

Demonstrated Experience

Service Area

Allamakee-Clayton Electric Cooperative was organized in 1938 by members like you because investor-owned utilities bypassed rural Iowa due to its sparse population.

ACEC provides electric power to more than 9,900 customers on 2,508 miles of line in portions of eight counties: Allamakee, Clayton, Fayette, Winneshiek, Chickasaw, Bremer, Delaware and Dubuque.

Located in the extreme northeast corner of Iowa, the state of Minnesota borders our service area on the north and the Mississippi River runs along our eastern border. Our headquarters is located at Postville which is geographically near the center of our service area. We maintain 24-hour, around-the-clock service. Our customer base is 95% farm and rural residential.

ACEC's wholesale power supplier is Dairyland Power Cooperative, based in La Crosse, Wis. Dairyland provides the wholesale electrical requirements for 25 electric distribution cooperatives and 17 municipal utilities.

ACEC has been in the communications business for many years, initially as a DirecTV franchisee and subsequently as a satellite-based internet provider. ACEC has been providing satellite internet services from 2005 to present. Service as initially offered as WildBlue, later Exede, and currently Viasat internet. After several years of experience with satellite internet, we realized some limitations of the service and began looking at alternatives. In 2013, another ISP began providing wireless internet service from a tower in Allamakee county. ACEC began exploring the possibility of providing the same type of wireless service. In 2013, ACEC partnered with Hawkeye Telephone to begin deployment of wireless internet. Currently, ACEC has 1,117 internet subscribers. In 2020, ACEC saw a 20% subscriber growth rate, with a 4.7% churn rate.

Staff and capacity

ACEC's technical staff in their AC Skyways Department have a combined 20 years of experience with internet applications, installation, and deployment. One staff member has an Associate's Degree in Networking with a Fiber Optics Certification. ACEC's customer service is second to none when comparing other telecommunication provider's services. ACEC staff lives and works within their territory and are like family to their customers. ACEC seeks professional assistance when needed such as with R&S Fiber Optics Services LLC, an engineering firm which holds a Contractor license according to the Iowa license board and Consortia Consulting, who was founded as a TELECOM Consulting resource in 1991. Consortia helps clients make the difficult financial and operational decisions encountered in today's rapidly changing environment. Their consultants average more than 25 years of telecommunications experience, applying extensive knowledge and expertise to resolve critical issues impacting any company's financial performance.

Projects and planned projects

ACEC has much experience in Rural Broadband Experiment grant funds. Since December 1, 2014, ACEC has been working on projects within the Northeast Iowa region. The \$1.1 million project was specifically for Fayette County.

As part of their long-range plan, ACEC deployed fiberoptic cable connecting from a local fiber ring to the cooperative office. ACEC began building wireless internet access points in Allamakee county.

ACEC has completed extensive planning efforts to deploy their services to Targeted Service Areas (TSA's) within the region. Part of the plan is to service the City of Waukon and rural areas (north and south) surrounding Waukon since those areas deemed TSA's. In order to carry out this plan, other components were needed to be accomplished to provide the foundation for the systems needed. With three (3) successful OCIO awards, ACEC has accomplished Phase 1 for Waukon as well as West Ridge and working on North of Waukon rural area. The Phase 1 needed to be accomplished for Phase 2, of which ACEC is now applying for. At the Ludlow Substation, to facilitate fiber to the home, head-end electronics were installed. At the Waukon substation, head-end electronics also needed to be installed for reliability. With the Phase 2 project Waukon will need a telecommunication hut that will house infrastructure for the city's redundancy. With the prior OCIO award, ACEC has completed a build for the West Ridge rural area in which is a transition point for the Northern Allamakee Project, another OCIO award. The past OCIO awards are integral of one another and are instrumental for the next two OCIO applications and areas where ACEC has planning services. ACEC will be offering 1 gig service to all homes and businesses within the project area.

ACEC has many partners within the long-range plan, some of those include: Waukon – to provide fiber to 25% more of their homeowners and businesses. ACEC is constantly receiving phone calls from businesses, cities and individuals who want improved services. As evident within resident challenge portion of the OCIO #6, there has been 11 businesses and many homeowners challenging the existing provider's level of service.

Over the course of the last six years, ACEC has provided service to more than 1,117 wireless customers in Northeast Iowa. As you can see, ACEC is seen as a resource and partner in many ways within their territory.