

Demonstrated Experience

Service Area

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

ACEC provides electric power to more than 9,900 customers on 2,523 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 the service area on the north and the Mississippi River runs along the eastern border. Company headquarters is located just outside of Postville, which is geographically near the center of the service area. They maintain 24-hour, around-the-clock service, and the 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 24 electric distribution cooperatives and 27 municipal utilities.

ACEC has been in the communications business for many years, initially as a DirecTV franchisee. Operating as ACSkyways, has been providing satellite internet services since 2005. Service was initially offered as WildBlue, later Exede, and currently Viasat internet.

After several years of experience with satellite internet, they 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 explored 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

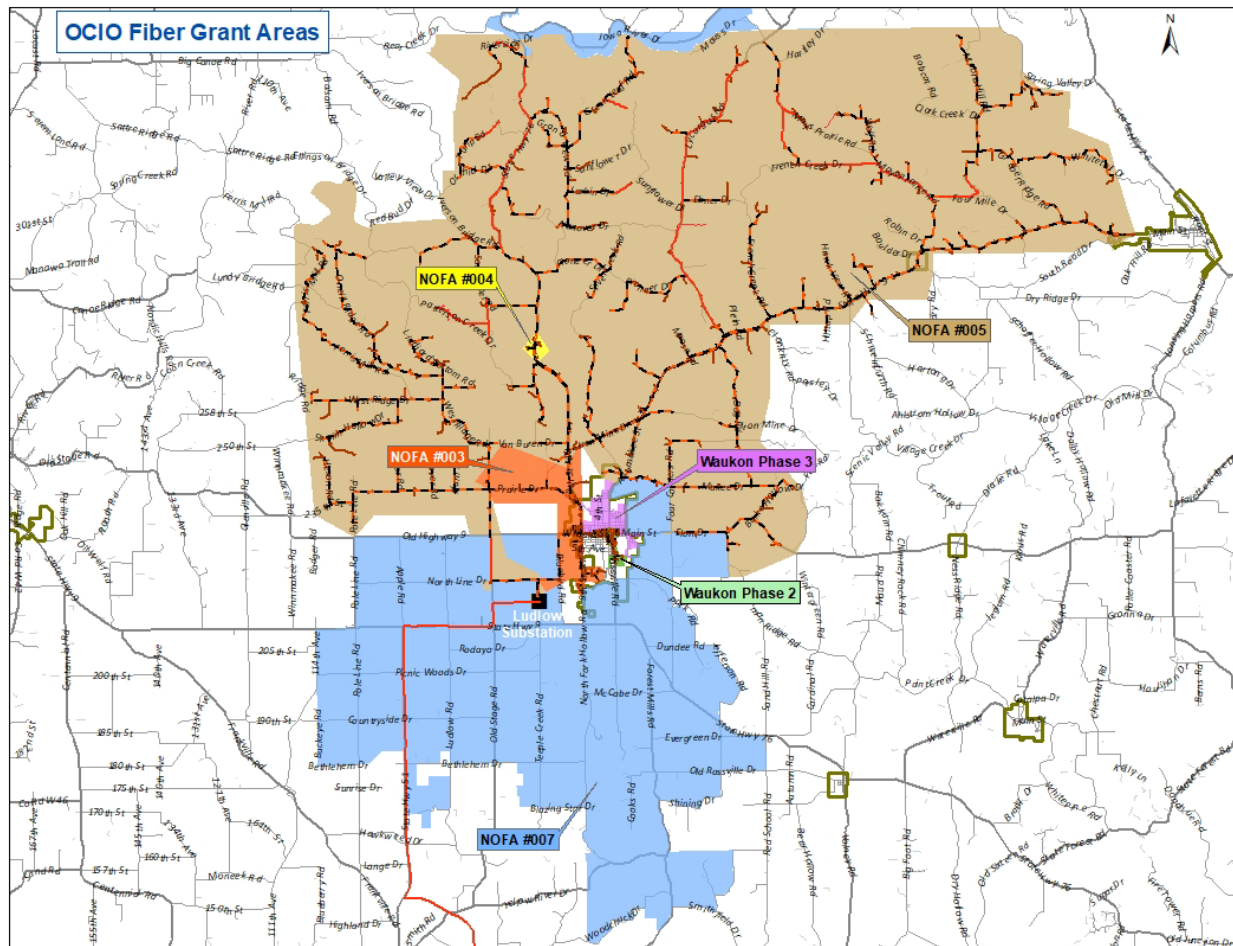
ACEC's technical staff in their ACSkyways Department have a combined 20 years of experience with internet applications, installation, and deployment. One staff member has an Associate's Degree in Networking with a Fiber Optics Certification. ACEC's customer service is second to none when comparing other telecommunication providers' services. ACEC staff live and work within this 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

As part of their long-range plan, ACEC deployed fiberoptic cable connecting from a local fiber ring to the cooperative office. ACEC has built wireless internet access points in Allamakee County. ACEC has completed extensive planning efforts to deploy their fiber wireline internet services within the region. Part of the plan is to service the City of Waukon and rural areas surrounding Waukon. ACEC has received (3) successful OCIO awards – summarized as follows:

- NOFA #003 – West Waukon (Completed September 2021)
- NOFA #004 – Rural North Waukon (Completed)
- NOFA #005 – Dorchester Fiber (Completed)

To facilitate fiber to the home, head-end electronics were installed for reliability at two of their existing substations. With prior OCIO awards, ACEC has been able to deploy fiber in underserved areas and has created a momentum of projects, building upon each other. This has put ACEC in a position to efficiently move into neighboring underserved areas.



Over the course of the past six years, ACEC has provided service to more than a thousand residents in Northeast Iowa. This number grows daily. As you can see, ACEC is seen as a resource and partner in many ways within their territory.