

# Twin Valley Introduces E-Billing

The e-bill option at Twin Valley Electric Cooperative is now available. E-bill gives you the ability to instantly view information about your bill from your home, office or any place that you have access to the Internet. It also allows you to view your account and pay your bill online through a secured web site via the Internet.

To get started, simply access the e-bill site by visiting Twin Valley Electric web site [www.twinvalleyelectric.coop](http://www.twinvalleyelectric.coop).

- Have your Twin Valley account number ready
- Click on “E-bill”
- Select “If you are a new user”
- Fill out appropriate information and select “submit”
- It’s that easy and you’re on your way to accessing your account. Not only can you look at the current bill that you can have mailed or choose to only receive by e-mail, but you also have the capability of looking back at previous months’ bills and payments, too. Charts showing views of kWh usage and charges are also at your



fingertips.

“Not only do our members benefit, but it also saves time and money for Twin Valley by not having to print monthly bills, if the member chooses to only receive it by e-mail, process payments and for the most obvious of reasons-it eliminates postage costs,” said Ron Holsteen, General Manager for Twin Valley Electric Cooperative.

There are three options for paying your bill:

- **Twin Valley auto pay plan**  
– Automatically withdraws

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## Twin Valley Electric Cooperative, Inc.

Ron Holsteen - Manager

### Office Hours

Monday - Friday  
8 a.m. to 4:30 p.m.

### Board of Directors

Daniel Peterson - President  
Bryan Coover - Vice President  
Norman L. Leistikow - Secretary  
Larry Hubbell - Treasurer  
Ronald E. McNickle  
Tom Ellison  
Michael Allison  
Wayne Revell  
Robert E. Webster, Jr.

## Statement of Nondiscrimination

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.

# Attention High School Juniors

## *Don't Miss This FREE Opportunity*



Keith Geren, Altamont, (left) takes a break on the steps of the U.S. Supreme Court, one of the many stops on the "Government in Action" Youth Tour to Washington, D.C.

Twin Valley Electric Cooperative, Inc., will send one high school junior to the "Government in Action" Youth Tour in Washington, D.C., and one to the Cooperative Youth Leadership Camp in Steamboat Springs, CO.

### To Qualify

The applicant must be a high school junior living within the cooperative's territorial boundaries and the child of a Twin Valley Electric member.

### To Apply

Applicants will be expected to study and take a quiz over information sent by Twin Valley regarding electric cooperatives. There will also be a short

interview to pick the winner. All participating students will receive a prize.

To apply please complete, sign and return the application below to Twin Valley, PO Box 368, Altamont, KS 67330.

### Youth Tour Selection Process

Applicants must complete an application and return it to the cooperative office by March 4, 2009. Finalists will be quizzed and interviewed by a panel of judges at the cooperative offices on March 27, 2009.

### For More Information

For more information contact Jennifer at 1-866-784-5500.

# School Juniors

## *E Trip of A Lifetime!*



Cole Penrod, Coffeyville, (left) and his teammates build a power system model at the 2008 Cooperative Youth Leadership Camp in Steamboat Springs, CO.

## Red Flag Rule

At the September Board Meeting, the Board of Directors approved a new policy regarding Identity Theft Red Flag Prevention.

The Red Flag Rule was mandated by the Federal Trade Commission (FTC) and went into effect on January 1, 2008.

Entities such as Twin Valley Electric had until November 1 to be in compliance.

The Red Flag Rule requires all financial institutions and creditors to implement an identity theft prevention program for the purpose of detecting, preventing and mitigating identity theft for their covered accounts.

The rule applies to "creditors" who maintain one or more accounts under the rule. Electric cooperatives, like Twin Valley and other utilities, are defined as creditors.

Because of this new rule and the related policy, you may be asked to provide additional information and identification when you make inquiries regarding your service/account with Twin Valley.

Please be patient with us as we work to insure that we are compliant with this new requirement.

## Holiday Office Closing

Please note that the Twin Valley office will be closed November 27-28 to celebrate Thanksgiving. Happy holidays!

### Application for Youth Tour Contest - DUE March 4, 2009

Name of Applicant \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Birth Date \_\_\_\_\_ Twin Valley Account # \_\_\_\_\_

Name of Parents or Guardians \_\_\_\_\_

Parents' Phone Number \_\_\_\_\_

School \_\_\_\_\_

I agree that all information supplied in this application is accurate and true.

Signature of Applicant \_\_\_\_\_

I hereby grant permission for the above named applicant to enter the 2009 Youth Tour competition sponsored by Twin Valley Electric Cooperative, Inc.

Signature of Parent or Legal Guardian \_\_\_\_\_

## Twin Valley Introduces E-Billing, Continued

payment from a designated checking or savings account each month. If this is the plan for you, then please call Twin Valley toll free at 866-784-5500 or visit our web site at [www.twinvalleyelectric.coop](http://www.twinvalleyelectric.coop) to get started.

- **Electronic bank draft** – Enter the nine-digit routing number and your account number off the bottom of your check blank from the account in which you would like the amount withdrawn from monthly.
- **Credit card** – Twin Valley accepts Visa and Mastercard credit cards only.

Once you sign up, Twin Valley will e-mail a notification that the bill is ready to view online, along with a link to Twin Valley web site.

Upon entering the E-bill site, you will need your e-mail address and password to sign on to the secured site. A helpful suggestion would be to add the site as a favorite to your browser for future access.

“By providing this new billing option, we hope that our member’s realize Twin Valley’s commitment to bringing them the best services possible,” Holsteen said.

If you are interested in using the E-bill option, please visit our Web site at [www.twinvalleyelectric.coop](http://www.twinvalleyelectric.coop), or call toll free 866-784-5500 and ask how to get signed up for our E-bill service.

## Cold Weather Rule

Some members honestly believe that their electricity can’t be disconnected from November 1 through March 31 because of the Cold Weather Rule (CWR), but that is simply not true. The provision for the CWR is to ensure human health and safety are not reasonably endangered during the cold weather months. It is not an excuse to ignore your electric bill!

The co-op will not disconnect a residential service between November 1 and March 31 when the National Weather Service office forecasts the temperature will drop below 35° F within the following 48-hour period unless:

- It is at the member’s request;
- The service is abandoned;

A dangerous condition exists on the member’s premises;

The member violates any rule of the cooperative which adversely affects the safety of the member or other persons, or the physical integrity of the cooperative delivery system;

The member causes or permits unauthorized interference with or diversion or the use of (mechanical bypass), electric service situated or delivered on or about the member’s premises.

To qualify for the CWR the member must do the following:  
Inform the co-op of their

inability to pay their account in full;

Give sufficient information to allow the co-op to make a payment arrangement mutually agreeable;

NOT default on a payment agreement. Once an agreement has been made and those terms are defaulted on the agreement becomes null and void and the member’s service will be subject to immediate disconnection.

Apply for any federal, state, or local funds for which the member may qualify.

The cooperative will:

Send one written notice mailed first class at least five days prior to termination of service—this notice is your non-payment notice or your regular electric bill which shows any balance not paid on your account when the current bill calculation was run;

The day prior to disconnection the co-op will make at least one attempt to contact the member of record. If the member is unable to be contacted a disconnect notice will be left on the door by a co-op employee;

Inform the member of any known organization where funds may be available to assist with payment of electric bill.

### Twin Valley Outage Report for October 2008

Date	Substation	Problem Found	Time off	Members Effected
10/4	Altamont Substation	Lightning/Storm	12 Hours	1
10/4	Altamont Substation	Lightning/Storm	1 hour	12
10/4	MV Substation	Lightning/Storm	2 hours	2
10/4	MV Substation	Lightning/Storm	2 hours	5
10/6	Altamont Substation	Broken Line	3 hours	32
10/6	NW Parsons	Lightning/Storm	2 hours	1
10/7	MV Substation	Trees/Blown Fuse	2 hours	2
10/8	Altamont Substation	Transformer	2 hours	1