



A Touchstone Energy® Cooperative 

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

**TWIN VALLEY
ELECTRIC CO-OP**

NEWS

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Restoring Power Safely and Efficiently

We do our best to avoid them, but there's no way around it: power outages occasionally happen.

For most Twin Valley Electric members, outages are rare and only last a few hours. But when major storms impact our area, extended outages are unavoidable.

So, when the power goes out, how do Twin Valley Electric crews know where to start working? How do you know if your outage has been reported? We've got answers to these questions and more, and it all starts with a safe, efficient plan for power restoration.

When the lights go out and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the larger main distribution lines that service a great number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the home are repaired.

We can't control the weather, but we can prepare for it. Twin Valley Electric keeps a supply of extra utility poles, transformers and other equipment on hand so we can quickly get to work in the event of infrastructure damage. When widespread outages

occur, multiple crews will be out in the field simultaneously working to repair damage at multiple locations. We also coordinate with nearby co-ops to bring in additional crews when necessary.

A proactive approach to maintenance helps minimize the chance of prolonged outages; this is why you see Twin Valley Electric crews periodically trimming trees and clearing vegetation near rights-of-way. We love trees too, but it only takes one overgrown limb to knock out power for an entire neighborhood. Trimming improves power reliability for our entire community. In addition to managing vegetation, we regularly inspect utility poles, power lines and other critical equipment to maintain a more reliable system.

If you experience a power outage, don't assume a neighbor reported it. It's best to report the outage yourself. The quickest way to report an outage is to call our office at 620-784-5500.

If you have a medical condition that requires electrical equipment, please let us know, and always have a backup plan in place. This plan could include a portable generator, extra medical supplies or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and instructions before use.

Mother Nature can be unpredictable, but as a member of Twin Valley Electric, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible.

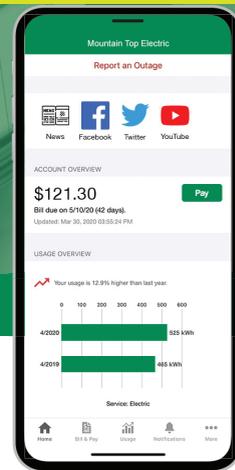


SMARTHUB

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

On the go and in control. SmartHub is a web and mobile app that allows you to do business with us like never before.

- Manage your account
- Receive important notices
- View and pay your bill
- Monitor usage 24/7



SIGN UP ON YOUR COMPUTER



From the SmartHub login screen, click on **Sign up** to access our Self Service site.



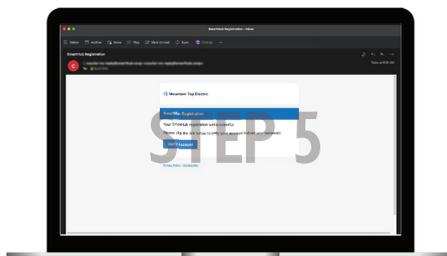
Fill out the registration form completely and click the **Submit** button.



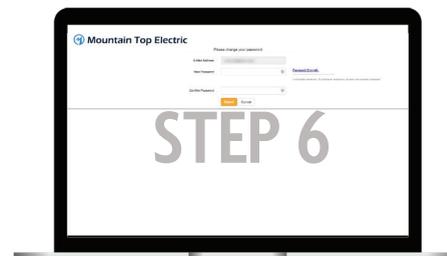
Enter the requested account information in order to verify your identity and click **Submit**. Answers must match account info exactly.



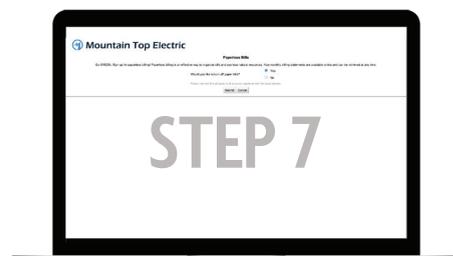
When successful, you'll get a congratulations notification like this.



Check your inbox for an email that will contain a button asking you to **Verify Your Account**.



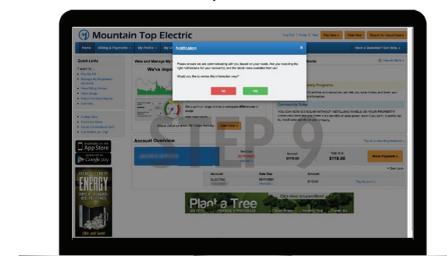
You will then be taken to a screen asking you to set your new password.



After you set your password, you'll be asked if you want to try Paperless Billing. Click **Yes and Submit** to activate.



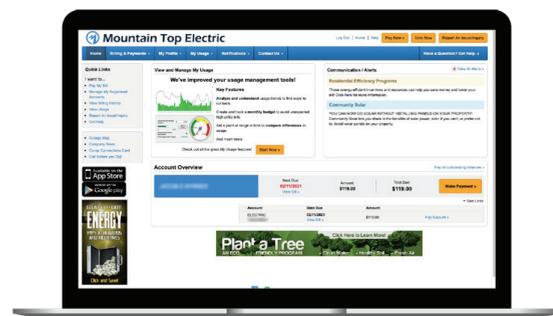
The final step will be to set your security phrase. Once you have done that, you are ready to use SmartHub!



You will be asked to review your notification settings in SmartHub. Click **Yes** to view those settings.



On the notifications settings screen, you'll be able to set alerts in the categories of Billing, Service, Events, and News.



Congratulations!
You have successfully registered your account. Browse around and see all the ways to save time and money.

On your mobile device open your app store application.

Search for **SmartHub** and look for the SmartHub icon. Follow the instructions to install the app on your device.

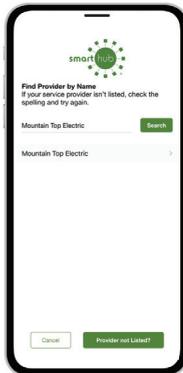
Once the app installs, tap the SmartHub icon on your device to open the app.

STEP 4



After SmartHub opens to the initial launch screen, tap the appropriate button to search by **Name**.

STEP 5



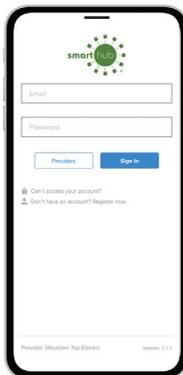
Search for the name of your provider and click on their name in the search results list.

STEP 6



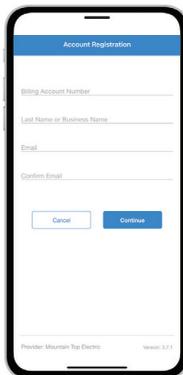
Tap the **Confirm** button to confirm your choice.

STEP 7



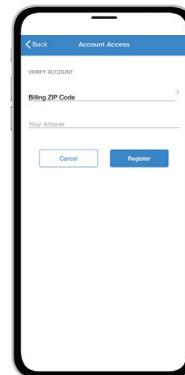
From the SmartHub login screen, look for the link that says **Don't have an account? Register now**.

STEP 8



Fill out the registration form completely and tap the **Continue** button.

STEP 9



On the security check screen, answer all of the security questions and tap the **Register** button again.

Share the Road Safely with Motorcyclists

May is Motorcycle Safety Awareness Month

“Traffic is returning to pre-pandemic levels, families are planning for summer road trips and interest in motorcycling — for commuting and recreating — is seeing strong growth,” according to the Motorcycle Safety Foundation (MSF). “This means more drivers and riders will be out on the roads this summer.”

Per vehicle miles traveled, motorcyclists are approximately 29 times likelier than those in passenger vehicles to die in a motor vehicle crash and four times likelier to be injured, according to the National Highway Traffic Safety Administration.

The MSF reminds everyone to look out for one another, whether you are a car or truck driver, motorcycle or scooter rider, bicyclist or pedestrian. The foundation wants to get the word out to drivers and riders alike and offers the following safety tips.

Five Tips for Drivers

1 TAKE AN EXTRA MOMENT TO LOOK FOR MOTORCYCLES. Because of their small size, motorcycles can be easily hidden in a car’s blind spots, so check and check again before changing lanes and making turns.

2 PREDICT THAT A MOTORCYCLE IS CLOSER THAN IT LOOKS. A

motorcycle may look farther away than it is because of its small size, and it may be difficult to judge a motorcycle’s speed. When checking traffic to turn at an intersection or into (or out of) a driveway, consider a motorcycle is closer than it appears.

3 KEEP A SAFE DISTANCE. Motorcyclists often slow down by rolling off the throttle or downshifting, thus not activating the brake light. Because of this, allow more following distance than you would for a car — about three to four seconds.

4 UNDERSTAND LANE SHIFTING. Motorcyclists often adjust their position within a lane to be seen more easily, and to maneuver around road debris, passing vehicles and wind. Understand that motorcyclists adjust lane positions for a purpose.

5 SEE THE PERSON. When a motorcycle is in motion, see more than the motorcycle — see the person under the helmet, who could be your friend, neighbor or relative.

Five Tips for Riders

1 BE VISIBLE. Motorists often have trouble seeing motorcycles, so wear bright clothing and a light-colored

helmet. Have your headlight on, day and night, and avoid riding in blind spots of cars and trucks. If possible, flash your brake light when slowing down and before stopping.

2 PRETEND YOU ARE INVISIBLE. If you assume others on the road cannot see you and any car that can hit you will hit you, you will tend to ride with a hyperaware mindset. Take extra responsibility for your safety and ride defensively.

3 GEAR UP FOR EVERY RIDE. Wear proper riding gear from head to toe. Full face helmets provide the best protection, and jackets, pants, gloves and boots made for riding will generally be made of abrasion-resistant material, include protective armor and provide additional comfort.

4 USE GOOD STREET STRATEGIES. Constantly search the road for changing conditions and use the search-evaluate-execute (SEE) strategy to assess and respond to hazards before you have to react to an emergency.

5 BEFORE YOU RIDE, CHECK YOUR BIKE. Make a habit of doing a pre-ride check, which includes looking over your tires and wheels, checking fluids, cables, your bike’s chassis, lights, electron-

A Quick Guide to GENERATORS

With proper use and maintenance, generators provide great convenience during a power outage. Before purchasing a generator, determine your backup power needs to select the right size. Make a list of essential appliances and devices you’ll want to power during an outage, then total the required wattage.

SAFETY FIRST!

- ▶ Call us if you purchase a generator that you plan to connect to an electrical panel.
- ▶ Improperly installed generators can create backfeed, which is dangerous to everyone. Before using one, disconnect your normal source of power.
- ▶ Operate a generator outdoors only.
- ▶ **DISCLAIMER:** Please note safety requirements may differ based on the type of generator you purchase. Thoroughly read the operator’s manual and know how to shut off the generator quickly.



	TYPE	POWER
HOW OFTEN DO YOU LOSE POWER?	RARELY	
	RECREATIONAL INVERTER	▶ fridge ▶ smaller items (i.e. lamp, phone charger, home security system)
	MIDSIZED INVERTER	▶ up to 2,000 watts ▶ lightweight, about 60 lbs. ▶ quiet, easy to store
	PORTABLE GENERATORS AND LARGE INVERTERS	▶ fridge ▶ laptop ▶ 5-10 lights ▶ phone charger ▶ home security system ▶ 10K BTU air conditioner
OCCASIONALLY	PORTABLE GENERATORS AND LARGE INVERTERS	▶ up to 7,500 watts ▶ weighs about 300 lbs. ▶ ability to connect to home’s breaker panel ▶ TRANSFER SWITCH REQUIRED
FREQUENTLY	HOME STANDBY	▶ fridge ▶ gas furnace ▶ 10K BTU air conditioner ▶ dishwasher ▶ can run indefinitely on natural gas or propane ▶ nearly all home appliances and electronics (simultaneously)

SOURCE: CONSUMER REPORTS