



Your Touchstone Energy® Cooperative

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www.pioneerelectric.coop

**PIONEER ELECTRIC
COOPERATIVE**

NEWS

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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.

We are the Cooperative Difference

Our foundations were built with a cooperative spirit in mind. Today, we make sure we still represent the original three core values: provide world-class service, maintain a reliable network at the lowest possible cost and always be a positive force in the communities we live and work in.

Our cooperative model means we operate differently than other utilities. Beyond ensuring that your lights come on, we have a vested interest in being a trusted partner in our communities by providing opportunities and services that go above being an electricity provider.

It pays to be a cooperative member — literally! When members pay their electric bill, that money is used to operate the cooperative at cost; it does not belong to the utility. Our operating margin (revenue above expenses) is allocated to the members based on their patronage for that year. The board of trustees then reviews the financial strength of the cooperative each year, and if approved returns funds to the members through the retirement of capital credits.

Because of our business structure, we're able to provide services and programs to our members that support our communities and help them grow. Programs like Helping Us Give To Society (H.U.G.S.) help us make an impact on a community and environmental level. Funds for the program are generated through the recycling of scrap materials when infrastructure is removed from

service. The H.U.G.S. program has helped fund projects like summer STEM camps, new medical equipment, classroom upgrades and youth programs, like 4-H, with a focus on improving their communities. H.U.G.S. money is evaluated often and distributed as funds allow.

Our Pioneer Electric Area Roundup (PEAR) program is also available to assist members with financial needs for things like emergency medical expenses, literacy programs and recovery after a disaster. Money for PEAR is produced when members opt-in to round up their monthly electric bills to the nearest dollar. Both H.U.G.S. and PEAR recipients are selected through an application process available to all members.

Students also benefit from the power of membership. Pioneer Electric works closely with our area schools to provide hands-on learning experiences through the Youth Tour Program. Whether they're touring the halls of U.S. Capitol Building or white-water rafting down the Colorado River, as representatives of the co-op, students have the opportunity to learn how leadership, community and government all have an impact on their rural roots.

We believe in being more than your electric service provider. Our members aren't just a bill; they're our neighbors, our families and our friends. We work hard each day to provide an essential service, in a way that represents who we are and shows our members the cooperative difference.

Commit to Energy Savings This Summer

With warmer weather finally here to stay there's cause for celebration, but with summer's arrival also comes higher energy use and the potential for higher electric bills.

Summertime often means families spend more time at home than during the school year. Extra time spent at home can equal more energy consumption; offsetting that use is key to keeping your electric bill cool during the hotter months.

The simplest way to keep your energy use down is the thing we often forget, turning off lights. June typically has the most daylight hours of any month during the year. Take advantage of mother nature's lightbulb and allow sunlight into your home whenever possible, especially at times of the day when temperatures are the coolest. When you do decide to flip on a light switch, turning it off as you leave the room can help create extra savings for you.

More people at home might mean more time is being spent on devices and electronics that don't typically do a lot of energy heavy-lifting during fall and winter. Using these items doesn't typically cause a drain on your energy bill on their own — until they're left on. "Energy Vampires" are electronic devices left in "sleep" or "stand-by" mode. Though these devices aren't being used, if they are plugged in and displaying a ready light — they're using electricity. Luckily, these monsters are easily vanquished by turning devices off completely or unplugging them.

By taking the heat out of the kitchen not only do you help keep your home cooler, but if you're cooking on an electric stove, you're also using less energy. Summer is a great time to take advantage of outdoor cooking opportunities like grilling. The great outdoors also presents the chance to avoid using power-hungry appliances like the clothes dryer. On warm, breezy days, hanging your clothes outside to dry after washing them can eliminate the need for running the dryer. When you do use

the dryer make sure to clean the lint trap after every use. This will help your machine run efficiently and eliminates a potential safety hazard.

When chores like laundry or washing dishes can't be avoided, choosing to do those during non-peak hours is the best option. Peak hours are the times of the day when energy demand is at its highest. Summer peak hours are typically between the hours of 7-11 a.m. and 5-9 p.m.

Some things we just can't do without and for most of us, it is air conditioning. Heating and air conditioning can make up 40-50% of your annual energy use, but keeping your home cool in the summer doesn't have to be an expensive luxury. By doing some basic upkeep on and around your system, you can ensure it is running efficiently. Have your air conditioning unit inspected yearly to make sure it's ready to go before hotter temperatures creep up. Inside your home, keeping lamps, wall-mounted TVs and other electronics away from your thermostat can also have an impact on your system. The heat from these appliances can be detected by your system and cause it to run more frequently. If you plan to be away for a day or two (or more) turning your thermostat up a few degrees will also save you costs.

Higher temperatures don't have to mean high electric bills. Simple adjustments in your daily life can make a difference when it comes to how much electricity you use in your home. If you're interested in more ways to help beat the heat of a high electric bill, visit our "Ways to Reduce Your Bill" page at www.pioneerelectric.coop. Pioneer Electric members can also track their daily energy use by downloading the SmartHub™ app and creating an account.

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Ways to beat
the heat and
save energy

- 1** Instead of cranking up the A/C, use ceiling fans (spinning counterclockwise) to make you feel cooler.
- 2** Delay heat-producing chores like running the dishwasher or doing laundry until the evening hours.
- 3** Keep blinds and curtains closed during the day — especially for east- and west-facing windows.

NOW ON YOUR BILL

The new Feb. 2021 Storm Recovery Charge will appear in the **CURRENT ACTIVITY** section of your bill.

Current Activity

kWh Charge		83.60
1,000 kWh @ 0.083600	83.60	
Energy Cost Adjustment		6.30
1,000 kWh @ 0.006301	6.30	
Property Tax Recovery Charge		0.82
1,000 kWh @ 0.000820	0.82	
Customer Charge		18.40
Feb 2021 Storm Recovery Charge		7.89
Sales Tax		1.02
Current Charges Due 05/31/2021		\$118.03
Total Amount Due		\$118.03
Amount Due If Paid After 05/31/2021		\$118.03

This charge will reoccur monthly for the next **36 MONTHS**.

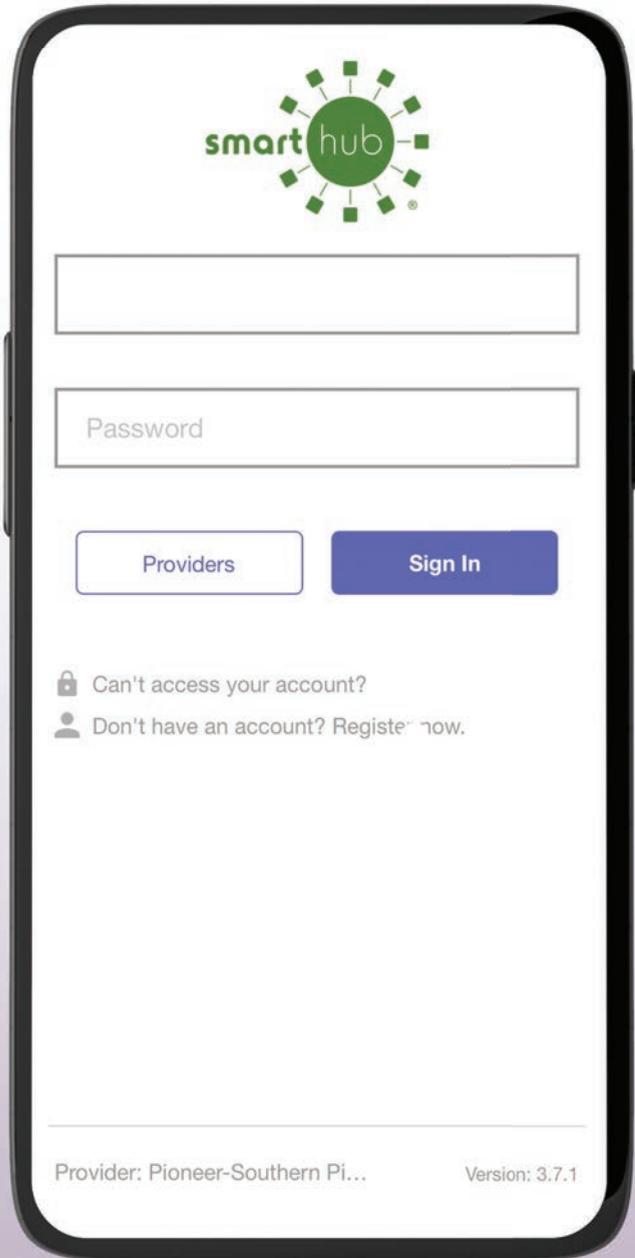
**The example above is based on a usage of 1,000 kWh between February 1-28, 2021. Individual member usage may vary.*

WANT TO PAY YOUR STORM RECOVERY CHARGE IN FULL?
Contact our office for your total charge and payment details!

Questions? Call us at 1-800-794-9302

THAT'S SMART!

Manage your account from home or on the go! View your bill, track your electric usage and stay connected to your energy service with **SMARTHUB™!**



Get started in three simple steps.

1 Download the App

SmartHub is available for free on Android and Apple devices.

2 Set Up Your Account

Create your account or log in with your existing e-billing info.

3 Enjoy 24/7 Access

Make payments, track your energy use, and more!



Android Devices



iOS Devices