



WHEATLAND ELECTRIC COOPERATIVE

NEWS

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District Offices

Garden City
2005 W Fulton
P.O. Box 973
Garden City, KS 67846
620-275-0261

Great Bend
2300 Broadway
P.O. Box 1446
Great Bend, KS 67530
620-793-4223

Harper
302 W. 6th
P.O. Box 247
Harper, KS 67058
620-896-7090

Leoti
N Hwy 25
P.O. Box 966
Leoti, KS 67861
620-375-2632

Scott City—Main
101 Main Street
P.O. Box 230
Scott City, KS 67871
620-872-5885

Syracuse
206 1/2 N Main
P.O. Box 1010
Syracuse, KS 67878
620-384-5171

Tribune
310 Broadway
P.O. Box 490
Tribune, KS 67879
620-376-4231

In Case of an Outage

After-hours and emergency reporting call
1-800-ON AGAIN.

FROM THE MANAGER

Exceeding Expectations Every Day

I hope each of you (our members) had a Merry Christmas and Happy New Year. As we start the new year we at Wheatland Electric Cooperative are going to strive to “Exceed Your Expectations” for 2013.

My kids (Trent and Shelby) always combed their grade-school report cards for EEs, which signified they had attained the coveted “exceeds expectations” rating. As they grew, EEs turned into (we hoped) A’s and B’s—especially now as they both are in college. Yet, I don’t think any of them lost that desire to exceed expectations.

At Wheatland, we also strive for EEs, every single day. We don’t want to do what you only expect us to do—provide you with competitively priced, affordable, safe, and reliable electric service. We want to do better and go one step further, from providing superior member service to offering programs that help you save time and money.

Wheatland line workers provide the public face of our mission to exceed expectations. They routinely work in rough weather and put in long hours. They do it gladly, because they care about doing an exceptional job for you.

However, we have many people behind the scenes who also make our cooperative the best it can

be. Our engineering personnel continually explore new technologies to improve service reliability. Our finance/accounting department works to make bill pay easier and more convenient with methods like our new online bill pay. Our consumer service and member services representatives want to make sure you have a positive and satisfying experience when you call our office for help. Our information technology and broadband employees work tirelessly behind the scenes to make sure all our communications’ flow seamlessly.

Because we’re a cooperative, we have a special responsibility to support the communities we serve and exceed expectations there, too.

Whether it’s a power outage or energy audit, a billing question or community event, we’re working hard to achieve those EEs from you every day.

If you hear from us, asking for you to participate in a member satisfaction survey, please do so. This way, we’ll know if we’re meeting your expectations, exceeding them or need to improve in a specific area.

Until next time, take care.



Bruce Mueller

Payment Options

Wheatland Electric Offers Members Several Ways to Pay

The following are the authorized bill payment options available to Wheatland Electric members. Payments by cash, credit card (for residential members only), money order, personal check, certified check or bank draft will be accepted. A fee of \$3.50 will be charged for every credit card transaction. All payments must be in a Wheatland Electric office before 5 p.m. on the Delinquent After Date printed on your billing to avoid late payment penalties.

Drop box: Deposit your payment, including payment stub and check or money order, in the payment drop box at any of the locations listed below or at Scott City Hall, 221 West 5th in Scott City.

In person: Pay your bill at any of our offices in:

- ▶ Caldwell—City Offices, 14 W. Central
- ▶ Crystal's DVDs—111 W. Spring St, Suite B
(Open Tues., Wed. Thurs. & Fri. from 3-9 p.m., Sat. from 2-9 p.m.)
- ▶ Deerfield—City Hall, 622 Main Street
- ▶ Garden City—2005 W. Fulton
- ▶ Great Bend—2300 Broadway
- ▶ Harper—302 W. 6th Street
- ▶ Leoti—N. Highway 25
- ▶ Scott City—101 Main
- ▶ Syracuse—206 ½ Main
- ▶ Tribune—310 Broadway

Mail: Enclose your bill payment stub along with a check or money order and mail in the envelope provided with your bill. Please allow three to five days for delivery.

Online: Visit www.weci.net and click on Online Bill Pay. Sign up for service and enter an e-mail address for receipts. Please make sure we have your e-mail address on file for your electric or internet account.

Phone: Call any Wheatland office to pay by phone.

All other payment options are considered "unauthorized pay agents." Unauthorized pay agents have no contractual requirement with Wheatland Electric to operate under rules approved by the Kansas Corporation Commission (KCC). Wheatland Electric provides no assurance as to the timeliness or accuracy of payments made via unauthorized agents.

Wheatland Employees Spread Holiday Cheer



Wheatland employees decorated a bucket truck for the Syracuse Christmas Parade.

Wheatland employees enjoy interacting with our members all year long, but especially during the holiday season.

This year, the Syracuse Wheatland Electric employees decorated bucket truck for the Syracuse Christmas Parade on November 29.

JOE THOMECZEK, MATT RILEY, COLTON GREEN and their children threw candy to the crowd as they rode in the decorated truck. **GARY FAIR** helped by dressing up, throwing candy, and thrilling the crowd with his jolly demeanor.

Also, getting into the holiday spirit was the Wheatland Broadband office in Scott City. They hosted Santa at the Bryan Conference Center on December 1.



Santa received many gift requests at Wheatland Broadband in Scott City.

After that visit, Santa had a pretty good idea what the children wanted for Christmas. Mr. and Mrs. Claus also rode in the Christmas Parade in Scott City.

Porter Joins the Ranks of Journeymen Linemen

Congratulations to **NATHAN PORTER** who successfully completed the requirements and joined his Wheatland Electric crew in Leoti as Journeyman Lineman.

In order to receive such promotions, linemen not only are required to meet time-at-work requirements, but also on their own time they must study to gain knowledge of



Nathan Porter

proper electrical procedure and complete tests to verify they understand what they have studied. This ongoing education requires a commitment of their time and labor to complete.

Being a lineman is not an easy job, and Porter has dedicated his time to accomplishing these goals. Congratulations!

ENERGY EFFICIENCY TIPS

Let's Just Do It...Others Have!

BY DOUG RYE

Wow, time really does pass quickly. Since my last column, both a hurricane and a major winter storm have pounded the northeastern United States. The storms left millions without electricity. Hundreds of crews were sent by electric utilities to help restore this wonderful product called electricity. I heard several families say on TV that they did not realize how many ways that they used electricity until they were without it.

When I conduct my energy efficiency seminars at your local co-op, I show one PowerPoint slide that reads, "But the facts are, it is an all electric world." Yes, virtually everything in a house depends on electricity, even natural gas furnaces and clothes dryers.

I have always been impressed with the way that electric utilities work together to restore power during a time of crisis. Furthermore, many of the utilities hit by Hurricane/Superstorm Sandy were "investor-owned, for-profit utilities," not "member-owned, non-profit" businesses like your electric cooperative.

Although those business models differ greatly, they worked together during a difficult situation to restore electricity to those without. What a beautiful example of electric utility workers from all walks of life across America working together to improve the quality of life for those in need. I hope our elected officials will take note of their unity.

Let's move on to energy ef-

ficiency. While going through the mail, I opened a letter from a lady who had attended a recent seminar. I would like to share the entire letter, but there just isn't enough space within this column. So, I will just give you excerpts, exactly as written within the letter.

"Doug: Well, I have debated on whether to write you about my electric bill, but I wanted you to know how pleased I am. Your advice worked. We talked last summer about adding insulation to my attic. My Uncle Shepherd at church said that he would help me. For many Friday mornings, Lowe's would have three (insulation) machines available. When we got there, they were all checked out. Finally, one Saturday in January, we got it done. We discovered there wasn't any insulation over my laundry room, which explains why it was like killing hogs in there in the winter and hot as Hades in the summer.

These are the things I noticed that were different after the insulation was added.

- 1. Felt warm when I walked into the laundry room. This was a first.*
- 2. House was comfortable at 68 degrees. Did not have to layer clothing.*



Doug Rye

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Just look at what adding cellulose attic insulation, caulking and installing a Marathon water heater did for this member—and you can do it, too!

Statement of Non-Discrimination

Wheatland Electric Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the United States Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the United States 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 this organization's nondiscrimination compliance efforts is Bruce Mueller, general manager. 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 one of the following:

▶ **SECRETARY U.S. DEPARTMENT OF AGRICULTURE**

Washington, D.C. 20250

▶ **ADMINISTRATOR**

RURAL UTILITIES SERVICE

Washington, D.C. 20250

Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Energy Efficiency Tip of the Month



Sleek new flat-panel TVs can consume almost as much electricity as a refrigerator. In general, the bigger the screen, the more power it draws, and HD pulls more, too. Plasma screens use the most energy, while LCD TVs use much less. And remember to change your new TV's default settings to a power saver mode, and turn down the LCD backlight to save energy without sacrificing picture quality.

Let's Just Do It...Others Have! Continued from page 16-C

3. *Did not have to turn on back-up heat (gas stove).*
4. *Summer thermostat set at 78 (did not change at any time) and house was comfortable even on hottest days.*
5. *Did not have to turn on floor fans to stay cool.*
6. *Children, when they visited, did not complain that the house was too hot. First time ever.*
7. *Unit does not run for what seems forever. I used to hear it running forever when I woke in the middle of the night. Now when I wake up, I wonder why it isn't running.*
8. *Electric bill is reasonable. Hallelujah!"* She also mentioned that she caulked "like mad" and installed a Marathon water heater. Her last sentence says, "Thanks for taking the time to read my saga, but most of all thanks for all the

help you give everyone on ways to cut down on energy costs."

Folks, the improvements that we teach always work. Just look at what adding cellulose attic insulation, caulking and installing a Marathon water heater did for this member—and you can do it, too!

Letters like these are humbling and make me proud to be affiliated with electric cooperatives. We've worked closely together for more than a decade to teach you how to take charge of your utility bills and improve the comfort of your home. Feedback like this is very rewarding, and I thank all of you who take the time to write.

DOUG RYE is a licensed architect and the popular host of the "Home Remedies" radio show. You can contact Doug at 501-653-7931. Source: Arkansas Electric Cooperatives Corporation.

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Wheatland Broadband is locally-owned and operated. We are committed to promoting community growth and providing our members with the best service and support.

Residential

Basic (1.5mg/512kb)	\$39.95
Preferred (3mg/1mg)	\$49.95
Premium (4mg/1mg)	\$64.95

Business

Basic (2mg/512kb)	\$49.95
Preferred (3.5mg/1mg)	\$64.95
Premium (5mg/1mg)	\$79.95



We're here when you need us!
For more information visit www.wbsnet.org

Call to get your installation scheduled today!

866-872-0006