

TWIN VALLEY ELECTRIC COOPERATIVE

NEWS



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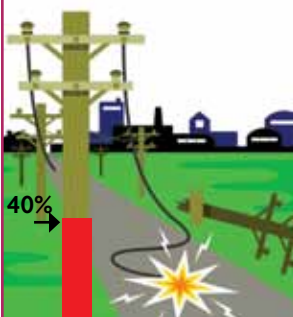
Robert Webster, Jr.
Trustee

Office Hours

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

FEMA Rebuild Update

As of October 18, we have completed 40% of Federal Emergency Management Agency (FEMA) rebuild work.



FROM THE MANAGER

The Value of Being a Co-op Member

As your electric cooperative, it's important for Twin Valley Electric cooperative to provide you—our member-owners—with safe, reliable power. Yet our service goes beyond the wires. It's also important that we offer additional value that has an enormously positive impact on everyone in the community. As a Touchstone Energy® co-op, we strive to meet that goal on a daily basis.

That's why Twin Valley, in conjunction with the other Touchstone Energy co-ops serving 22 million member-owners nationwide, has launched the Co-op Connections® program.

This new card-based member benefit program is designed to deliver added value to our members by offering valuable discounts at participating local and national businesses. The program connects you with discounts on everything from hotel stays to prescription drugs. The Co-op Connections Card program is a benefit to you just for being a member of a cooperative—and it's free.

Each member of Twin Valley will receive a Co-op Connections Card in the mail. The cards will be attached to a letter and include one credit card-sized card and two key fob cards. The cards do not need to be activated. They are ready for use at participating businesses locally and nationwide. No

personal information is stored on the cards, and each of them has the exact same discount code.

Take your card with you wherever you go. Whenever a Co-op Connections cardholder—whether from Twin Valley or from one of the hundreds of Touchstone Energy co-ops across the country—shows the Co-op Connections card at a participating business, they receive a discount. Members benefit when they patronize local businesses and get special offers.

Equally, those businesses benefit from the free promotion of their participation and increased customer visits by co-op members participating in the program. It's easy to spot which local businesses are participating. Look for the Co-op Connections Card logo on the window, door or cash register.

Businesses can sign up for the program at no cost. You can simply log on to Twin Valley's website at www.twinvalleyelectric.coop and check out the list of participants.

So while our number one priority is keeping the lights on, Twin Valley is committed to bringing additional value to our members and the communities we serve. The Co-op Connections Card program is just another way to accomplish that goal. That's the cooperative difference.



Ron Holsteen

“Our service goes beyond the wires.”

NOTES FROM OPERATIONS

An Electric Co-op History Lesson



William Worthy

In October, Twin Valley Electric cooperative participated in Farm Heritage Days in Parsons. Not only was it great to meet all of the people that stopped by our display, it was wonderful to see all of antiques that were a part of the celebration.

Twin Valley was asked to participate especially due to the fact that our great nation was celebrating the 75th anniversary of the Rural Electrification Act that brought electricity to the farms and ranches scattered across the vast countryside. Just as with farm and agricultural equipment, things have constantly changed since.

A Little History

600 B.C., Thales of Miletus writes about amber becoming charged by rubbing—he was describing what we now call static electricity.

1600 English scientist William Gilbert first coined the term “electricity” from the Greek word for amber. Gilbert wrote about the electrification of many substances in his “De magnetice, magneticisque corporibus”. He also first used the terms electric

force, magnetic pole, and electric attraction.

1660 Otto von Guericke invented a machine that produced static electricity. Many more advances were made before the first town was electrified in the late 1800s.

1881 The first town in the world to have a public electricity supply was Godalming in Surrey, England, where a public supply and the first ever electric street lighting was introduced in mid-1881.

The current was delivered by a Siemens a.c. alternator turning at 840 rpm. A Siemens Dynamo at 1,200 rpm gives a current of 12 amps. The alternator feeds two circuits; one of these is for the seven arc lights and the other for the 34 Swan lamps. The first circuit is at 12 amps and 250 volts while the 34 Swan lamp circuit is of 33 amps and 40 volts. Both circuits together need 10 horsepower. In a nutshell, your electric clothes dryer draws more current than the first electrified town did.



Above and below: Twin Valley Electric displays old vs. new cooperative technology at the Farm Heritage Celebration.

the Edison Illuminating Company.

1937 Rural electricity did not come into being until 1937 when President Franklin D. Roosevelt issued Executive Order 7307 on May 11. Prior to that, the provision of power to remote areas was not thought to be economically feasible. A 2,300 volt distribution system was then used in cities. This relatively low voltage could only be carried about four miles before the voltage drop became unacceptable. REA cooperatives used a 6,900 volt distribution network, which could support much longer runs (up to about 40 miles). Despite requiring more expensive transformers at each home, the overall system cost was manageable. Consumers became members, owners of the cooperative supplying the electricity to the farms and rural property.

1882 In the US, the first public electricity supply wasn't introduced until September 4, 1882. Edison's first 'central power station' opened in Pearl St, Manhattan, NY by

1949 The telephone industry followed the same path.

Think about the changes that have been made in the last 75 years, changes in rural and urban, agriculture and industrial, office and home, all have witnessed advances that have simplified and streamlined what we do every day. Now think about what lies ahead for us tomorrow.



Expanding Your Home? Steer Clear of Power Lines

You've had an eye on the perfect spot for your get-away cabin. The view—well, it is breathtaking! But if you try to build your dream home too close to a power line, you may not live long enough to enjoy it.

"We have found new homes where the roof was placed less than eight feet from an existing power line, or where a swimming pool or barn was put in underneath a line," explains Will Worthy, Director of Operations at Twin Valley Electric. "When you think about a builder hauling in materials and working in those areas, and then folks using the pool or getting too close to the roof, it's pretty scary."

Whether you're a contractor or a do-it-yourselfer, always use caution when working near power lines and never get closer than 10 feet to an overhead line.

Electricity flows through metal, wood, water, and many other conducting materials, including human beings—all in an effort to reach the ground. Small birds can sit on power lines unhurt because they don't create a path to ground. But you and your ladder do.

A line doesn't have to be touched to spark danger—electricity can jump, or arc, from a power line to a person or equipment that gets too close. When equipment comes into contact with power lines, it becomes energized and dangerous.

Overhead power lines are not insulated. Touching a power line or an object in contact with one can result in serious injury—even death. Please contact us if you're working near power lines so that we can help you stay safe.

Working too close to power lines is not only deadly—often it's against the law. Kansas has a statute in place, commonly called the 10-Foot Rule, requiring land owners to

notify the local utility if any work will be done within 10 feet of a power line.

The U.S. Occupational Safety and Health Administration (OSHA) advises the best protection is lots of space. Don't operate equipment around overhead power lines unless you are authorized and trained to do so. You should notify Twin Valley when you're working within 10 feet of power lines. OSHA provides these general guidelines:

- ▶ When working near overhead power lines, the use of non-conductive fiberglass ladders is recommended.
- ▶ If an object (scaffolds, cranes, etc.) must be moved near overhead power lines, appoint a worker whose sole responsibility is to observe the clearance between the power lines and the object. Warn others if the minimum distance is not maintained.
- ▶ Never touch an overhead line if it has been brought down by machinery or has fallen. Never assume lines are dead.
- ▶ When a machine is in contact with an overhead line, **DO NOT** allow anyone to come near or touch the machine. Stay away from the machine and contact Twin Valley.
- ▶ If you should be in a vehicle in contact with an overhead power line, **DON'T LEAVE THE VEHICLE**. As long as you stay inside and avoid touching outside metal, you should avoid an electrical hazard. If you need to exit to summon help or because of fire, jump out without touching any wires or the exterior, keep your feet together, and hop to safety.

If you're planning to build a home or other structures near power lines, call Twin Valley at 620-784-5500.

Time Change November 7

Don't forget to fall back one hour on November 7. This is also a good time to:

- ▶ Change the batteries in your smoke detectors.
- ▶ Have a professional check your fire extinguishers.

Happy Veteran's Day

Veteran's Day is November 11. Twin Valley would like to thank all veterans for their sacrifice.

Holiday Office Closing

Twin Valley Electric would like to wish everyone a Happy Thanksgiving, and also remind members that the office will be closed on November 25-26.



Statement of Non-discrimination

Twin Valley Electric Cooperative, Inc. is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866)377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

Cold Weather Rule

The provisions of the Cold Weather Rule establish the disconnection procedures for delinquent accounts of any residential member of the cooperative throughout the cold weather period, which extends from November 1 through March 31. The cold weather rule will be applied when the local National Weather Service office forecasts the temperature to drop below 35 degrees (the activating temperature) within the following 24 hour period.

To avoid disconnection during the cold weather period and qualify for the benefits of the Cold Weather Rule the member must meet the requirements of the Good Faith Test. To meet the requirements of the Good Faith Test, the member will:

- ▶ (a) Inform the cooperative of the member's inability to pay the bill in full;
- ▶ (b) Give sufficient information to allow the cooperative to make a payment agreement;
- ▶ (c) Enter a level payment plan agreement for past, current and future charges for electric service with arrears paid in equal installments over the next three months. The member and the cooperative may negotiate other payment arrangements mutually agreeable, individualized to the member's situation providing the most appropriate terms, after the member has been informed that he or she has at least three months in which to pay;
- ▶ (d) Apply for federal, state, local or other funds for which the member is eligible;
- ▶ (e) Not obtain electric service by tampering;
- ▶ (f) Not default on a payment plan.

When a local National Weather Service forecasts the temperature

to be above the activating temperature for the next 24 hours, the cooperative will fulfill the procedures outlined.

Upon the member's request, the cooperative will restore service within 24 hours when the cause of disconnection of service has been eliminated, all applicable restoration charges paid, and, if required, satisfactory credit arrangements have been made.

At all times, the cooperative will make every effort to restore service on the restoration day requested, and in any event, restoration will be made no later than the next business day following the day requested by the member.

Trip, Disconnection and Reconnection Charges

- ▶ (1) If collection of an electric service bill is made at the member's premises, the cooperative will require a Trip Charge as filed in the Service Fee Rate Schedule.
- ▶ (2) Except when requested by the member, if electric service is disconnected for any of the reasons stated in the above Sections (1) the cooperative will require a Disconnection Charge as filed in the Service Fees Rate Schedule.
- ▶ (3) Upon reconnection of electric service, except when disconnected pursuant to member's request, the cooperative will require a Reconnection Charge as filed in the Service Fees Rate Schedule.
- ▶ (4) Unless otherwise specified in



The CWR ensures you will have electric service for your home during the winter. You must make payment arrangements with Twin Valley to use the CWR.

the Application and Contract for membership and Electric Service, in the event a member orders a disconnection and a reconnection of service at the same premises within a twelve month period, the cooperative will collect, as a Reconnection Charge, the sum of such minimum bills as would have occurred during the period of disconnection, along with the fee filed in the Service Fees Rate Schedule.

- ▶ (5) Any Collection, Disconnection, or Reconnection Charges and all other utility charges due will be paid before service is restored. These charges are in addition to any deposit which may be required by the cooperative before service is restored.

Service Fees

The following fees and charges shall be collected by the Cooperative in accordance with the provisions of the Rules and Regulations.

- ▶ Returned Check Charge: \$30
- ▶ Trip Charge: \$30
- ▶ Re-connection Charge: \$30
- ▶ After-hours Re-connection Charge: \$125
- ▶ Re-connection Charge for In-active Service: \$75
- ▶ Meter Test Fee: \$150