

The Twin Valley

Electric Cooperative, Inc.

November 2005

501 Huston St. ❖ P.O. Box 385 ❖ Altamont, Kansas 67330-0385

Phone: (866)-784-5500

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"Owned By Those We Serve"



A Message From the Manager...



Ron Holsteen

We have recently made some changes in our phone system that should make it easier for you to contact the office during our office hours 8 a.m. to 4:30 p.m. If the main line is busy, your call will be automatically rolled to a second line. All calls received after 4:30 p.m. until 8 a.m. the next morning are automatically forwarded to our after-hours dispatcher, who is equipped to only handle outages or dangerous line situations.

The dispatcher does not have access to the billing information, so please make all calls relating to your account or other office information during our normal office hours. Please use our office number (620) 784-5500 or our toll-free number (866) 784-5500 when calling the office during normal working hours and after hours.

All issues regarding pay, reimbursement of expenses and responsibility for all logistical issues such as housing, fuel, meals and supplies have been agreed upon in advance of these disasters. This Mutual Aid Plan also benefits our cooperative when we suffer major outages due to storms, as we only need to make one phone call to our statewide association, Kansas Electric Cooperatives, and help is on the way. That is what cooperation among cooperatives is all about.

Ron Holsteen

Annual Meter Readings Begin

Twin Valley Electric has begun its annual meter readings. This job will continue over the next several months. The meter reader will be driving a vehicle identified as Twin Valley Electric Cooperative.

Please remember to continue to provide your meter reading when paying your electric bill.



Meet Mike Allison, Twin Valley Board Member

Michael Allison is the newest Trustee on the Board. Mike has lived in rural Labette County most of his life. Mike is married to Susan and they have four children, one daughter in law and one grandson.

Mike graduated from Pittsburg State University with a major in accounting. He is now employed by Pete's of Erie, where he is the Office Manager and Financial Accountant.

He joins Twin Valley's Board of Trustees with a goal to continue providing quality electric service to our members at an affordable rate. One thing Mike hopes to learn from having a position on the board

is to gain knowledge of how the rural cooperatives operate.

Mike's hobbies include arts and crafts, counted cross-stitch, gardening, working in the yard and spending time with family.

Mike has been involved with 4-H in Labette County for many years. He is a member of the Center Bethel Union Church and has served on that board for over 25 years; most of those years he was treasurer.



Cold Weather Rule

Effective November 1 to March 31

The Cold Weather Rule was designed by the Kansas Corporation Commission (KCC) in 1983 to ensure that qualifying residential members have the electric service needed to keep their homes warm during the winter. The KCC also recognizes the customer's responsibility to make arrangements to pay for that service. You must make payment arrangements with Twin Valley Electric Cooperative to use the Rule.

How do you sign up?

- If you can't pay your entire bill, call or visit the office to make payment arrangements:
 - Agree to pay 1/12 of the overdue amount of your bill, plus 1/12 of your current bill, all disconnection and connection fees, and agree to pay the remainder in equal payments over the next 11 months; or
 - Negotiate a payment plan to pay the overdue amount off quicker than 12 months.
 - Remember, you must also pay your full bills for new service you use while paying off the overdue amount.
 - Apply for federal, state, local or special funds for which you are eligible.
 - If you are behind in a previous payment plan and cannot catch up, you need to make a new payment

agreement.

- If you have illegally used service, you must pay for the value of the illegally used service.

If you have made payment arrangements with the office:

- The cooperative can't disconnect you when the temperature is forecasted to drop below 35 degrees or be in the mid to low 30s in the next 24 hours.
- To keep from getting disconnected when it is 35 degrees or above, or to get reconnected regardless of temperature, you must make payment arrangements with the cooperative.
- A utility may start final notification and disconnection process if there is a 48 hour forecast of temperatures above 35 degrees.
- On the day before disconnection, the cooperative will attempt to contact you by phone or leave a message on your door. The cooperative offers a third party notification plan.

Can you be disconnected during the Cold Weather Rule?

Yes. Don't ignore your electric bills believing that your service won't be disconnected during this time. You must arrange for a payment plan and comply with that plan to qualify for protection of the Cold Weather Rule

Statement of Non-Discrimination

The Twin Valley Electric Cooperative, Inc. is the recipient of federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age, or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's non-discrimination compliance efforts is Ron Holsteen, General Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Administrator, Rural Utilities Service, Stop 1510, 1400 Independence Avenue, SW Washington, DC, 20250-1510; or the Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410; or call (202) 720-5964 (voice or TDD).

USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

HAPPY
Thanksgiving
ONE AND ALL



Our office will be closed November 24-25
Have a safe and happy holiday.