

The Twin Valley Electric Cooperative, Inc.

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"Owned By Those We Serve"



What To Do When An Outage Occurs

It never fails that when the lights go out, our phones light up. When this happens, you may receive a busy signal when you call our office. If you receive the busy signal repeatedly, that is a good indication that cooperative personnel are aware of the outage and are doing whatever is necessary to get your service back up and running.

Before you call our offices, Twin Valley Electric asks that you check your breakers and then check with your neighbor to see if they are out of service as well. Also check to see if they have already reported the outage to our office.

When reporting an outage to Twin Valley's office or the answering service, please inform the person the name the electrical service is listed under.

If the electrical service is not listed under your name, please share the name the meter is listed under with the person receiving the call. Landlords, please inform your tenants. This information is very critical in dispatching linemen promptly and to the right location.

Also, if you have more than one meter please have your account number and line number ready when you call.

Local members please call (620) 784-5500 day or night. If you are calling long distance, please call our toll free number 1-866-784-5500. After 4:30 p.m. on weekdays, weekends, and holidays, all calls are automatically diverted to our call center.

The cooperative appreciates your understanding and help when outages occur. Together, we can work more efficiently and restore your power faster.

Unscheduled Outages



Twin Valley linemen Tyler Kennett, in bucket, Kenny Cole, Joe Brooks, Tom Shelton and John Hibbs, on the ground, repair the lines after a spring storm.

Spring storms in May brought out the worst in Mother Nature. These storms caused several broken poles as a result of high winds and heavy rain.

The broken poles resulted in outages. During these outages Twin Valley replaced poles that were broken and some that were in poor condition. Some members contacted the cooperative to inquire about the outage and how long it would last. They were assured that the outage would conclude after all repairs are made and were very understanding.

Thank you for your patience in these unscheduled outage situations.

Is Your Electric Bill Too High?

How on earth could we use so much electricity? At Twin Valley Electric we hear this question quite often.

It may be possible that every one of us is guilty of being too lenient when it comes to our electric use. How many times do we leave a room with the lights on, set air conditioning too low, or not read our meter on the same day each month?

All of us are responsible for our use, but these actions are paid for in the form of higher electric bills. The following are some suggestions to consider to keep your bill at a consistent level.

Turn off lights: Just flipping the

switch stops the waste of hundreds of watts of power over time. This is one of the easiest ways to save. You might even consider using a lamp to read instead of lighting the whole room whenever possible.

Adjust the thermostat: An air conditioner uses a tremendous amount of electricity and so do electric heaters. By setting your thermostat at 78 degrees in the summer and 68 degrees in the winter, you can save three percent in energy costs over a 24-hour period.

Refrigerators and freezers: Refrigerators and freezers are the biggest energy users in our homes. It is important to check to

make sure that they are running at maximum efficiency. If left on the highest setting, these appliances will run constantly. Make sure to set your refrigerator and freezer at a reasonable level, so that the temperature is maintained inside, but not excessively cold. If you have a freezer that is overdue for defrosting, that too will make it use additional power.

Stove tops and ovens:

There are times that we could use our slow cooker for that roast, or the microwave to heat vegetables. A toaster oven may work just as well for our meal preparation as the standard stove top and oven. Smaller appliances use a great deal less energy.

Turn off your computer: It used to be that computers would wear out prematurely if they were turned off and on routinely. Now, technology has improved to the point that turning off your computer has little effect on the computer's longevity. To save energy, the best advice is to turn a computer off when not in use.

Washer and dryers: Wait until you have a full load to do your laundry. You will run your appliances half as much in one month.

Dishwasher: Be sure that you have a full load of dishes before you run your dishwasher and you will save.

Each of these energy saving measures may appear to give us only a minor relief from our electric bills, the cumulative effect can make significant difference to your electric bill over time.

Cooperative Board Spotlight on Robert Webster, Jr.

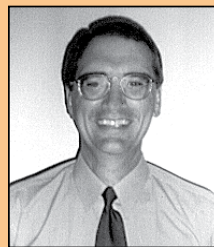
Robert (Bob) Webster, Jr., has been a Trustee on The Twin Valley Electric Board for six years.

Bob has been married to his wife, Joyce, for 25 years. They have a daughter, Lori, who is a senior at John Brown University in Silom Springs, Arkansas; two sons, Andrew, a sophomore at Labette County High and Caleb, a 4th grader at Bartlett Grade School. Bob and his family live on a small farm four miles south of Altamont.

Bob works at the Parsons State Hospital and Training Center. He is very active in his church, currently serving as a Sunday school teacher, Chairman of the Building Board and often

helps with church youth activities. In his spare time, he is president of the Boys Summer Baseball Program in Altamont, coaches the Bartlett 4th grade boys basketball team and enjoys raising cattle.

"I really enjoy the opportunity to serve on The Twin Valley Electric Board," Bob said. "This board strives to provide the most efficient and dependable service for our members as possible. We have a work force that I feel is second to none and we want to provide for them a safe and reliable place to work."



Robert Webster, Jr.