

The Twin Valley Electric Cooperative, Inc.

"Owned By Those We Serve"



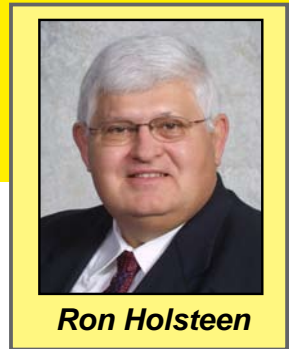
January 2007

501 Huston St. ❖ P.O. Box 368 ❖ Altamont, Kansas 67330-0385

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From the Manager... New Billing Procedures



Ron Holsteen

The New Year is bringing several changes to Twin Valley Electric Cooperative. These changes will benefit you in many ways.

Twin Valley will complete the conversion of our accounting and billing computer software to an upgraded system this week. The new software will enhance our member information system, give us the ability to make improvements in our billing system, provide more payment options, and give more billing information to you in the future.

The first change you will notice is a new billing statement that will be easy to understand and will provide you with your kWh usage history. Twin Valley will read the TWACs meters on the first day of the month and transfer those readings into the billing system. The bills will be mailed around the 10th of every month. Your payment will be due in the Twin Valley office on the 25th of every month.

Last month we printed a sample copy of the new billing statement in this newsletter. The new billing statement will show the actual breakdown of your billing for your electric usage, rather than

just giving you an amount to pay, as was the case with our old rate charts that you previously used.

You can pay your bill by sending a check or money order in the mail. When paying by mail, please include the bottom portion of the statement so the payment gets credited to the proper account(s).

Twin Valley has a night depository drop box located by the front entrance of our office for your convenience. When leaving payments in the drop box, please include the bottom portion of the billing statement.

Those members who pay their bills by bringing the payment to the office should bring the entire billing statement with them and the employees will note receipt of the payment on the billing statement.

All payments must be received in the office on or before the 25th of the month. A penalty will be applied to all accounts that we have not received payment for at that time. A disconnection notice will be mailed showing the new balance due, including the penalty and giving a final date by which payment must be received.

If the payment has not been received in the office on that date, the service will be subject to disconnection.

Twin Valley now has the capability to disconnect the services using the new TWACS technology. In many cases, the meters can be disconnected from the office without the cooperative employees making a trip to the service location.

If you cannot pay your bill on time, please contact the office to make payment arrangements so that your service is not interrupted and you won't incur additional disconnect and reconnect fees.

Twin Valley does accept credit card payments up to \$500. Budget billing is available for established accounts for homeowners. We will be offering automatic payments (ACH) and online bill pay in the near future.

If you have any questions regarding the new billing system please feel free to contact the Twin Valley office at (866)-784-5500.

Twin Valley Electric Cooperative Statement of Non-Discrimination

The Twin Valley 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 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, sex, religion, age, or disability

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 Ron Holsteen, 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 the Administrator, Rural Utilities Service, Stop 1510, 1400 Independence Avenue, SW Washington, DC, 20250-1510; or the Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C., 20250-9410; or call (202) 720-5964 (voice or TDD).

USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

ATTENTION: High School Juniors



YOUTH TOUR

"Government In Action" Youth Tour
Washington, D.C.
June 7-14, 2007

If you are a Twin Valley member and your child is a high school junior, he or she has a chance to win an all expenses paid trip.

Applicants will be expected to study and take a quiz over information sent by Twin Valley regarding electric cooperatives. There will also be a short interview to pick the winner. All participating students will receive a prize.

To apply please complete, sign and return the application below to Twin Valley, PO Box 368, Altamont, KS 67330.

Applications are due to the Twin Valley office no later than March 1, 2007.

The quiz and interviews will be held at the Twin Valley office on March 9, 2007.

For more information contact Jennifer at 1-866-784-5500.

Twin Valley will be sending a student on a ~~FREE~~ trip to Washington, D.C.!

Application for Youth Tour Contest

Name of Applicant _____

Address _____ City _____ Zip _____

Birth Date _____ Twin Valley Account Number _____

Name of Parents or Guardians _____

Parents' Phone Number _____ School _____

I agree that all information supplied in this application is accurate and true. _____

(Signature of Applicant)

I hereby grant permission for _____ to enter the 2007 Youth Tour competition sponsored by Twin Valley _____

(Signature of Parent or Legal Guardian)