



A Touchstone Energy® Cooperative 
 P.O. Box 758
 410 S. High Street, Dighton, KS 67839
 620-397-5327
 www.lanescott.coop

**LANE-SCOTT
ELECTRIC COOPERATIVE**

Connections

Lane-Scott Electric Cooperative, Inc.

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Manager of Electrical Operations

Katherine Lewis
Manager of Financial Services

Bob Venters
Resale Manager

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.

Lane-Scott Manager Search Update

From: The Lane-Scott Electric Cooperative Board of Trustees

Dear Members:

The Board of Trustees wish to provide this update on recent activity that has occurred at Lane-Scott Electric Cooperative. Earl Steffens resigned as Manager of Lane-Scott Electric Cooperative in March and Dow Morris is currently serving as the Interim Manager. A manager search is being conducted and a permanent manager is expected to be in place early next year.

The Board of Trustees is aware that rumors regarding the former manager have been circulating among the membership. All activity regarding this issue has been reported to local law enforcement for an investigation into any alleged wrongdoing. Please understand that due to an ongoing investigation, no more details will be released until after the matter is concluded.

Lane-Scott Electric remains financially sound and the load growth on the system remains constant, due primarily to the increase in oil load. Lane-Scott Electric remains committed to providing reliable electricity at fair rates and to serve our members. Please contact Dow Morris, Interim Manager, if you have any questions or concerns regarding Lane-Scott Electric Cooperative.

The Lane-Scott Electric Cooperative Board of Trustees

Steps for Processing a Complaint

It is our goal to always do the very best job possible for our members. However, despite our best efforts, there may be times when you feel additional recourse is justified to resolve a service or billing problem.

To assist you, we've provided instructions on how to file a complaint with Lane-Scott Electric and/or the Kansas Corporation Commission (KCC).

► **Step 1**—Please present your complaint to Lane-Scott Electric in Dighton at 620-397-5327 or toll-free at 800-407-2217. Every effort will be made to resolve the problem to your satisfaction, if possible.

► **Step 2**—If the problem cannot be resolved at your local office, you may contact the General Manager in Dighton at 620-397-5327 or toll-free at 800-407-2217.

► **Step 3**—If you wish to pursue the complaint, you may contact the KCC's Consumer Protection Office by calling 800-662-0027 or by writing to the Kansas Corporation Commission at 1500 SW Arrowhead Road, Topeka, KS 66604.

If the problem remains unresolved, then a formal complaint can be filed with the KCC. The KCC Staff will advise you of this procedure upon request.

Cold Weather Rule Summary

Effective November 1 - March 31

The Cold Weather Rule (CWR) ensures you will have electric and gas service for your home during the winter. You must make pay arrangements with Lane-Scott to use the CWR.

Member Responsibilities

- ▶ Agree to pay 1/12 or the overdue amount of their bill, plus 1/12 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.
- ▶ Other payment plan as negotiated with company (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 the meter.
3. Misrepresent identity to obtain or retain service.
4. Tender NSF check as initial or installment payment and not cure the insufficient payment within 10 days after NSF letter is mailed.

Under 1, company can disconnect member immediately.

Under 2 and 3, company can disconnect, regardless of temperature, 48-hours after tagging door or making phone call to member.

Under 4, company must send NSF letter giving 10 days to cure NSF check, then disconnect is allowed regardless of temperature.

Company Responsibilities

A 48-hour window required where temperature will remain above 35° F.

In first 24 hours, company must call or tag door of member notifying them of disconnect next day.

On the second day (day of disconnect), company must receive forecast that temperature will remain above 35° F for 24 hours, before disconnect can be worked. If forecast indicates temperature will fall below 35° F, disconnect must be canceled and company must wait for new 48-hour window.

Company must inform member they have the right to enter a level payment plan for arrear paid thru 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

- ▶ Member must pay cash or money order to cure a NSF check within 10 days of NSF letter issued or will be in default of payment plan.
- ▶ Outside of the CWR plan (April 1 through Oct. 31), a member who defaults on a CWR plan is not eligible for another payment plan until the pay all arrearages from prior CWR plan.
- ▶ 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 1/12, as explained above under Member Responsibilities.

Renegotiation of Payments

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

October is Co-op Month

The Co-op Difference

Every October since 1930, not-for-profit cooperatives have celebrated Cooperative Month. During this time, it makes sense to highlight the qualities that make electric cooperatives different from other types of utilities and business.

For starters, electric co-ops are owned by those they serve. That's why those who receive electric service from us are called members, not customers. Without members, there would be no Lane-Scott Electric.

Members maintain democratic control of our co-op, which means they elect fellow members to represent them on the board of trustees every July at our annual meeting. We also return margin's (profits) to our members every spring and fall in the form of capital credits.

One principle that sets us apart from other businesses is our concern for community. As a cooperative, we have

a special responsibility to support the areas in which our

members live and work. From sponsoring a local school's baseball team to supporting new jobs and industry through economic development efforts, we stand as a driving force in our community.

Of course, co-ops span all industries, including credit unions, dairy operations, health care, housing, and much more. There are more than 29,000 co-ops across the nation. And not all are small or rural. Just look at nationally known co-ops like Sunkist, Ace Hardware, and Land O' Lakes.

Overall, co-ops are more accessible than other types of businesses. We give our members a voice, and we are local-living and working alongside those we serve.

That's the cooperative difference.

