

# energy update



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## Spring planning is in the air

Spring is just around the corner and so are the outdoor projects we all have planned. We'd like to remind you of some essential tips to help save you time and money.

### Contact our office before starting construction projects

Before you begin any construction project,

whether it's building a new shed, expanding your home or upgrading a facility on your property, it's crucial you contact our office early in the planning process. Our team can provide you and your electrician or contractor with important information about electrical infrastructure in your area, ensuring your project proceeds safely, smoothly and on time.

ACEC Staking Engineer Aandi Deering said it's important that members contact ACEC as early in their planning as possible to make sure things stay on time. Aandi works hand-in-hand with members and electricians/contractors to make sure all updates are done according to ACEC requirements. These requirements are in place to alleviate any possible overloading or unnecessary outages. It also saves time and money for members and the Co-op.

To discuss possible service changes, call Aandi at 888-788-1551.

### Call 811 before you dig

One of the most critical steps before starting any digging project is to call 811. This national service is designed to prevent accidents by identifying underground utilities, including gas, water and electrical lines. By calling 811, you ensure that your digging plans do not inadvertently disrupt essential services or create hazardous situations. You must contact Iowa One Call at least 48 hours (not including holidays, weekends and the day of the notice) in advance of your digging plans. You can file your request online at [iowaonecall.com](http://iowaonecall.com) or call 811 or 1-800-292-8989.

### Fiber lines are buried too

Fiber internet lines are often buried underground, including the AC Skyways internet lines in and around Waukon. Damaging those lines can lead to significant service disruptions – and a significant cost. When planning any digging project, always make sure you're aware of the location of fiber lines. This can be done by calling 811.

### Use caution when burning

If you plan to burn fields and ditches this spring, exercise caution and follow local regulations. Fires can quickly become uncontrollable, posing risks to nearby structures and power lines. Every year, electric utilities like ACEC have equipment damaged by uncontrolled burns. This also includes overhead fiber lines that run along poles. Any damage to electric or fiber infrastructure can be expensive and labor-intensive to fix.

### Keep our lineworkers safe this construction season

Our lineworkers are in the field every day, ensuring your electric service is reliable and efficient. To keep themselves and motorists safe, they mark their work territory with orange cones and signs. As you drive, especially near work zones, please be vigilant. Slow down before entering the work zone. Follow the posted signs and give our crews the space needed to work safely.

# NOTICE: Complaint Procedures

The following notice is delivered annually to our members in compliance with Complaint Procedures rules as adopted by the Iowa Utilities Commission (IUC).

If you have a complaint concerning your electric service received from Allamakee-Clayton Electric Cooperative, contact the Co-op at 229 Hwy 51, PO Box 715, Postville, IA 52162, 888-788-1551 or 563-864-7611.

If your complaint is related to Allamakee-Clayton Electric

Cooperative service rather than its rates, and Allamakee-Clayton Electric Cooperative does not resolve your complaint, you may request assistance from the Iowa Utilities Commission by calling 515-725-7300, or toll-free 1-877-565-4450, by writing to 1375 E. Court Avenue, Des Moines, IA 50319-0069, or by email to [customer@iuc.iowa.gov](mailto:customer@iuc.iowa.gov).

## Safety Tip

When planning a controlled burn, stay far away from power poles and overhead lines. Even a well-managed fire can damage a pole, sometimes from the inside out, creating serious electrical hazards. Keep suppression tools such as a shovel, water source or fire extinguisher nearby. Never burn during high winds or when wildfire warnings are in effect.



Safe  
Electricity.org®

## ENERGY EFFICIENCY TIP OF THE MONTH

As spring arrives, take advantage of milder temperatures to save energy at home. Open windows on pleasant days to bring in fresh air instead of running your HVAC system. It's also a great time to replace dirty air filters, which helps your system run more efficiently and improves indoor air quality. As daylight increases, turn off unnecessary lights and rely on natural sunlight when possible. Small seasonal adjustments like these can reduce energy use, lower monthly bills and help keep your home comfortable as winter transitions into spring.



## TIPS TO AVOID ENERGY SCAMS



Scammers and cyber criminals look for weak points to exploit before software companies can fix them. Update software programs on your computer, tablet and mobile phone as soon as possible when a newer version becomes available. Software updates often contain critical patches and protections against security threats. Turn on automatic updates to automatically update your security software, internet browser, operating system and mobile apps.

Source: [consumer.ftc.org](http://consumer.ftc.org)

