



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

Twin Valley Electric Cooperative, Inc.

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Office Hours

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

Contact Us

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FROM THE MANAGER

Are You Prepared for Winter?



Angie Erickson

As the colder months hit, many of us are not prepared for Old Man Winter's potential wrath.

Although our No. 1 goal at Twin Valley Electric Cooperative

is to provide safe and reliable service — to do all we can to keep the power on — weather conditions can tie our hands. Snow and ice can cause trees to fall, hitting power lines and disconnecting power.

The Centers for Disease Control and Prevention (CDC) advises everyone to ready their homes and cars, prepare for possible power outages, and to check on older adults. Be sure to have plenty of non-perishable food on hand and

extra water stored in clean containers. If bad weather is forecasted, avoid travel, fully charge your cell phone, and keep an up-to-date emergency kit on hand.

Specifically, the CDC recommends taking the following steps so you will be more likely to stay safe and healthy when temperatures start to fall:

Winterize Your Home

- ▶ Install weather stripping, insulation and storm windows.
- ▶ Insulate water lines that run along exterior walls.
- ▶ Clean out gutters and repair roof leaks.
- ▶ Check your heating systems:
- ▶ Have your heating system serviced professionally to make sure it is clean, working properly and ventilated to the outside.

Continued on page 16B ▶

Energy Efficiency Tip of the Month

LAUNDRY TIP: Dry towels and heavier cottons separately from lighter clothing. You'll spend less time drying the lighter-weight items.

Source: energy.gov



RECYCLE YOUR ELECTRONICS



Wait! Before you recycle or donate your unwanted electronics, consider these tips from the Environmental Protection Agency:

- 1 Delete and destroy all personal information from the device.
- 2 Remove batteries for separate recycling.
- 3 Check with the manufacturer or with local major retailers for recycling options.
- 4 Consider upgrading your current computer's hardware or software instead.



Recycling 1 million laptops saves the energy equivalent to the electricity used by more than 3,657 U.S. homes in a year!

For every million cell phones we recycle, we can recover:

- ▶ 35,000 pounds of copper
- ▶ 772 pounds of silver
- ▶ 75 pounds of gold
- ▶ 33 pounds of palladium

Interested in Serving on the Board of Trustees?

Twin Valley will begin the search for board of trustee candidates in January. Board members represent the interests of the members in directing the business and affairs of the cooperative. They establish the strategic direction for the cooperative based on their members' interests, needs and desires.

If you are interested in serving the cooperative on the board, please contact memberservices@twinvalleyelectric.com or call our office at 866-784-5500 for information.

Are You Prepared for Winter?

Continued from page 16A ▶

- ▶ Inspect and clean fireplaces and chimneys.
- ▶ Install a smoke detector. Test batteries monthly and replace them twice a year.
- ▶ Have a safe alternate heating source and alternate fuels available.

Prevent Carbon Monoxide (CO) Emergencies

- ▶ Install a CO detector to alert you of the presence of the deadly, odorless, colorless gas. Check batteries when you change your clocks in the fall and spring.
- ▶ Learn symptoms of CO poisoning that include headache, dizziness, weakness, upset stomach, vomiting, chest pain and confusion.
- ▶ Keep grills, camp stoves and generators out of the house, basement and garage.
- ▶ Use fuel-powered generators at least 20 feet away from the house.

Leave your home immediately if the CO detector goes off and call 911.

Prepare Your Car

Get your car ready for cold weather. Service the radiator and maintain antifreeze level; check tire tread or, if necessary, replace tires with all-weather or snow tires. Also:

- ▶ Keep the gas tank full to avoid ice in the tank and fuel lines.

- ▶ Use a wintertime formula in your windshield washer.

Prepare Emergency Kits

Avoid driving, but in case you get stuck in bad weather or become stranded, an emergency kit for your car should include:

- ▶ Cell phone and portable charger
- ▶ Blankets
- ▶ Food and water
- ▶ Booster cables, flares, tire pump and a bag of sand or cat litter (for traction)
- ▶ Compass and maps
- ▶ Flashlight, battery-powered radio and extra batteries
- ▶ First-aid kit
- ▶ Plastic bags (for sanitation).

Start With These Items for an In-Home Emergency Kit

- ▶ Battery-operated devices, such as a flashlight, a NOAA Weather Radio and lamps
- ▶ Extra batteries and pre-charged portable phone power source
- ▶ First-aid kit and extra medicine
- ▶ Baby items
- ▶ Cat litter or sand for icy walkways.

Don't forget specific items you or members of your family might need during an emergency.

For additional winter prep tips, consult the CDC (cdc.gov), Red Cross (redcross.org) or ready.gov.



New Look. New Experience. Same SmartHub.

Take Control of Your Energy Use with Refreshed Mobile App

Twin Valley's SmartHub online and mobile app provides a lot of features to help you manage your account, from billing and payment info to detailed energy use analysis. It's a great tool to help you access your account information on the go or online.

This fall, Twin Valley's software provider rolled out an upgrade for the SmartHub mobile application to help you get to the features you need quickly and efficiently.

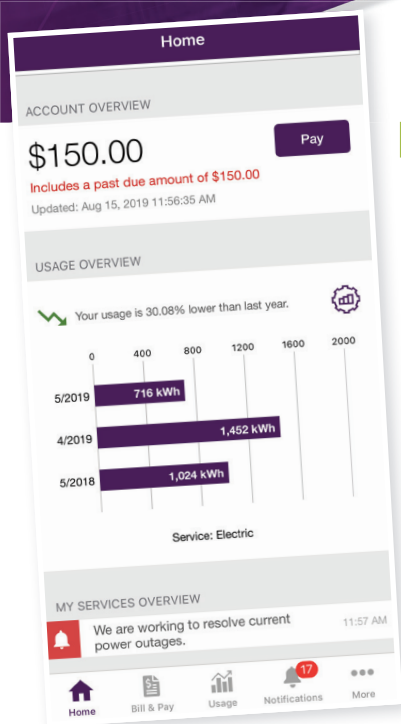
You'll first notice the mobile app

has a fresh, new look. When you open the app, you'll be able to see your usage analysis right upfront or you can contact us with the click of a button from the home screen.

Billing alerts are displayed right on the home screen, making it easy for us to communicate important information with you. Billing, payment and other features are available with one click of a button in a new condensed menu.

Whether you've always used SmartHub or are new to the app, we hope these updates provide a more user-friendly and efficient experience.

New Look. New Experience. Same SmartHub.



Happy Holidays

Wishing our members a Merry Christmas and Happy New Year!

In observance of the holidays, our office will be closed on Tuesday, Dec. 24, and Wednesday, Dec. 25, for the Christmas holiday. We will be closed on Wednesday, Jan. 1, for the new year.

Attention High School Juniors

Apply for a FREE Trip of a Lifetime!



During the Electric Cooperative Youth Tour to Washington, D.C., students meet with our elected officials. Next year's tour will be June 18-25, 2020.

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

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



Each year, campers go rafting during Cooperative Youth Leadership Camp in Steamboat Springs, Colorado. Next year's camp is scheduled for July 10-16, 2020.

information provided by Twin Valley regarding electric cooperatives. There will also be a **SHORT INTERVIEW ON JAN. 20 AT 1 P.M.** to pick the winners. To apply please complete, sign and return the application below to Twin Valley, 1511 14,000 Rd, P.O. Box 368, Altamont, KS, 67330 **BY JAN. 10.**

Youth Tour Selection Process

Applicants must complete an application and return it to the cooperative office. Finalists will take a quiz and then be interviewed by a panel of judges at the cooperative office.

To find out more, contact Jennifer Manahan at 866-784-5500.

Contest Application for Youth Tour — Due Jan. 10

Mail or deliver to Twin Valley, 1511 14,000 Rd, P.O. Box 368, Altamont, KS 67330.

Name of Applicant _____ Phone Number _____

Address _____ City _____ State _____ Zip _____

Birthdate _____ School _____

Parent(s)/Guardian(s) Name _____

Parent(s)/Guardian(s) Phone _____ Twin Valley Account # _____

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 2020 Youth Tour competition sponsored by Twin Valley Electric Cooperative, Inc.

Signature of Parent or Legal Guardian _____