



1850 W. Oklahoma, P.O. Box 368
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.

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.

October is National Co-op Month

October signals the beginning of the “holiday season”, for cooperatives across the nation. It also marks the start of National Co-op Month. Pioneer Electric takes the opportunity to celebrate with our members all month long with a variety of events. Join us in celebrating at an event near you!



from 10 a.m. to noon. A free hot dog lunch will be served at 11 a.m. Prize drawings and giveaways will also be available to attendees.

Co-ops Vote

Our event will be held on Oct. 6 at 11:30 a.m. at the Grant County Civic Center Commercial Building.

Poster Contest

Pioneer Electric partners with third and fourth graders from our local elementary schools for our annual poster contest. Posters will be designed with the theme “Electrical Safety at Home or School”. One winner from each grade will be selected to win an Amazon Fire Tablet™. The winning class will also receive a \$250 donation.

Safety Fest

In-person once again — Safety Fest will take place in Ulysses on Saturday, Oct. 2. Booths, demonstrations and activities that encourage families to live healthy and safe lifestyles will be open

Senior Lunches

Lunch is on Pioneer Electric at your local Senior Center on select dates during October! All are welcome to attend but encouraged to RSVP with your local center in advance if you are not a regular attendee. See a full list of dates at pioneerelectric.coop.

Trick-or-Treat Trail

No tricks — just treats! Find us on Main Street in Ulysses during the Trick-or-Treat Trail on Oct. 29 at 4 p.m.

Chamber Coffee

Top off Co-op Month by joining us for coffee! Stop by our office for Chamber Coffee on Friday, Oct. 22 at 10 a.m.

Visit www.pioneerelectric.coop or follow us on Facebook for more information regarding co-op month events.

Pioneer Electric Hosts 77th Annual Meeting

Members and their guests joined Pioneer Electric's Board of Trustees and its employees for the 77th annual meeting on Sept. 9. The meeting, held in the Walker Auditorium of the Grant County Civic Center in Ulysses, was attended by nearly 100 members.

Attendees were able to partake in the meeting, review the co-op's annual report and win giveaways while enjoying a catered meal prepared by Webb's Food Crew. Ample space was available allowing members to socially distance and enjoy the meeting comfortably.

The annual report magazine included a warm welcome from Board President Martie Floyd, the cooperative's financial statements, and statistics that demonstrated the impact of the cooperative. The 2021 scholarship winners and information about H.U.G.S. (Helping Us Give to Society) donations made during the previous year were also featured in the magazine.

CEO Steve Epperson also spoke briefly to the members about several important issues facing the cooperative.

New to the meeting's format was the ability for members to cast their vote for board representation in advance of the meeting. Members could choose to vote via mail-in ballot for the 2021 annual meeting or cast their vote in person for the three districts up for election this year. Members voted to elect **JEFF W. MOYER** (District 3), **ALFRED ALEXANDER** (District 4) and **JOHN R. JURY** (District 8).



Webb's Food Crew served members a delicious meal that included brisket, potatoes, green beans, a roll and cake.



Customer Service Representative Malissa Martinez registers a member for the 77th annual meeting.



Board of Trustees President Martie Floyd conducted the business portion of the annual meeting on Sept. 9, 2021.



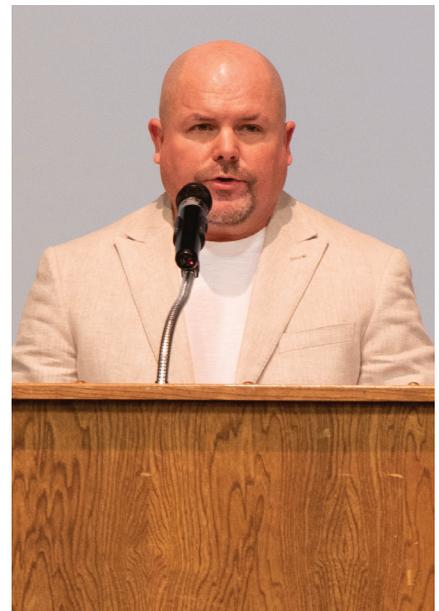
Journeyman Linemen Eric Archuleta (left) and Cord Teeter (right) assist with attendance gifts after the annual meeting.



Drew Waechter, communications coordinator, showcases one of the many giveaway prizes that members were eligible to win.



Apprentice Lineman Jacob Oglevie helps distribute this year's attendance gift, an umbrella, to members.



CEO Steve Epperson addresses the members during the 77th annual meeting on Sept. 9, 2021.

Member
APPRECIATION

THURSDAY, DEC. 2 | 4-9 P.M.
GRANT COUNTY CIVIC CENTER

Cold Weather Rule Notice for Residential Members

Though Pioneer Electric Cooperative, Inc. is a deregulated electric utility, 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 that the temperature will drop below 35 degrees or will be in the mid-30s 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 the 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 Involving the Cold Weather Rule, You May Contact:

- ▶ Pioneer Electric's billing department at 620-356-1211 or 800-794-9302 during normal business hours 8 a.m.-5 p.m., Monday-Friday (except holidays).
- ▶ The Kansas Corporation Commission'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 medio 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 mas, 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

pagar 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.