

Find Help Paying Your Utility Bills

The following agencies have been known to assist people who may need help paying utility bills. LJEC and Kaw Valley Electric Cooperative are not affiliated with any of these organizations. Contact information is provided as a courtesy to you, our members.

- ▶ **American Red Cross**
 - ▶ Topeka: 785-234-0568
 - ▶ Leavenworth: 913-682-6222
 - ▶ Atchison: 913-367-5355
- ▶ **Doorstep Topeka**
 - ▶ 9 a.m. to 1:45 p.m.
 - ▶ 785-357-3341
- ▶ **Jefferson County Service Organization**
 - ▶ 785-863-2637
- ▶ **Kansas Children's Service League**
 - ▶ 785-357-0163
 - ▶ Must have children living in the house
- ▶ **Let's Help**
 - ▶ 200 S. Kansas Ave., Topeka
 - ▶ 785-234-6208
 - ▶ By appointment only
- ▶ **Northeast Kansas Community Action Program (NEK-CAP)**
 - ▶ Holton: 785-364-3266
 - ▶ Topeka: 785-235-9296
- ▶ **Penn House**
 - ▶ 1035 Pennsylvania St., Lawrence
 - ▶ 785-842-0440
- ▶ **Topeka Salvation Army**
 - ▶ 785-233-9648
- ▶ **Share the Warmth**
 - ▶ 816-285-2796
- ▶ **SRS - Social Rehabilitative Service LIEAP - Low Income Energy Assistance Program**
 - ▶ www.ks-energy-assistance.com/lieap
 - ▶ 800-432-0043
 - ▶ 500 Van Buren, Topeka, 785-296-2500
 - ▶ 1901 Delaware, Lawrence, 785-832-3700
 - ▶ Available Jan. to March
- ▶ **The Good Shepherd**
 - ▶ 913-845-3964
- ▶ **Topeka North Outreach**
 - ▶ 785-286-1370
- ▶ **Warm Hearts**
 - ▶ 785-841-5756

Co-op Communities Rally for Soap Drive

The LJEC and Kaw Valley Electric Cooperative communities worked together to collect donations for LJEC's Soap Drive. Donations were collected at both district offices and at LJEC's Health Fair and Member Appreciation Day on Sept. 27, 2016. In addition, McLouth Elementary K-5 students collected 400



McLouth Elementary K-5 students helped collect 400 items for LJEC's Soap Drive. Pictured from left: McLouth Elementary Principal Jerome Johnson; Administrative Services Manager Jennifer Ping; students C.J. Rice, Makaylee Barfield, Clayton Smith, Caeden Murphy, Daisy Wise, Trenton Dale, and Ryder Sparks; East District Assistant General Manager Chris Parr; students Libby Jansen and Anna Patz; and East District Journeyman Lineman Jacob Pineau.

items to be donated to area food pantries, and Rebecca Stormann, senior at Washburn Rural High School (WRHS), organized collections at WRHS on behalf of the cooperative. LJEC and Kaw Valley appreciate the cooperation of our members to work for the development of

our communities, thus illustrating Co-op Principle No. 7: Concern for Community. We would like to thank everyone involved in organizing and contributing to this year's Soap Drive. The donations collected will help multiple food pantries in the area.

Reconnection for Non-Payment Policy Updates

Effective Nov. 15, 2016, Kaw Valley Electric Cooperative will adopt the same reconnection for non-payment policy as LJEC. If your electrical service is disconnected for non-payment, reconnection of your service will require the total amount due paid in full. Total amount due is past due balance, current bill plus a \$35 non-payment fee. These three amounts must be paid prior to reconnection.

The total amount due can be paid by via the Secure Pay phone

LJEC
 ▶ Secure pay
 844-210-8258
 ▶ Website
 www.ljec.coop
 ▶ Smarthub
<http://bit.ly/LJEClogin>

Kaw Valley
 ▶ Secure pay
 877-853-6120
 ▶ Website
 www.kve.coop
 ▶ Smarthub
<http://bit.ly/KVElogin>

amount due, please call our office during regular business hours, Monday through Friday, 7:30 a.m. to 4 p.m., for information on our Pre-Pay Program option.

LJEC Hosts 8th Annual Health Fair & Member Appreciation Day

LJEC hosted its 8th Annual Health Fair and Member Appreciation Day on Sept. 27, 2016. The event included a soap drive to assist multiple food pantries in the area.

The Health Fair featured 27 vendors from the area that provided information on physical, mental and financial health to attendees.

More than 200 members and guests attended the annual event at

the cooperative offices in McLouth. "This is just one way we hope to help our members and the communities we serve," said Steve Foss, general manager. "Events like these not only provide valuable information to our members, but serve the community by getting organizations together to bring awareness to several services, programs and opportunities the area provides."



1. Jefferson County Food Council provided members with information about local farmers market and the work JCFC is doing to promote healthy living in Jefferson County.

2. Calvin Parr enjoyed refreshments provided at the Health Fair.

3. Jillinda White, market president, Mindy Benedict, bank manager, and Cole Roberts, loan officer from First Bank & Trust shared information about financial health.



West District Opts out of Cold Weather Rule

In the past, the West District (Kaw Valley) has participated in the Cold Weather Rule established by the Kansas Corporation Commission (KCC) that restricts electric disconnections between Nov. 1 through March 31, or when temperature forecasts are 35 degrees Fahrenheit or below.

Since 1996, individual Kansas electric

cooperatives have been responsible for establishing seasonal rules appropriate for their own cooperative because electric cooperatives are not mandated to participate in this policy. Kaw Valley Electric was deregulated from the KCC on June 15, 2001. In July, the West District Board of Directors opted to waive participation in

the cold weather rule for West District members effective Oct. 1, 2016.

Temperatures will no longer be a governing factor in disconnection for non-payment, and payment arrangements will no longer be available on past due accounts. All accounts are subject to disconnection for non-payment.



Participating Local Organizations:

- ▶ Jefferson County Health Department
- ▶ McLouth Fire Department
- ▶ Jefferson County Friends of Hospice
- ▶ McLouth Medical Clinic
- ▶ Lawrence Memorial Hospital Sleep Center
- ▶ LJEC/Kaw Valley Electric Cooperative
- ▶ First State Bank & Trust
- ▶ The Good Shepherd Thrift Shop and Food Bank
- ▶ The Sexual Trauma and Abuse Care Center
- ▶ Holland Eye Clinic
- ▶ Vintage Park at Tonganoxie
- ▶ The Willow Domestic Violence Center
- ▶ Sam's Club
- ▶ Phillips Insurance
- ▶ Taylor Insurance, LLC
- ▶ Bank of McLouth
- ▶ McLouth Dental
- ▶ Jefferson County Economic Development
- ▶ Winchester Hardware
- ▶ Therapy Works
- ▶ Oskaloosa Chiropractic
- ▶ United Country Realty and Auction
- ▶ F.W. Huston Medical Center
- ▶ NEK-Cap, Inc.
- ▶ Advocate
- ▶ Damsel in Defense
- ▶ Jefferson County Service Organization



LEAVENWORTH-JEFFERSON ELECTRIC COOPERATIVE EAST DISTRICT P.O. Box 70 McLouth, KS 66054-0070

KAW VALLEY ELECTRIC COOPERATIVE WEST DISTRICT 1100 SW Auburn Rd., Topeka, KS 66615

The Outlet

Kaw Valley & LJEC Electric Cooperatives

Board of Trustees

- | | |
|---|--|
| Dallas Caster
Kaw Valley, President | Jeanine Murphy
LJEC, President & Governance Member |
| Rob Sage
Kaw Valley, Vice President & Governance Member | Mark Grady
LJEC, Vice President |
| Mark Wulfkuhle
Kaw Valley, Secretary | Marty Shaw
LJEC, Secretary |
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LJEC, Trustee |
| Lloyd Wulfkuhle
Kaw Valley, Trustee | Larry Stevens
LJEC, Trustee |
| Gregory Lee
Kaw Valley, Legal Counsel | John Wine
LJEC, Legal Counsel |

Staff

- Steve Foss**
Chief Executive Officer
- Randy Richards**
West District Assistant Manager
- Christopher Parr**
East District Assistant Manager

Office Hours

- Kaw Valley, West District Office**
7:30 a.m. - 4 p.m.
- LJEC, East District Office**
7:30 a.m. - 4 p.m.

FROM THE CEO

Taking Ownership, Because It Does Matter



Steve Foss

We treat things we own with greater care. You likely don't think about your ownership of LJEC or Kaw Valley Electric Cooperative. As a member, you can take pride in the fact that you are an owner in the co-op.

At LJEC and Kaw Valley we understand that we can't sell electricity to a business that has closed its doors or to people who have left the community because there are not enough local opportunities. Electricity is a critical need, but it takes so much more than poles, wires and kilowatt-hours to make a community.

Your cooperative is a supporter of our local communities, local chamber of commerce organizations as well as economic development. We are happy to help where we can when it comes to re-construct-

ing businesses and fostering the growth of our territory. Because when our communities grow, it creates an opportunity for us all.

Like the co-op, we are all owners of our communities. We have strong communities in our territory, and we can make them even stronger by building relationships, supporting economic development and keeping our dollars local. Just think of how much greater it can be when we all work cooperatively to tackle our future challenges.

If we all act like owners, we will put even more care and attention into our communities and look for solutions. Finding local solutions can help keep money—and people—right here in our communities.

We all have a role to play, and as your rural electric cooperative we are committed to do our part for the communities we serve by getting involved and taking an active role in growth and development.

Tip of the Month

Heating your living space uses more energy than any other system in your home—typically making up about 42 percent of your utility bill. By combining proper equipment maintenance and upgrades with recommended insulation, air sealing and thermostat settings, you can save about 30 percent on your energy bill.

Effective Oct. 1, 2016
10% Charge Added to Delinquent Payments

Effective Oct. 1, 2016, there is now a 10 percent charge on delinquent payments. Pay on time to avoid late fees. LJECC and Kaw Valley Electric offer multiple payment options to help make paying your bill quick and easy.

Secure Pay
Call your district's Secure Pay by phone.

East District (LJECC)
844-210-8258

West District (Kaw Valley)
877-853-6120

Auto Pay
Sign up now to have your monthly electronic bill automatically deducted from your bank account.

SmartHub
Pay online or download the free SmartHub app on your mobile device to make payments and monitor your account.

Traditional Pay
Send a check in the mail or pay in person at the office using your credit card, check or cash.

Thank You Veterans

On Nov. 11, Kaw Valley Electric Cooperative's office will be closed in observance of Veterans Day. The LJECC office will remain open. We would like to thank all veterans for their sacrifice.

Happy Thanksgiving

Our offices will be closed Nov. 24 and 25 in observance of the holiday. LJECC and Kaw Valley Electric Cooperative wishes you a Happy Thanksgiving.

Welcome Our New Cooperative Staff

This fall, LJECC and Kaw Valley Electric Cooperative have added three positions to the cooperatives' staff roster.

Desiree Outersky
Director of Human Resources



Desiree Outersky

Outersky joined the cooperative on Aug. 1, after spending five years at a human resources outsourcing firm in Topeka. She has a Professional in Human Resources (PHR) certification from the Human Resources Certification Institute.

Outersky has been responsible for internally mirroring practices for employees of both cooperatives moving toward the consolidation in January.

"I look forward to getting to know all of the employees and helping our new organization identify and implement best practices," Outersky said. "Those practices will not only keep us operating efficiently but also remain compliant with continually changing rules and regulations."

Michael Kay
Systems Administrator



Michael Kay

Kay started on Aug. 8 and was previously employed at Ottawa University as a systems administrator.

"The opportunity to

significantly upgrade the cooperatives' technology infrastructure is very exciting for me," said Kay. "The co-ops are upgrading telephone systems, as well as internal networking to increase cybersecurity and make the cooperative more efficient."

Matthew Lambert
Energy Use Coordinator



Matthew Lambert

Lambert joins our cooperative family after previously working for Flint Hills Biodiesel as a production operator in Beatrice, Neb. Lambert has 12 years of experience with rural electric cooperatives after working in Nebraska for the National Rural Electric Cooperative Association. He earned an Energy Generation Operations degree from Southeast Community College in Millard, Neb.

Lambert started on Sept. 21 and will be a member contact regarding energy efficiency, bill concerns, home energy audits, and the rebate program.

"I'm looking forward to getting out and meeting our members," said Lambert.

Co-op employment opportunities are listed on the co-ops' websites and social media channels when a position comes available.

FROM THE ASSISTANT GENERAL MANAGER
East District Capital Credit Allocation Process for 2009-14



Chris Parr

As a non-profit, member-owned cooperative, LJECC allocates excess margins to our members annually. These margins are the profit of the cooperative

after subtracting operating expenses from revenue. The excess margins are referred to as capital credits and are allocated to each member based on their usage for that particular year. Capital credits are retired and

paid out when the cooperative is financially able to distribute these amounts. A capital credit can be viewed as a dividend for being a member-owner. Each year, the Board of Trustees reviews the financial position of the cooperative and decides how much capital credits to retire and pay out.

In a recent review of our capital credit system, we identified an over allocation error in our allocation process for years 2009 through 2014. The error occurred when adding our Fort Leavenworth Privatized Contract margins to the electric

distribution system margins. Fort Leavenworth is considered one of our members, but their annual margins are not part of the allocation that gets distributed to our electric distribution system members.

As part of the remediation, we are removing Fort Leavenworth's capital credit portion from the electric distribution system members' capital credit accounts.

For questions about your capital credits and the adjustment, contact our office at 888-796-6111.

Chris Parr, Assistant General Manager

Cooperatives Share Success with Local Organizations

The employees of LJECC and Kaw Valley Electric Cooperative were challenged by the Board of Trustees to participate in the annual CoBank's "Sharing Success" program. CoBank (the cooperative's primary lender) matches employee dollar-for-dollar charitable donations to one non-profit organization of the cooperatives' choosing.

"CoBank is committed to making rural America stronger," said Seth Hart, vice president of the CoBank Electric Distribution Division Rural Infrastructure Banking Group. "Co-ops can show their commitment with the Sharing Success program that allows our members gain access to funding that will help the communities they serve."

The East District selected The

Good Shepherd Thrift Shop and Food Pantry in Tonganoxie. The long-time organization serves Leavenworth and Jefferson counties. Over the past five years the organization has seen a rise in assistance requests.

A check for \$6,340 was presented to Janet Stuke, a dedicated volunteer with The Good Shepherd Thrift Shop and Food Pantry.

The West District selected The Stull United Methodist Church Rural Food Pantry. The organization provides assistance to the areas of rural Douglas County. Volunteer Jim Shultz and Pastor Faye Wagner were presented a check for \$8,650 on behalf of the Sharing Success program.

"With the holidays approaching, this donation allows us to make certain our shelves are stocked," said Wagner.

Board members from both cooperatives also showed their commitment to the program by donating one-month's per diem per board member.

"We are happy to support com-



Dr. Dallas Caster (right), Kaw Valley Board president, presents Stull United Methodist Church's Pastor Faye Wagner (left) and long-time volunteer Jim Shultz (center) with a Sharing Success Program donation.

munity service programs like CoBank's Sharing Success program because they go hand-in-hand with the seven cooperative principles we represent," said Trustee Jeanine Murphy. "Were a member service organization and vested in the communities and members we serve. This is exactly what our cooperative mission is all about."

LJECC has participated in the Sharing Success program for the past five years and has made donations to local organizations in the Jefferson and Leavenworth County areas. This year, Kaw Valley joined in supporting the Sharing Success program to continue giving back the communities of our members.

Busting the Myths about 'Smart Meters'

By now, most Americans have likely heard of the "smart grid." This phrase describes the computerization of America's electrical infrastructure. The purpose of this computerization is to improve the reliability, efficiency, resiliency and security of the electric grid.

A key component of the smart grid is an advanced metering infrastructure, also known as AMI in the utility world. AMI systems utilize digital meters as well as computer technology to measure electric use at homes and businesses more precisely than was possible with analog meters. The digital meters communicate via radio or the existing power lines and have been loosely termed as "smart meters." AMI benefits electric co-op members with greater accuracy in billing, faster outage restoration, operational savings versus manual meter reading and detailed data that you and your co-op can use to manage electric use much more accurately.

Unfortunately, a number of myths have developed over the years concerning smart meters. These myths can be classified into three categories: privacy concerns, security and health effects. Let's take a look at each, starting with privacy.

Privacy
LJECC and Kaw Valley Electric Cooperative take great pains to keep your information private, and that information includes the details of your electric use. The only people who see that data are co-op employees and you. Your co-op will not release this information to anyone else without your specific permission. The myths are that the data collected can tell when you are home or away and exactly what you are doing when you are there and that this data is being given to the government. Naturally, the data will show when you are home because for most families, energy consumption is higher then. But having said that, the smart meter cannot identify what activities are taking

place down to the specific appliance in use. This myth is simply unfounded.

Security
What about the myth that smart meters actually make the electric grid less secure by providing an avenue for hackers to break into systems through the smart meter and wreak havoc? While hackers continually attempt to break into electric systems, their focus is at higher levels in the operation. Hacking a meter is unlikely for a variety of reasons. Hackers like to work remotely via the Internet, and smart meters don't offer that option. Radio-based smart meters require the hacker to be nearby to catch the weak communication signal, break the proprietary communication protocol and to be there for extended periods of time to collect the short burst of data sent. Therefore, smart meters are an unlikely and unprofitable target for hackers.

Effects on Health
Finally there are the myths surrounding smart meters and ill effects on health. These concerns state that having the radio-based smart meter is the equivalent to having a cell tower attached to the side of your home. Again, this is unfounded. Let's look at why. Number one is that these devices communicate intermittently for as few as five minutes a day. They are regulated by the Federal Communications Commission, and their output is well below the levels this Federal agency sets. As one doctor observed, the radio waves emitted are more like those of a cordless phone or wireless router. Radio waves emitted by smart meters are much weaker and less frequent than other sources we use daily.

We will benefit from the continued development of America's smart grid and can rest easy with the knowledge that the rumors surrounding radio-based smart meters don't hold water.

