



pioneer
 electric
 cooperative, inc.
 Your Touchstone Energy® Cooperative

1850 W. Oklahoma, P.O. Box 368
 Ulysses, KS 67880
 620-356-1211 or 800-794-9302
www.pioneerelectric.coop

**PIONEER ELECTRIC
 COOPERATIVE**

NEWS

Pioneer Electric Cooperative, Inc.

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In Case of an Outage

If your electricity is off for more than a few minutes, call 888-551-4140. After-hours calls will be answered by dispatch and forwarded to standby personnel.

October is Co-op Month

October is a special time for cooperatives. It is a month that embodies what co-operatives are all about and gives us here, at Pioneer Electric, a chance to celebrate our communities.

While we are your local energy provider, we strive to be so much more. We live in the communities where we work and we call our service area home, just as you do. It is important to us that our communities are vibrant and thriving.

So this October, please join us at one of our many community events as we take some time out to celebrate the members that make us who we are—you!

Co-op Month Schedule

Tailgate Event

Get ready for some football on Oct. 5 at 4:30 p.m. at the Rolla vs Moscow High School football game in Moscow.

Safety Fest

Join us Oct. 6 at 9:30 a.m. for a morning of fun, food and safety. Admission is free and there will be plenty of giveaways and prize drawings. It all takes place at the Grant County Teen Center in Ulysses at the corner of Baughman and Grant Streets.

Chamber Coffee

Join us Oct. 26, at 10 a.m. at the Pioneer Electric office in Ulysses for our annual hosting of Chamber Coffee.

Senior Center Lunches

Join us for a free meal and great company at the following senior centers:

- ▶ **OCT. 3** at noon in Rolla
- ▶ **OCT. 10** at 11 a.m. in Sublette
- ▶ **OCT. 11** at noon in Satanta
- ▶ **OCT. 12** at noon in Moscow
- ▶ **OCT. 16** at 11:30 a.m. in Elkhart
- ▶ **OCT. 18** at noon in Richfield
- ▶ **OCT. 22** at 11:30 a.m. in Hugoton
- ▶ **OCT. 25** at noon in Johnson
- ▶ **OCT. 30** at noon in Ulysses

Make sure to follow us on Facebook and keep an eye on our website, www.pioneerelectric.coop, for more great Co-op Month activities!

PEC Employee Takes Role in Community

Every year in October we like to highlight some of the ways Pioneer Electric and other cooperatives are different from your average utility company.

A big part of being a cooperative is the community difference. Pioneer Electric and its employees are not just providing energy; they are providing a commitment to better their communities.

One specific way that commitment from the co-op takes form is in leadership roles in the communities Pioneer Electric serves. One such role Pioneer Electric employee Chris Wagner fills is head varsity coach for the Ulysses High School Tigers.

“Pioneer Electric is all about the community,” said Wagner. “We are more than just a power provider. The fact they allow me the opportunity to coach, even encourage it, really proves the cooperative difference.”

Wagner has coached at UHS for seven years including five as head coach. Prior to UHS, the Pioneer Electric accountant coached youth basketball for the recreational league for five years, giving him over a decade of coaching in southwest Kansas communities.

Having played for UHS earlier in life, followed by a stint of college ball at Oklahoma Panhandle State University, it is easy for Wagner to answer when asked what makes him want to coach.

“Obviously I have a passion for the game, but also the kids. I like seeing their improvement on the court in their skills, but it is also watching them grow beyond the court that is important to me,” said Wagner.

Cooperative employees live in the communities they serve. Wagner embodies that, having moved back to Ulysses to raise a family after attending OPSU and Kansas State University. He and his wife, Julie, have five children—Marissa (20), Breeana (18), Natalya (11), Keyan (4) and Annamarie (2).

“I am very blessed to be in Ulysses with an amazing wife and family. We are proud to be a part of the U-Family and are excited that our kids are going to get the opportunities that we did,” said Wagner.

There are several other employees at Pioneer Electric who show their community commitment by coaching. David Romero helps with middle school wrestling, Myra Nieto volunteers for youth soccer, Ashley Gibbons coaches middle school basketball, and Drew Peters coached golf.

Besides athletics, dozens of other Pioneer Electric employees volunteer their time to sit on committees, run after-school programs, help with church activities, plan community events and much more. Being a part of a cooperative is more than providing energy, it is being a part of a community.



Chris Wagner and son, Keyan, in 2014 in the Ulysses High School gym.



Chris Wagner, along with employees from both Pioneer Electric and Pioneer Communications, participates in a joint ALS Challenge.

Your Home, Your Energy

You have a two-bedroom, two-bath house with a TV, video game system, microwave and electric range cook-top. So does your next door neighbor.

Then why is your electric bill different than your neighbors?

Your electric usage is determined by more than just the number of appliances and the size of your home. The following are things that drastically affect electric bills and can vary from house to house.

- ▶ Wall insulation
- ▶ Age of a home
- ▶ Longer or hotter showers
- ▶ Cooking habits like stove vs. microwave
- ▶ How long the TV is turned on
- ▶ The age of your air conditioner
- ▶ Time spent in separate rooms
- ▶ Use of ENERGY STAR-certified appliances
- ▶ Kids in the home, age of occupants
- ▶ How long things stay plugged-in
- ▶ Temperature setting of house

These are just a few ways energy usage can differentiate between neighbors. For more information, please visit www.pioneerelectric.coop and check out the resource tab to find ways to reduce your bill.



Cold Weather Rule Notice for Residential Members

Although Pioneer Electric Cooperative, Inc., is not required to participate in the Cold Weather Rule established by the Kansas Corporation Commission (KCC), we agree to participate in the special disconnect procedures for residential customers during the time period Nov. 1 through March 31. The guidelines set out below have been established to protect not only you, the electric co-op member, but your member-owned cooperative.

No residential electric service disconnections will be made when the Dodge City National Weather Service forecasts the temperature to drop below 35 degrees or to be in the mid-30's or colder within the following 48-hour time period. To avoid disconnection when the temperature is 35 degrees or above, or to reconnect service regardless of the temperature, the residential customer must comply with these provisions:

- ▶ Inform Pioneer Electric of the inability to pay the bill in full;
- ▶ Provide sufficient information to allow Pioneer Electric to create a payment agreement;
- ▶ Make an initial payment of the arrearage plus the bill for the most recent month's billing period for which service was provided, divided by 12, plus the full amount of any disconnect or reconnect fees, plus any applicable deposit, and enter into a payment plan for the rest of the arrearage. (The customer may enter into a pay agreement of less than 12 months.)
- ▶ Apply for federal, state, local or other assistance funds for which the customer is eligible; and
- ▶ In the event the customer fails to meet his/her payment plan, the customer must cure the default to remain in the payment plan. Contact Pioneer Electric's billing department for details at 620-356-1211 or 800-794-9302 as soon as possible.

Pioneer Electric shall:

- ▶ Inform the residential customer of agencies having funds available to assist with payment of utility bills;
- ▶ Make telephone or personal contact with customer 24 hours prior to termination of service.
- ▶ Provide customer with the telephone number of the Consumer Protection Office of the Kansas Corporation Commission;
- ▶ Inform the customer of the third-party notification plan and any payment arrangements the customer may qualify for.

For additional assistance with the Cold Weather Rule, you may contact:

- ▶ Pioneer Electric's billing department at 620-356-1211 or 800-794-9302 during business hours of 8 a.m.-5 p.m., Monday-Friday (except holidays).
- ▶ The KCC's Consumer Protection Office at 800-662-0027.

Aviso de las reglas del tiempo de frío, para clientes residenciales

Aunque Pioneer Electric Cooperative, Inc., sea una utilidad eléctrica desregulada, estamos de acuerdo en participar en los procedimientos especiales de desconexión para los clientes residenciales durante el período 1 de noviembre al 31 de marzo. Las reglas dispuestas abajo han sido establecidas para proteger no sólo usted el cliente eléctrico, pero su cooperative poseída de miembro.

No desconectará a los clientes residenciales cuando el Servicio Meteorológico Nacional de Dodge City, pronostique que las temperaturas caerán debajo de 35 grados o estarán en la media de los 30's o más frío, dentro de un período de 48 horas. En orden, para evitar la desconexión cuando la temperatura es 35 grados o arriba, o volver a conectar el servicio, sin importar la temperatura, el cliente deberá cumplir estas provisiones:

- ▶ Informe a Pioneer Electric, la inhabilidad de pagar la cuenta en su totalidad;
- ▶ Proveer suficiente información, para lograr que Pioneer Electric, otorgue un plan de pagos;
- ▶ Hacer un pago inicial del atraso, más la cuenta reciente al período por el servicio proporcionado, dividido entre 12, más los cargos completos por desconexión o cargos por reconectar; (Plan de pago disponible para pagar en menos de 12 meses);
- ▶ Solicite Federal, del Estado, Local o otros fondos de ayuda, para los cuales el cliente sea elegible;
- ▶ Tal como, si resultó el incumplimiento al plan de pagos, el cliente debe curar la falta para permanecer en el plan de pago. Póngase en contacto con la oficina de Pioneer Electric para detalles en 620-356-1211 o 800-794-9302 el más posible.

Pioneer Electric, deberá cumplir con lo siguiente:

- ▶ Informe al cliente residencial de agencias que tienen fondos disponibles para asistir con el pago de cuentas de utilidad.
- ▶ Contactar al cliente, ya sea por teléfono o en persona, 24 horas antes de terminar el servicio.
- ▶ Provea al cliente del número de teléfono de la Oficina de Protección de Consumidor de la Comisión de Corporación de Kansas.
- ▶ Informe al cliente sobre el plan de notificación de una tercera parte y cualquier arreglo de pago al que pueda calificar.

Para una adicional ayuda, relacionada con las reglas del tiempo de frío, usted puede comunicarse a:

- ▶ Al departamento de cuentas, al teléfono 620-356-1211 o al 800-794-9302, durante el horario de oficina de 8 a.m. a 5 p.m. de Lunes a Viernes. (Excepto los días festivos).
- ▶ La Oficina de Protección de la Comisión de Corporación de Kansas en 800-662-0027.