charge - The base charge is a fixed monthly charge to have your electric service facilities ready and waiting for you to flip a light switch - independent of whether any electricity is used. The base charge fee is a common fee assessed by most utilities such as water, telephone and natural gas. Other common terms for a base charge are: customer charge, monthly charge, facilities charge, service charge, etc.

**How can WIPCO help?** WIPCO offers budget billing to help keep monthly electric bills predictable and manageable by averaging electric use over a 12-month period to avoid big fluctuations in monthly bills.

If you have difficulty paying your bills in full, call us at 800-253-5189 to review payment assistance resources and discuss payment options.

Contact our member service department to learn more about energy efficiency programs, available incentives and rebates to help lower your electric use and save you money.

**WIPCO** WESTERN IOWA POWER COOPERATIVE 800-253-5189 • 712-263-2943  
809 HWY 39 N • PO BOX 428 • DENISON, IA 51442 FAX 712-263-8655

ACCOUNT NUMBER: 122518  
STATEMENT DATE: JUNE 7, 2019  
DUE DATE: JUNE 27, 2019  
BILL TYPE: REGULAR BILL  
NOTES: \*\*CR CARD-DO NOT PAY\*

AMOUNT DUE: 232.16

JOHN P DOE  
11111 STATE HWY E16  
PO BOX 000  
DENISON IA 51442

PREVIOUS BALANCE: 260.64  
PAYMENT(S) - THANK YOU: 260.64CR  
ELECTRIC CHARGES: 232.16  
AMOUNT DUE: 232.16

Visit our website at [www.wipco.com](http://www.wipco.com)

ATTENTION - CREDIT CARD & AUTOMATIC BANK PAYMENT CUSTOMERS: PAYMENTS WILL BE WITHDRAWN ON 06/24/2019.

METER / SERVICE DESCRIPTION	PREVIOUS READING	CURRENT READING	MULTIPLIER	DAYS / USAGE	CHARGE
METER # 9999999	05/01/19	06/01/19		31 DAYS	
BASE CHARGE					4.00
INTERRUPTIBLE	03022	03034	40.00	480	33.70
ENERGY COST ADJUSTMENT					.97CR
METER # 1111111	05/01/19	06/01/19		31 DAYS	
BASE CHARGE					35.00
ENERGY CHARGE	10256	10339	20.00	1180	162.13
ENERGY COST ADJUSTMENT					2.39CR
ELECTRIC COOPERATIVE SOLAR LIGHTS		ROUND #1		47	6.43CR
MAINTENANCE FEE		1			4.75
TAX					2.37
TOTAL FOR LOCATION: 99-99-9999					232.16

	CURRENT	1 YEAR AGO
AVERAGE TEMPERATURE	58F	67F
METER # 1435592 PER DAY	15 KWH	18 KWH
METER # 1569692 PER DAY	38 KWH	32 KWH

WIPCO OFFERS OUR MEMBERS THE OPTION TO RECEIVE THEIR MONTHLY BILL ONLINE VIA EMAIL. SIGN UP TODAY AT [WWW.WIPCO.COM](http://WWW.WIPCO.COM) OR CALL US AT 1-800-253-5189.

Western Iowa Power Cooperative • PO Box 428 • Denison, IA 51442 • 712-263-2943 • 800-253-5189  
Your Touchstone Energy® Cooperative

**What can I do to reduce my energy use during the winter?** Here are some helpful energy efficiency tips that can lower your energy use in the winter and will help keep energy bills down:

- Set thermostats to as low as comfortably possible.
- Turn the temperature on water heaters down to 120 degrees F or lower.
- Open curtains on sunny days to use the sun's radiant heat.
- Space heaters will increase electric use unless they are used to heat the room that is being occupied; close doors and vents in unused rooms and turn down the thermostat considerably.
- Use ceiling fans in a clockwise rotation so they push warm air back down.
- Keep the fireplace damper closed when not in use.
- Use smaller appliances like microwaves and slow cookers instead of the oven.
- Seal air leaks around doors, windows and outlets.
- Make sure adequate insulation is installed in the attic to keep the heat in. Find the proper R-Value of insulation at [energystar.gov](http://energystar.gov).

## SUMMER HELP WANTED

**Western Iowa Power Cooperative is looking for summer help to assist our line crews in Denison and Onawa. The applicant must be at least 18 years old. The job is only for the summer months of 2021. Call 800-253-5189 or e-mail [wipco@wipco.com](mailto:wipco@wipco.com) to request an application or for more information.**

WIPCO has contracted with Highline Construction of Paynesville, Minnesota, to rebuild line out of the substation in the Halbur and Manning areas for the next several months. Highline vehicles will be marked as shown below:



Thank you for your patience during this process and if you have any questions or concerns, please call 1-800-253-5189 and ask to speak to the Operations Department.

## DAYLIGHT SAVING TIME REMINDER

Don't forget to spring forward on March 14! Set your clocks forward by one hour.



## Always Call Before You Dig.



One easy call gets your utility lines marked and helps protect you from injury and expense.

**Safe Digging Is No Accident: Always Call 811 Before You Dig**

Visit the website [call811.com](http://call811.com) for more information.



Know what's below. Call before you dig.

## Statement of Nondiscrimination

Western Iowa Power Cooperative, Denison, Iowa, is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotope, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

To file a complaint of discrimination, write to USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users), by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). USDA is an equal opportunity provider and employer.



## Rules and restrictions apply to some rebates.

Please contact Member Services at 800-253-5189 to validate eligibility before purchasing equipment.

Visit our website at  
[www.wipco.com](http://www.wipco.com)



## RESIDENTIAL

### HEAT PUMPS

#### GROUND COUPLED HEAT PUMP

Any type, with or without De-Superheater

New . . . . . \$1,400/ton

Replacement . . . . . \$750/ton

- Maximum rebate allows up to 30% of cost/unit installed up to \$10,000/home.

#### AIR-TO-AIR HEAT PUMP

Any type.

If backup heat is:

Electric . . . . . \$700/ton

None/Propane/Natural Gas . . . . . \$500/ton

- Maximum rebate amount allows up to 30% of cost/unit installed up to \$10,000/home.
- Same rebates apply to new and replacement units.

#### DUCTLESS MINI-SPLIT HEAT PUMP

Any type; Must be ENERGY STAR® certified

If backup heat is Electric:

New . . . . . \$1,000/unit\*

Replacement . . . . . \$500/unit\*

If backup heat is None/Propane/Natural Gas:

New . . . . . \$600/unit\*

Replacement . . . . . \$300/unit\*

- Must provide heating & cooling of the conditioned space.
- Limit two (2) units per single family dwelling or out-building, or limit one (1) unit per family per multi-family dwelling.

\*Maximum rebate not to exceed 50% of the equipment cost submitted.

### INSULATION

#### GENERAL BUILDING INSULATION.. 30% of cost\*

- Blown-in, spray foam, AeroShield, insulating concrete forms, rigid styrofoam panels and/or structural insulated panels. Building must have electric heat as primary heating source.

\*Maximum rebate not to exceed \$800 per building per year

### NEW APPLIANCES

New Clothes Washer . . . . . \$50/unit

New Refrigerator . . . . . \$25/unit

New Freezer . . . . . \$25/unit

New Dishwasher . . . . . \$25/unit

New Dryer . . . . . \$25/unit

- Must be Energy Star certified.
- Maximum rebate of \$250 per member per year.

### APPLIANCE RECYCLING

Refrigerator . . . . . \$50/unit

Freezer . . . . . \$50/unit

- Appliances must be clean, empty, and in operable condition when recycled/disposed of by member-consumer.
- Refrigerators and freezers must be greater than or equal to 10 cu. ft.
- Appliances cannot be resold or used by other members.
- Limit three (3) appliance per member, per calendar year.
- Appliances must be delivered to company/facility that verifies recycling/decommissioning. Company/facility must specify appliance type in receipt.
- For a complete list of certified recycling drop-off locations in western Iowa, visit our website or call our office.
- The member will receive a \$50 rebate for each qualifying recycled appliance to cover the cost of self-removal and any associated fees.
- Dated copy of receipt and intent to properly dispose or recycle by the certified vendor/landfill/recycler must accompany the recycling rebate application form provided by our cooperative.

### CONTROLLED WATER HEATERS

Energy Factor (EF) of 90% or greater on 50 gallon units or larger.

50 Gallons . . . . . \$300/unit

51 Gallons - 75 Gallons . . . . . \$350/unit

76 Gallons - 85 Gallons . . . . . \$400/unit

86 Gallons - 105+ Gallons . . . . . \$500/unit

- Must be for hot water use only (not space heating).
- Storage-only units with no operating electric elements do not qualify for this rebate.
- Can be either conventional restrictive or heat pump type water heaters

### ELECTRIC VEHICLE CHARGER

#### LEVEL 2 CHARGERS . . . . . 50% of installed cost\*

- Must be a Level 2 charger (2.9-14kW, 208-240V) to qualify for this rebate.
- Member must provide charger make, model, serial number, and specifications.
- Must have built-in, accessible meter or utility meter installed. Load control switch is optional.
- Must be hardwired and installed to meet all codes.
- Cannot back-feed into the system.
- \*Maximum rebate not to exceed \$750 per charger. Maximum of two (2) chargers per household.

### CENTRAL AIR CONDITIONER

Must be ENERGY STAR® Certified . . . . \$100/unit

- Must be connected to a load control switch
- Rebate applies to new equipment only

### ADDITIONAL ENERGY SAVINGS

Contact us for more information regarding additional energy efficiency opportunities for residential applications, such as:

- Home Audits
- Account Reviews



## SWITCH MAKES CENTS

LOAD MANAGEMENT PROGRAM

### RESIDENTIAL LOAD CONTROL

Switch Makes Cents participants agree to have radio-controlled switches installed on qualifying equipment. You save money because special rates or credits are available on all equipment connected to the switch. When electric demand grows to certain levels, the switches cycle the equipment off and on to reduce electric demand, thus helping decrease electric costs. The equipment automatically returns to normal operation when the cooperative's electric demand returns to normal levels. Most Switch Makes Cents participants agree that comfort levels are maintained in the home even when the equipment is switched off periodically during high demand times. Contact our office for more information.

\*\* If a renewable energy facility, such as wind, solar, biomass or hydro is utilized as a source of generation or as an alternate/supplemental energy supply at the member/consumer location, rebate and load management programs are not available.

Why would an electric company offer incentives for their customers to use LESS of their product?

**BECAUSE WE BELIEVE THE GREENEST KILOWATT-HOUR IS THE ONE YOU NEVER USE.**

Western Iowa Power Cooperative is a not-for-profit electric cooperative providing safe, reliable, affordable, and environmentally responsible power to our 3,500 member-owners living in west central Iowa.

Western Iowa Power Cooperative has invested over \$698,000 over the past five years, contributing to over 2.8 million kilowatt-hours (kWh) of energy savings over the life of the measures installed. This savings represents enough electricity to power more than 255 homes for a full year!

# WIPCO Informer

from your member-owned Western Iowa Power Cooperative

Your Touchstone Energy® Cooperative

(USPS 9340)

809 Highway 39 North - P.O. Box 428  
Denison, Iowa 51442  
712-263-2943 OR 800-253-5189  
FAX 712-263-8655  
wipco@wipco.com

418 East Iowa Avenue - P.O. Box 115  
Onawa, Iowa 51040  
712-433-1622 OR 800-253-5189  
FAX 712-433-2725  
wipco@wipco.com

[www.wipco.com](http://www.wipco.com)

## Office & Warehouse Hours

Monday - Friday 7:30 a.m. to 4:00 p.m.



[https://www.facebook.com/pages/  
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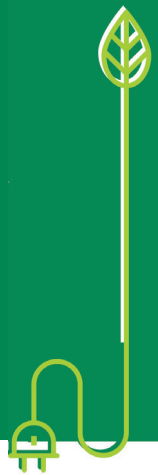


*"This institution is an equal  
opportunity provider and  
employer."*

## Energy Efficiency Tip of the Month

Don't keep your refrigerator too cold. The Department of Energy recommends a temperature setting of 35 to 38 degrees for the fresh food compartment and zero degrees for the freezer. Make sure the refrigerator doors are sealed airtight to maximize efficiency.

Source: [www.energy.gov](http://www.energy.gov)



## Plug into the Power of

# smart choices



Western Iowa Power Cooperative has hidden a code in our Smart Choices news stories. Find the code below in the Smart Choices article, complete the prize entry registration form and submit for a chance to win a Hamilton Beach® Food Processor in March.

## 326403MAR

### Don't receive Smart Choices?

Subscribe by scanning the QR code with your mobile device or visit our website:

[www.wipco.com/smart-choices-sign-up](http://www.wipco.com/smart-choices-sign-up)



## Save \$25.00 on your REC bill

Read this newsletter carefully. Hidden somewhere within these pages are two Member location numbers. Find your location number in this newsletter, call the REC office by the 20th of the month, and you will receive a \$25.00 credit on your energy bill.

The location numbers in the February newsletter belonged to Rahn Eischeid and Dale Wimmer.

