



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.

Board of Trustees

- Martie Floyd** – President
- Alfred Alexander** – Vice President
- John Jury** – Secretary/Treasurer
- Steve Arnold** – Trustee
- Mike Brewer** – Trustee
- Fred Claassen** – Trustee
- Jeff Moyer** – Trustee
- Jim Bell** – Trustee
- Charles Milburn** – Trustee

Staff

- Steve Epperson** – CEO
- Lindsay Campbell** – Executive Vice President, Assistant CEO and General Counsel
- Chantry Scott** – Executive Vice President and CFO
- George Bushnell** – Vice President of Engineering and Operations
- Mike Haney** – Vice President of Engineering and Operations
- Anita Wendt** – Vice President of Energy Services
- Alyssa Hammond** – Editor

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.

Fall 2021 Annual Meeting Planned

Members can mark Sept. 9, 2021, on their calendars for Pioneer Electric's 77th Annual Meeting. The meeting will be held at 6 p.m. at the Grant County Civic Center. Additional information regarding the meeting will be mailed to members with the annual meeting notice.

This year's meeting will see a number of changes including the inclusion of mail-in balloting and how board members may be nominated. These changes were approved by the members during the 2020 annual meeting.

Nominations

Nominations from the floor will no longer be accepted during the annual meeting. Members who wish to petition a nomination may do so according to the cooperative's bylaws.

- ▶ Any 15 or more members acting together may make other nominations by petition. A form must be signed by all parties and returned to the cooperative's headquarters in Ulysses.
- ▶ The petitioned candidate's name and address must be submitted to the board of trustees secretary, John Jury, at the cooperative's office and verified by Pioneer Electric no later than 5 p.m. on Monday, July 26, 2021.
- ▶ Petitioned nominees must meet the criteria established in the cooperative's bylaws. Petitions that do not meet the criteria will not be considered. A copy of the cooperative's bylaws are available online at pioneerelectric.coop.

- ▶ Petitioned nominees who meet the above criteria will be included in the cooperative's annual meeting notice and on both the mail and in-person ballots. Official ballots will be mailed out in August.
- ▶ Petitioned candidates may be asked to provide a short personal biography and picture with the submission of their petition.

Ballots

Members will have the option to cast their vote for board representation via mail-in balloting in 2021. A ballot will be included with the cooperative's annual meeting notice in August. Casting your ballot is simple.

- ▶ Remove ballot from the notice by tearing along the perforated lines. Mark your selection for board representation on the included ballot.
- ▶ Insert your ballot into the included privacy (smaller) envelope marked "ballot" and seal the envelope.
- ▶ Insert the sealed privacy envelope into the provided return by mail envelope and seal shut.
- ▶ Clearly print your name, address and account number in the space provided on the back of your return by mail envelope.

Members with questions regarding the nomination or mail-in balloting process may call 620-356-1211 and speak with Lindsay Campbell, Pioneer Electric's executive vice president, assistant CEO and general counsel.

There's a Bill Pay Option for Everyone

When it comes to paying your bill, there's no such thing as one-size-fits-all. Pioneer Electric members have access to a variety of payment options that fit into any lifestyle.



Consumer Accounts Representative Carmina Soto assists a member with a payment at Pioneer's drive-up window.

Online and Mobile

By using an e-check or valid Visa™, MasterCard™ or Discover™ credit or debit card, members can pay their bill any time through the SmartHub™ portal on Pioneer's website. Members have the option of paying their bill by creating or logging into their SmartHub account. A Quick Pay option is also available using your account number and last name.

SmartHub is also available as a mobile app for Android and iOS users. Simply create an account or log in with your existing e-billing account to make a payment, track your electrical usage and more.

Phone

Paying by phone is a quick and simple way to pay your bill. Our bill pay number is available 24 hours a day, 7 days a week. Pioneer Electric members with a valid credit or debit card can call 866-999-4505 and follow the operator prompts to make a payment.

Direct Withdrawal

Your payment is made automatically each month when you sign up for direct withdrawal. Members on direct withdrawal will still receive a monthly statement with their bill amount.

The application to enroll in direct withdrawal is available at our office or at pioneerelectric.coop. The completed form must be returned to our office in order to establish direct withdrawal.

Traditional Mail

Some members may find the most simple way to pay their bill each month is by mailing their payment to our office. Pioneer Electric includes a return envelope with your monthly statement for members to return payments to us.

In Person

Our office is open Monday through Friday, 8 a.m. to 5 p.m. for any member wishing to make a payment in person. Our consumer accounts team is available to assist you at our drive-up window or inside our lobby.

Kiosk

Pioneer Electric members have the option to make payments via one of our kiosks located in Rolla or Ulysses. Both kiosks are available during regular business hours, Monday through Friday, 8 a.m. to 5 p.m. Members can make a payment using their valid credit/debit card or with cash. Our kiosks do not give change; any amount over the bill total will be added as a credit to the account. Kiosks are located in the Rolla City Hall, located at 302 Washington in Rolla, or at Pioneer Electric's headquarters at 1850 W. Oklahoma Ave. in Ulysses.

Budget Payment Plans

Through Variable Budget and Even Budget payment plans, members are able to know approximately their bill totals each month.

- ▶ The Variable Budget Payment plan adds your current month's bill to the previous 11 months, then divides it by 12 to calculate your current month's new payment.
- ▶ Even Budget Payment plans take your previous 12 months' usage and divide it by 12 to determine your monthly payment. The 13th month is then considered a "catch-up" month consisting of the accumulated total of the amounts paid to be charged or credited to your monthly billing statement.

Members can enroll in one of our two Budget Payment Plans by filling out the application available on our website and returning it to our office.

MoneyGram™

Currently, the only money transfer service accepted by Pioneer Electric is MoneyGram. Members can make a payment at any MoneyGram location using Pioneer Electric's receive code (16372). Members will need to know their account number to make a payment with MoneyGram. Find a MoneyGram location near you by visiting www.moneygram.com.

Meet Our Summer 2021 Interns

There are some new faces at Pioneer Electric this summer. We are excited to welcome our summer interns to the team and can't wait to see how they grow!



AARON DEGOLLADO of Ulysses is a recent graduate of Pratt Community College's Electrical Power Technology Program. He is the son of Monica and Felix Degollado. Aaron is interning with our operations/warehouse department. When he isn't working, he enjoys working on projects and being outdoors. He plans to find a job as a full-time lineman after his internship.



ALEC MEIER is the son of Clint and Kristy Meier. Alec is a 2021 graduate of Stanton County High School and plans to attend Pratt Community College to become a lineman. He enjoys hanging out with his friends and golfing. This summer he is an intern with our operations/warehouse department.



ISAAC DE LA O is a recent graduate of the Dodge City Community College Lineman program. He resides in Ulysses and is the son of Jorge and Elizabeth De La O. He will intern with our operations/warehouse department this summer. His goal after the summer is to work in a full-time job. In his free time, he enjoys spending time with his family.



MIA ROCK will work as an administration intern this summer. She is a recent graduate of Ulysses High School and the daughter of Anita Wendt. She plans to double major in Forensic Chemistry and Forensic Biology at Washburn University this fall. In her free time she enjoys outdoor activities.



COLE YOUNGER is a recent graduate of Hugoton High School. He plans to attend Northwest Lineman College in the fall with the goal of becoming a lineman. He is the son of Jesse and Julie Younger of Hugoton. This summer he will intern with our operations/warehouse department. His hobbies include dirt bike racing, riding four-wheelers and hunting.

HAPPY Fourth OF JULY

Our office will be closed Monday, July 5, for the holiday.

Outages/Emergencies: 888-551-4140

Bill pay: 866-999-4505 or www.pioneerelectric.coop

The Power of Membership: Unclaimed Capital Credits

Membership has many benefits, one of those being patronage capital credits. Each year, our operating margin is allocated to members based on their patronage. The board of trustees takes time at the end of the year to review the financial strength of the cooperative and, if approved, returns allocated funds back to the members. This process is the retirement of capital credits.

The amount of capital credits each member receives during the retirement process varies. Pioneer Electric utilizes a hybrid method to determine the amount of capital credits to retire. This method splits the retirement between the most current year and the oldest year on record. Once approved, capital credits are then retired back to the members in the form of a check.

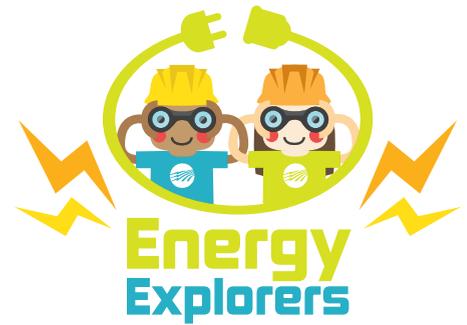
When members leave our system, they're still entitled to capital credits from their years of patronage. When you move it is important to provide Pioneer Electric with your new, or most current, address. If you leave our service territory, this allows us to mail your capital credits check directly to you. Members whose addresses are not current in our system who are entitled to receive capital credits are included in a list of unclaimed capital credits.

The list of unclaimed capital credits is available on our website (www.pioneerelectric.coop). Members who recognize any names on the list may contact our office by calling 620-356-1211 or toll-free at 800-794-9302.

COOPERATIVE WORD SEARCH

As a member of an electric cooperative, you're part of something special!

Read the facts below to learn how co-ops are unique, then find and circle the words in **BOLD** type.



I	S	V	S	L	N	V	Q	O	S	N	M	F	S	E
F	E	Q	G	I	T	H	W	K	E	X	B	G	L	Z
B	V	M	E	M	B	E	R	S	R	H	F	E	U	H
K	I	B	P	O	E	G	E	N	V	W	C	H	D	Q
S	T	W	U	R	M	W	X	X	E	T	N	L	W	S
U	A	S	T	L	I	P	F	F	R	P	A	Q	V	Q
X	R	H	U	E	M	N	O	I	L	K	Y	F	F	M
O	E	F	O	R	O	Y	C	E	O	T	O	H	G	Q
G	P	F	A	K	Y	N	O	I	I	B	A	E	A	J
A	O	H	W	X	P	E	N	N	P	K	G	Y	U	D
P	O	I	C	E	O	A	U	O	I	L	V	X	E	P
Y	C	P	W	N	W	M	I	C	G	Z	E	S	V	T
K	A	Q	V	T	M	Z	G	L	Z	I	U	S	G	T
Q	K	M	S	O	G	W	A	Q	O	B	H	C	I	A
A	P	T	C	M	D	X	J	W	L	Q	V	B	R	W

WORD BANK

1. Electric **COOPERATIVES** are local organizations and businesses, so they understand the communities they serve.
2. Co-ops don't have customers; instead, they have consumer-**MEMBERS**.
3. All co-ops are guided by the same set of cooperative **PRINCIPLES**.
4. "Concern for **COMMUNITY**" is the seventh cooperative principle.
5. Co-ops are led by the consumer-members they **SERVE**.
6. You're a consumer-member of an **ELECTRIC** cooperative, but there are also housing, grocery and other types of co-ops.