

A MESSAGE FROM THE GENERAL MANAGER

A Season of Gratitude

Carol Blaken, General Manager/ CEO

November is often associated with gratitude, and as I reflect on the past year, I am reminded of how much we have to be thankful for at Jackson Electric Cooperative.

In our busy lives, we often focus on what we do not have. We may compare ourselves to others, become frustrated by our problems, or feel discouraged by the latest news headlines. The power of gratitude helps us shift our attention from what is missing in our lives to the things we already have to appreciate.

At Jackson Electric, we are thankful for our members, the trust they place in us, and the opportunity to serve our cooperative family each day. As a member-owned cooperative, that responsibility guides everything we do, from maintaining a reliable electric system and investing in infrastructure, to supporting local programs and strengthening our communities. One of the greatest benefits of being a cooperative is the connection we share with the people and communities we serve.

Thank you to everyone who stopped by during Member Appreciation Month in October. We enjoyed visiting with members, sharing treats and giveaways, and collecting donations to support worthy causes throughout our community. Events like these remind us that our cooperative is about much more than providing electricity. It is about people, relationships, and community.

We are also thankful for the facilities, equipment, and employees that make it possible to safely and reliably deliver electricity to your home, farm, or business. Electricity powers nearly every aspect of our daily lives, yet because it is always available when we need it, its value can sometimes be easy to overlook. Unlike many things we purchase, electricity is not something we can hold in our hands. But when the power goes out, we are quickly reminded of just how essential it is to modern life.

None of this would be possible without the dedicated employees who work diligently behind the scenes to maintain the electric system and stand ready to respond when outages occur. Whether during a storm, on a holiday, or in the middle of the night, our crews and operations staff are committed to restoring power as safely and quickly as possible. Their dedication helps ensure the reliable service you depend on every day.

Gratitude also extends beyond our cooperative. As we observe Veterans Day this month, we pause to recognize and thank the veterans in our communities. Their service and sacrifice have helped protect the freedoms we enjoy every day, and we are sincerely grateful for their commitment to our nation.

As we gather with family and friends during this season of gratitude, we are reminded that strong communities are built on service, generosity, and gratitude. Thank you for your membership, your support, and the role you play in making the cooperative strong.

On behalf of the board of directors and employees of Jackson Electric Cooperative, we wish you and your loved ones a happy Thanksgiving, a safe and successful deer hunting season, and a season filled with gratitude.





LOAD MANAGEMENT EVENT NOTIFICATION CHANGES

If you are enrolled to receive load management notifications from our power supplier, Dairyland Power Cooperative, please note that beginning November 1, notifications will be sent from a new email address, phone number, and text number. The notification process remains the same; only the sender information is changing. When a load control event is issued, notifications will come from the following:

- **Email notifications:** Dairyland Power Cooperative <webDistribute@oati.net>
- **Call notifications:** 763.201.2092
- **Text notifications:** 763.343.9965

Enroll in Notifications or Update Existing Contacts

If you would like to enroll in notifications or update your current notification contact methods or preferences, please complete the Load Management Notifications enrollment form at www.jackelec.com or contact our office to request an enrollment form.

DUAL FUEL LOAD MANAGEMENT RECEIVER TEST NOVEMBER 18

Members who participate in the dual fuel (off-peak) electric heating program will experience an interruption in their electric heat on **Wednesday, November 18, 2026**, starting at 6:55 a.m. A gradual restoration of electric heating systems will begin at 10:00 a.m., with all systems being restored by 11:00 a.m. Please make sure your backup heating system is operational before this date.

This system-wide test is administered by Dairyland Power Cooperative in advance of the winter full load control season to ensure backup heating equipment is operating properly. The dual fuel program is optional. If you have questions, concerns, or would no longer like to participate please contact Jackson Electric's office.

Dual Fuel Program Requirements

To qualify for this program, the home or business must have a minimum of 4 kW of separately metered electric heat that is supplemented by an automatic, non-electric backup source of heat, such as a fossil fuel system or, in some cases, by an electric thermal storage system capable of maintaining heat during a control period. Only UL-rated equipment is allowed on this program.

Wood and pellet stove heat and gas fireplaces do not qualify as a supplemental heating system. The supplemental heating system must be sized appropriately for the size of the home or business and be capable of heating the home or business during control periods, which will usually occur during the coldest times of the winter season.

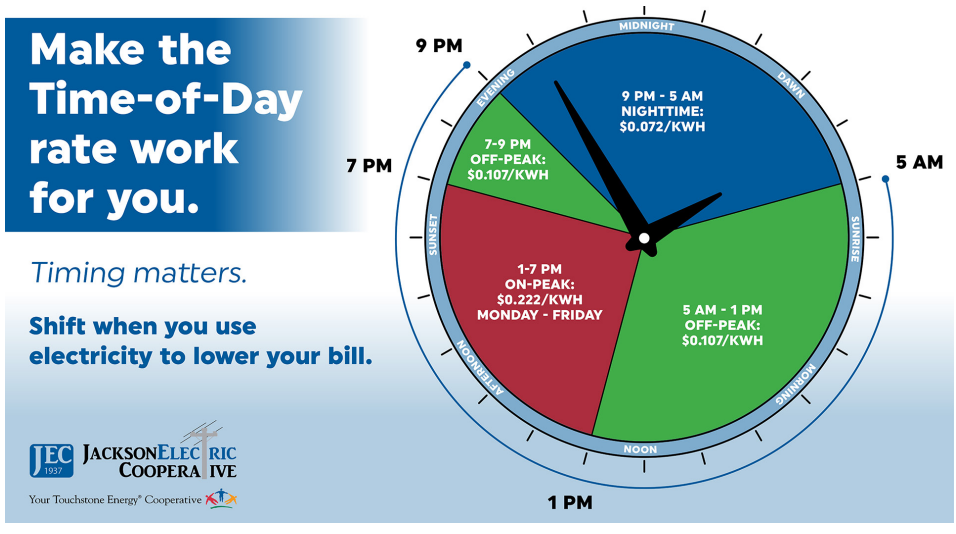
The Cooperative is not responsible for the member's supplemental heating load not properly operating during a peak control period, nor is the Cooperative responsible for notification of a peak control period.

No longer qualify or considering leaving the dual fuel program?

If you no longer qualify for the program or no longer wish to participate, here are your options:

1. Move loads to your main panel. You'll need to have the loads connected to your second electrical panel moved to the main panel. Once that work is completed, you may schedule an appointment with Jackson Electric to remove the second meter.
2. Not enough room in the main panel? In some cases, members may need to keep the second panel and meter. If so, we can move your meter to the A9T rate (same as the residential rate). You will no longer be controlled, but you'll continue to be responsible for the $5 monthly facility charge.
3. Some members may want to explore our Time-of-Day (TOD) rate. TOD means the cost of electricity changes depending on the time of day you use it. Instead of paying one flat rate, electricity is priced higher when usage on the electrical grid is the highest and lower during other times. This gives members the opportunity to save money if they can shift some of their energy use.

To learn more, please call 715.284.5385, press 3 for operations.



WINTER IS COMING: *Get Your Home Ready*

Wisconsin winters can put your home and heating system to the test. A little preparation before the coldest weather arrives can help keep your home comfortable, improve efficiency, and give you a better understanding of where your energy is going.

Start With Your Heating System

Your heating system is one of the largest energy users in your home during the winter months, making it a great place to focus your efficiency efforts.

Before temperatures drop, make sure furnace filters are clean and heating equipment is properly maintained. A well-maintained system can operate more efficiently and help keep your home comfortable throughout the season.

If you have a heat pump, be sure to keep the outdoor unit clear of leaves, snow, and other debris so air can circulate properly.

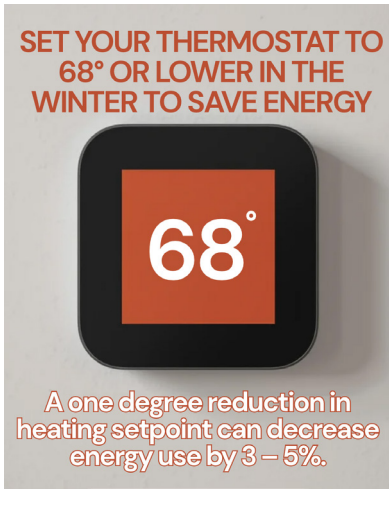
Seal Up the Cold

Small drafts around doors, windows, and other openings can allow warm air to escape and cold air to enter. Check weatherstripping around doors and use caulk where appropriate to seal gaps around windows and other openings.

Make sure furniture, rugs, and curtains aren't blocking heating vents. Good airflow helps your heating system distribute warmth throughout your home.

Use the sun's free heat to your advantage. On sunny winter days, open curtains on south-facing windows to let natural warmth into your home. After sunset, close curtains to help reduce heat loss through windows.

Put Your Thermostat to Work



A programmable or smart thermostat can help you manage your home's temperature automatically while you're sleeping or away. Small adjustments can improve efficiency without sacrificing comfort.

If you're considering an upgrade, Jackson Electric offers a smart thermostat rebate to help offset the cost. The thermostat may be any brand, but must be ENERGY STAR® certified and Wi-Fi enabled.

Know Your Energy Use

Through SmartHub, members can monitor their account and track their electricity use. SmartHub also allows members to enroll in usage alerts, which can notify you when your electricity consumption reaches a level you've selected. These tools can help you spot changes in your usage and take action before a higher-than-expected bill arrives.

When comparing your electric bill to previous months or the same time last year, don't just compare the dollar amount. Compare your kilowatt-hour (kWh) usage.

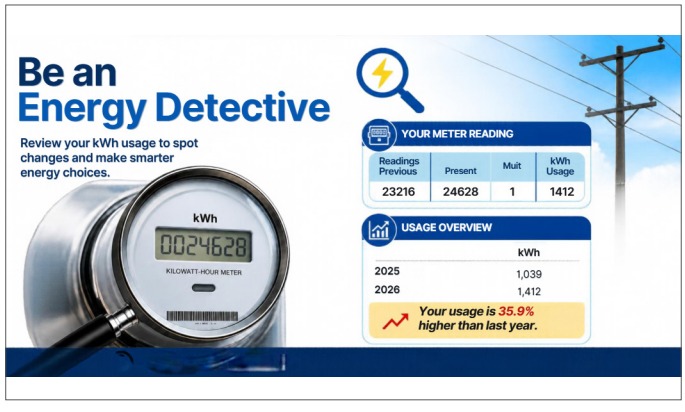
Kilowatt-hours measure how much electricity you use. If your kWh usage has increased, that may explain why your bill is higher. Understanding what's driving that increase can help you make informed decisions about your energy use and identify opportunities for savings.

Be An Energy Detective

When your bill changes, take a closer look at the clues:

- ✓ Compare this month's kWh usage to the same month last year.
- ✓ Consider whether colder weather caused your heating system to run more often.
- ✓ Think about any new appliances, electronics, or devices added to your home.
- ✓ Review your usage patterns in SmartHub.
- ✓ Set up usage alerts to help monitor your consumption.

The most important clue isn't always the dollar amount. It's your energy use.



Small Changes Can Add Up

Winter energy efficiency doesn't have to mean making your home uncomfortable. Simple steps like maintaining your heating system, reducing drafts, using a smart thermostat, and monitoring your electricity usage can all help you make the most of the energy you use. You can also unplug electronics that aren't regularly used or use smart power strips to limit energy consumed by devices that remain plugged in around the clock.

Stay warm. Stay comfortable. And make every kilowatt-hour count.

ENERGY ASSISTANCE AVAILABLE



If you are in need of energy assistance, the regular energy assistance benefit period is open now through May 15.

Jackson Electric members are encouraged to contact their county's local energy assistance department directly to see what benefits are available. By submitting an application locally, your request may be processed sooner, and your local agency can inform you of other programs you may be eligible for.

If paying your electric bill becomes difficult this winter, please contact Jackson Electric as soon as possible. Our staff can discuss payment arrangements and work with you to help manage your account.

Energy Assistance County Phone Numbers

Jackson County: 715.284.4301
La Crosse County: 608.785.5582
Monroe County: 608.487.9356
Clark, Eau Claire, Trempealeau Counties: 715.836.7511



REBATE REMINDER

Jackson Electric Cooperative offers rebates to its members who purchase qualified energy-efficient items. These rebates are paid from the Commitment to Community (Public Benefits Funds) dollars that are collected each month from each member account. This is a state-mandated program where half of the dollars are used toward low-income energy programs and the remaining half toward energy efficiency programs.

Please submit your completed and signed rebate form within 60 days of the invoice date along with the Energy Star® label (if applicable) and paid receipt. Rebate applications may be rejected if all required documentation is not completed, signed, and received. Applications are available online at www.jackelec.com/rebates-and-incentives or at Jackson Electric's office.

Availability of rebates is subject to change without notice. Rebate amounts less than $500 will be issued as a credit on the member's billing statement. Rebates exceeding $500 will be issued by check to the member of record.



JEC 1937 JACKSON ELECTRIC COOPERATIVE
Your Touchstone Energy® Cooperative

Customer Service	715.284.5385
	800.370.4607
Outage Reporting	855.222.DARK (3275)
Diggers Hotline	800.242.8511
Card Payments	833.679.0919
www.jackelec.com	

Mailing Address:	N6868 County Road F Black River Falls, WI 54615
Office Hours:	Mondays – Thursdays, 7:00 a.m. to 4:30 p.m. Fridays, 7:00 a.m. to 11:00 a.m.
Board of Directors:	Chris Curran, President Kristi Hanson, Vice President David Peasley, Secretary-Treasurer Jerry Huber, Dairyland Power Representative Les Dokkestul, Kris Goetzka, Brian Huber, Troy Torkelson, Gary Woods
Carol Blaken, General Manager/CEO	

Jackson Electric Cooperative is an equal opportunity provider and employer.

Your Touchstone Energy® Partner