



A Touchstone Energy® Cooperative 

1511 14,000 Rd, P.O. Box 368, Altamont, KS 67330
866-784-5500
www.twinvalleyelectric.coop

**TWIN VALLEY
ELECTRIC CO-OP**

NEWS

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Office Hours

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

Contact Us

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Cold Weather Rule

Effective Nov. 1 to March 31

To avoid disconnection during the cold weather period, Nov. 1 to March 31, and qualify for the benefits of the Cold Weather Rule, the member must meet and follow the Good Faith Test requirements:

- ▶ Inform the cooperative of the member's inability to pay the bill in full;
- ▶ Give sufficient information to allow the cooperative to make a payment agreement;
- ▶ 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;
- ▶ Apply for federal, state, local or other funds for which the member is eligible;
- ▶ Not obtain electric service by tampering as defined in Section 6J of our



The Cold Weather Rule ensures you will have electric service for your home during the winter. You must make pay arrangements with Twin Valley Electric to use the Cold Weather Rule.

Rules and Regulations; and

- ▶ Not default on a payment plan.

The provisions of the Cold Weather Rule establish the disconnection procedures for delinquent accounts of any residential member during the cold weather period. The Cold Weather Rule will be applied when the local National Weather Service office forecasts the temperature to drop below 35 degrees Fahrenheit (the activating temperature) within the following 48-hour period. When the temperature is forecasted to be above the activating temperature for the next 48 hours, the co-op will fulfill the procedures outlined in Section 5 of our Rules and Regulations.

Join Us at the Polls Nov. 6

Twin Valley Electric's No. 1 priority is providing our consumer-members with safe, reliable and affordable electricity. But doing this job requires a lot more than stringing and maintaining power lines throughout our service territory. It requires political engagement. That may seem far removed from our core mission, but it's absolutely essential to serving you, our consumer-members.

That's why we're participating in a national program of America's electric cooperatives called Co-ops Vote.

Co-ops Vote encourages all co-op members to participate in national, state and local elections while educating political candidates and elected officials about the important role played by electric cooperatives in their communities.

The National Rural Electric Cooperative Association, the service organization representing the nation's electric co-ops, launched Co-ops Vote in 2016. Co-ops Vote started as a national non-partisan get-out-the-vote initiative that helped drive rural voter turnout in the 2016 presidential election.

Through this program, electric co-ops realized they had a unique advantage: As co-ops, the civic virtue of voting is in our DNA. We show concern for community—one of the seven cooperative



principles—through participation in our democracy.

Co-ops have another advantage. Elected officials and decision-makers across the political spectrum trust us because of the work the electric cooperative family has put into political engagement. When we all get involved, we can make things happen politically and in our local communities.

Our participation in Co-ops Vote helps to ensure that rural issues remain part of the national discussion—and are supported by our elected officials. But Co-ops Vote isn't just for co-ops. It's for co-op members just like you.

You can participate by registering to vote and committing to cast your ballot on Nov. 6. If you're interested in getting more involved, just give us a call or visit www.vote.coop to learn more about the upcoming elections and access online tools that can help you participate. We look forward to seeing you at the polls on Election Day!

Button Up Your Home Before Winter

Old man winter will soon come knocking on your front door. Now is a good time to make sure he won't be accompanied by a draft coming through your home. Use the mild weather now to improve your home's efficiency for greater comfort and less energy waste:

- ▶ Caulk and add weather stripping to doors and windows that leak air.
- ▶ Clean your furnace and replace your furnace filter.
- ▶ Replace door bottoms and thresholds with ones that have pliable sealing gaskets.
- ▶ Use foam sealant on larger gaps around windows, baseboards, and other places where air may leak out.
- ▶ Make sure your insulation is a foot or foot and a half in your attic or crawl space.

If you want to do more than the basics, fall is a great time to call your electric co-op for a home energy audit. For more information on preparing your home for winter, visit SafeElectricity.org.

Statement of Nondiscrimination

This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at program.intake@usda.gov.

Winter Rate in Effect on November Billing

Please note, Twin Valley Electric's Winter Rate went into effect with October usage and will show on your November billing.

NOV. 11, 2018

VETERANS DAY

HONORING ALL WHO SERVED



Happy Thanksgiving

Our offices will be closed Thursday, Nov. 22, and Friday, Nov. 23, in observance of the holiday. From our co-op family to yours, Happy Thanksgiving!

