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 Ulysses, KS 67880
 620-356-1211 or 800-794-9302
 www.pioneerelectric.coop

**PIONEER ELECTRIC
 COOPERATIVE**



Your Touchstone Energy 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.

Hard Hats Off To Our Lineworkers!



Pioneer Electric Linemen **Cord Teeter, Martin Herrera, Jesus Alvarado, Scott Hittle** (substation and apparatus tech), and all our linemen work hard to ensure our members have sustainable and reliable power every day. **Lineworker Appreciation Day is April 12.**

Powering our communities is a team effort that takes employees across all departments at Pioneer Electric, and one of the more visible jobs is that of our linemen. While working in the communities we serve, they are often the face of our cooperative.

Our line crews go to work, night or day and in all kinds of weather, to make sure we're able to keep the power flowing. As our thank you to them, we dedicate the second Monday in April to them for Lineworker Appreciation Day. When out in our communities, they work using skills learned through specialized training and continued education.

Lineworkers are trained in installing electrical infrastructure, climbing poles, operating bucket trucks and energizing and de-energizing electrical lines, all while keeping safety in mind.

To accomplish all they need to do, lineworkers are outfitted with protective clothing and equipment that help keep them safe while they work. Depending on the job or task they're doing, their gear can weigh up to 45 pounds.

Pioneer Electric employs 20 linemen, forming three line crews, five servicemen and two substation crews. Together with all our departments, our lineworkers work hard to make sure we're consistently providing reliable power and world-class service across our 10-county service territory.

While it's arguably the toughest and least glamorous job in the cooperative world, it is an important and necessary one. On April 12, join us in thanking our lineworkers for all they do to keep the lights on.

Winter Storm Uri Frequently Asked Questions

We understand members have questions regarding Winter Storm Uri and the effect it will have on upcoming electric bills. We are here to answer those important questions.

What caused the energy emergency alerts to result in rolling outages?

In mid-February, the Midwest experienced a sustained polar vortex leading to record low temperatures. The cold weather created an increased demand for electricity. Simultaneously, natural gas supply was constrained due to frozen pumps in

the field and frozen pipelines. Normally, this natural gas supplies the fuel for generation, but when the fuel is not flowing, natural gas generation cannot operate. This issue, combined with a lack of wind production, contributed to a lack of available generation.

When demand for electricity is extremely high and the supply of available generation is limited, the Southwest Power Pool (SPP) issues energy emergency alerts (EEA) which can result in rolling outages. These rolling outages are necessary to avoid potential uncontrolled, catastrophic cascades of outages of much longer duration.

Who is the Southwest Power Pool?

The Southwest Power Pool (SPP) is a balancing authority responsible for the reliability of the electric grid in a 14-state region from north Texas to the Canadian border. This includes ensuring the constant balance of generation resources necessary to serve load (demand for electricity).

The SPP also facilitates the wholesale energy market. Each day the SPP forecasts the demand for electricity and calls on generation across the 14-state region to supply that demand beginning with the lowest cost resources and stacking that generation based on cost until the forecasted demand is met. The SPP also monitors transmission pathways to reduce congestion and lower the cost of delivering power. While Sunflower Electric (Pioneer Electric's generation and transmission company)

owns its generation and transmission, it essentially operates only when called upon by the SPP based on economics as well as demand. This model allows all Pioneer Electric members to access the lowest cost electricity across the SPP footprint.

Were other utilities impacted by the February polar vortex?

Yes, every utility in SPP's 14-state footprint was impacted during February's polar vortex. Each utility has its own assortment of generation, which acts as a hedge against high market prices for electricity. Each utility's exposure to high market prices was dependent upon the type of generation assets or contracts in their portfolio.

How will this affect members' bills?

Unprecedented system demand, freezing temperatures and constrained supply of generation caused market prices to skyrocket, making power difficult and costly to generate. Due to freezing temperatures, members' in-home heating systems had to work harder. These combined factors had an impact on Pioneer's power cost. Members will not be expected to pay the entire cost of the event on one billing statement. Pioneer Electric's management and the board of trustees propose the excessive February power costs be spread over 36 months, dramatically reducing the impact to members' bills.

Are payment assistance options available for members?

Members who find themselves in need of assistance with their bills may contact Pioneer Electric's office. Our customer service team will work with them to find the plan that meets their needs. Pioneer Electric offers a comprehensive list of local and state resources that may help with assistance.

Notice of Proposed Rate Adjustment Meeting

The Pioneer Electric Cooperative Board of Trustees will meet Wednesday, April 28, 2021, at 9 a.m. at the cooperative's headquarters, 1850 W. Oklahoma, Ulysses, to discuss and vote on the adoption of the proposed rate (billing) adjustment. If you have questions, please plan to attend the meeting or contact our office at 620-356-1211 or 800-794-9302. A complete summary of the proposed rate adjustment is available at our office or by visiting www.pioneerelectric.coop

Example *(based on 1,000 kWh usage)*

February kWh	1,000
*Additional cost per kWh in February	\$0.284
*Total additional cost in February	\$284.00
Recovery Period (Months)	36
** Monthly February 2021 Storm Recovery Charge	\$7.89

*VALUES EXPRESSED WITHIN THIS EXAMPLE ARE APPROXIMATIONS BASED UPON INITIAL ESTIMATES AT A COST OF \$0.284 PER KWH AND AT A USAGE OF 1,000 KWH FOR THE MONTH OF FEBRUARY. **THIS CHARGE WILL APPEAR IN ADDITION TO YOUR NORMAL MONTHLY BILL.

Account Management Made Simple With SmartHub

Members of Pioneer Electric have a valuable tool in their pocket, literally. Our SmartHub app lets you take control of your account through a variety of features. Whether you want to track your usage, pay your bill remotely, or receive important information from your cooperative, SmartHub can help you with all that and more!

If you need help setting up or accessing your SmartHub mobile account, call Pioneer Electric at 620-356-1211.

Account Set-Up

Setting up your account is quick and simple. Find SmartHub in the app store (available for Android and Apple devices) and download it directly to your mobile device. Once you've installed the app, log in with your existing e-billing account information or create a new account with your energy service account number.

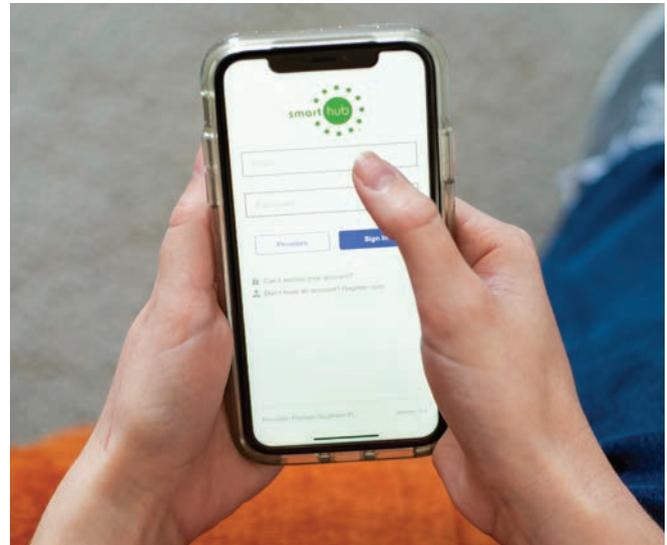
Bill & Pay

The SmartHub home screen displays the current bill amount due and the number of days until it's due. You can also make a payment directly from the screen.

At the bottom of the app screen is a "Bill and Pay" tab. This screen also shows your billing and payment history. The option to sign up for our auto-pay program is also available in the "Bill and Pay" menu.

Usage

You can gain a better understanding of your energy costs by seeing how much energy you use in your home. SmartHub will help you track your usage right down to the hour. SmartHub can show you how your energy usage measures up to last week, last month and last year. If you want a closer look at your usage, select a day for an hourly breakdown of your energy consumption. This tool is a great way to see when you use the most energy throughout the day and can help you make decisions that can help you save.



SmartHub is available for Android and Apple mobile devices in the app store. Download it today and take control of your account.

Notifications

Get the most out of the SmartHub app by signing up for notifications. SmartHub can inform you when your bill is available, if it has been paid, and keep you informed with important service-related updates.

- ▶ Make sure your notifications are on by selecting the "more" option to access your settings.
- ▶ Select "Manage Notifications" in the settings menu.
- ▶ Select the options (billing, service or miscellaneous) you would like to receive notifications for.
- ▶ Make sure your phone number, email or both are listed as forms of contact under the "Contact Methods" tab.

If you need additional help or have questions about everything SmartHub offers, please contact our office or visit our drive-up window during regular business hours (Monday through Friday, 8 a.m.-5 p.m.). Our customer service team is here to help.

Statement of Non-discrimination

Pioneer Electric Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age of Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's

programs or activities. The person responsible for coordinating the organization's nondiscrimination compliance efforts is Stephen J. Epperson. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, DC 20250; or the Administrator, Rural Utilities Service, Washington, DC 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

THANK A LINEWORKER!

This month, we're recognizing lineworkers for the amazing job they do to make sure we have electricity! Think about all the ways you use electricity every day. Do you use a phone, watch TV, play video games or turn on lights? You're able to do *all* of these things because of lineworkers.

Below is space to write a short thank-you note to your local lineworkers. Write your note, then ask an adult to help you send it back to us so we can share it with our crews.



WE ♥ OUR
LINEWORKERS

Mail your completed thank-you to Pioneer Electric Cooperative, P.O. Box 368, Ulysses, KS 67880.