

Connections

Lane-Scott Electric Co-op Assn., Inc.

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In Case of an Outage

If your electricity is off for more than a few minutes, call 800-407-2217. Office hours are 8 a.m. to 5 p.m. After-hours calls will be answered by the dispatch and standby personnel.

24-Hour Electrician Service

If you are without electricity or have an electrical emergency on your side of the meter, we have a master electrician on staff available 24 hours a day.

FROM THE MANAGER

Cooperatives See the Future



Ed Wiltse

Dramatic changes are transforming all aspects of the energy industry. Interest in renewable energy is at an all-time high, and ultimately consumers want greater control

over their energy use and payment methods. The prevalence of smart-phone apps and “smart” technology for the home is increasing, and consumers and businesses are showing greater interest in electric vehicles. There’s no denying it: electric utilities will have to make changes to the way they provide energy to accommodate these trends. Luckily, Lane-Scott Electric is uniquely positioned to meet these changing energy needs because we are a cooperative.

Co-ops are community-led

October is National Co-op Month, which is the perfect time to highlight the many ways electric cooperatives are unique.

Cooperatives are locally governed, looking out for the long-term needs of their consumer-members.

Electric cooperatives belong to the communities they serve. This heightened community focus allows us to quickly adapt to evolving consumer

expectations. Our closeness to the community ensures a better response to these needs because we are led by the people we serve.

Co-ops are a catalyst for good

Electric co-ops, like Lane-Scott, are a catalyst for good in their communities. Co-ops engage their consumer-members to do things that might otherwise be impossible or difficult, like more than 75 years ago when electric co-ops brought power to areas where other utilities did not find it economically feasible.

Cooperatives exist to meet a need that was previously unmet in the community, and they are ever striving to anticipate and plan for the future needs of their consumer-members.

Electric cooperatives often partner with local groups to bring economic opportunity to their local community. It is this facilitation role that is often the most valuable strength of the co-op.

The co-op business model is unique. It is pragmatic, mission-oriented and puts people first. Co-ops strive to be a trusted voice in their communities. Co-ops have earned that trust because, while not perfect, they always have their members’ best interest at heart and are determined to enrich the lives of those living and working in the communities they serve—now and in the future.

Cold Weather Rule—Effective Nov. 15-March 15

The Cold Weather Rule (CWR) ensures you will have electric and gas service during the winter. The guidelines below have been established to protect not only you, the electric member, but your member-owned cooperative.

Member responsibilities

- ▶ Agree to pay one-twelfth of the overdue amount of their bill, plus one-twelfth of their current bill, all disconnection and reconnection fees, and applicable deposit (deposit to be spread evenly over the length of plan), and agree to pay the remainder in equal payments over the next 11 months; or
- ▶ Other payment plan as negotiated with the cooperative (can be less than 12 months).
- ▶ Must pay future bills in full while paying off the overdue amount.

Member must not

1. Violate any rule that affects the safety of the member, other persons, or the utility's delivery system;
 2. Bypass meter;
 3. Misrepresent identity to obtain or retain service;
 4. Tender non-sufficient funds (NSF) check as initial or installment payment and not cure the insufficient payment within 10 days after NSF letter is mailed.
- ▶ Under 1, co-op can disconnect customer immediately.
 - ▶ Under 2 and 3, co-op can disconnect, regardless of temperature, 48 hours after notification by telephone call or electronic messaging to the member.
 - ▶ Under 4, co-op must send NSF letter giving 10 days to cure NSF check, and then disconnect is allowed regardless of temperature.

The CWR ensures you will have electricity for your home if you make pay arrangements with Lane-Scott Electric.

Co-op responsibilities

- ▶ 48-hour window required where temperature will remain above 35 degrees Fahrenheit.
- ▶ In first 24 hours, the co-op must call member notifying them of disconnect next day.
- ▶ On the second day (day of disconnect), company must receive forecast that temperature will remain above 35 degrees for 24 hours before disconnect can be worked. If forecast indicates temperature will fall below 35 degrees, disconnect must be canceled and co-op must wait for new 48-hour window.
- ▶ The co-op must inform member they have the right to enter a level payment plan for arrearages paid through an initial payment and equal installments over 11 months. If member still wants plan with fewer months, document that 12 months was offered to and refused by member. Plans with fewer than 12 months are considered to be CWR plans.

Default of plan

1. Member must pay cash, money order, or credit card to cure a NSF check within 10 days of NSF letter issued or will be in default of payment plan.
2. Outside of the CWR plan (March 16 through Nov. 14), a member who defaults on a CWR plan is not eligible for another payment plan until he/she pays all arrearages from prior CWR plan.
3. Inside of the CWR period, a member who defaults on a CWR plan is eligible for a new CWR plan after making initial payment of at least one-twelfth, as explained above under Member Responsibilities.

Renegotiation of CWR payments

If member receives lump sum assistance (i.e. LIEAP), the member is encouraged to renegotiate their CWR payments.

If you have any questions or concerns regarding the cold weather rule, please call 620-397-5327.

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- ▶ **MAIL:** U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW Washington, D.C. 20250-9410;
- ▶ **FAX:** 202-690-7442; or
- ▶ **EMAIL:** program.intake@usda.gov

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