

Operations Report for August 2021

- **Maintenance**

Trimmed trees at Rita Cohoons and Trevor Rybaki residents.
Retired connects for Carmen Schmidt oil and the Norton lease by Utica.
Changed out bad transformers for Shakespeare oil CTB pump, Tim Straub residents and McCarty Dairy pad mount that we converted to 227/480.
We upgraded the service to the Healy Methodist Church for a 15kV to 25kv transformer.
Changed out bad OCR on the Amy 3 phase circuit.
Changed out bad arresters North of Healy.
Updated secondary in Ransom and Bazine.
Patrolled line and worked on maintenance system wide.

- **New Construction.**

Built new connect on double circuit East of Bazine for American Warrior gas well.
Built new connect for Jarrod Fellhoelter new house in Ness City.
Built new single phase line and connect for Hineman Farms water well, JD Nuss water well and Eugene Shapland fence charger.
Built new 3 phase connect for Talon Oil Group Carson 2-19 lease.

- **Metering**

Installed metering on pad mount transformers for Lane County Feeders and Ness City High School.
Updated metering at Ness City Hospital.
Changed out nonresponding meters.
Checked cellular coverage at all Collector sites.

- **Pole Change Outs**

Changed out single phase poles on the Schuller tap, and in Brad Dinges pasture.
Changed out 3 phase poles South of Utica and on the North 4 mile rd.
Set new riser pole at the Ness City High School.

- **Storms**

High winds knocked down 59, 34.5 double circuit poles North of Ness City feeding the Ransom substation. With the help of Victory Electric and Western Electric we were able to get all the poles and wire done in just a few days. Along with the the 34.5 damage we also lost 17, 3 phase poles on the North 4 Mile Rd circuit.

- **Other**

Ben and Chris took a load of bad transformers to Soloman to get reworked.

KEC monthly safety meeting
Hung new lights at the Ness City shop
Started dirt work on the North lot.

IT/COMPLIANCE DEPARTMENT

IT/COMPLIANCE PROJECTS COMPLETED AS OF AUGUST 2021

1. Assist personnel on file retrieval. Every Thursday the generator does a hard switch over and it's pulling the backups down which causes a relay connection issue. The new UPS backups have minimized the switch relay impact preventing everything from shutting down, but it pulls hard on them and some days it has a slight delay which may affect some application or devices. The generator needs replaced to completely resolve this issue.
2. SmartHub software compatibility issue and was resolved by doing a version roll back.
3. Researched Verizon collector connectivity issues and phone reception problems.
4. Researched Nex-Tech provider plan options, service map coverage reviewed, and had Dal Hawkinson take a test phone to check reception area coverage throughout service territory
5. OMS outage codes, equipment codes, and SRS integration.
6. OMS outage groupings programmed.
7. Document Vault scan set up on printer.
8. NISC iPad support end deadline and iPad replacements.
9. SmartHub outage reporting app drop down options.
10. Rebecca Campbell completed the Doc 1 to Print Net bill conversion testing.
11. SmartHub paperless billing option programmed.
12. SmartHub notifications programmed.
13. Online Utility Regulation F and other regulation amendment requirements webinar.
14. NISC Community maintenance.
15. SmartHub unsubscribe procedures.
16. Dymo Labeler upgrade.
17. MDMS project progress webinar discussed file generating wrong location issues and FTP data transfer to MDMS process.
18. TriState IT mentor biweekly 1st webinar topics: NRECA Cyber Summit program, Ransomware, and Microsoft changes occurring and 2nd webinar topics: IT disaster recovery policies and procedures.
19. Troubleshooting employee and trustee software and device issues.

IT/COMPLIANCE PROJECTS IN PROGRESS AS OF AUGUST 2021

1. MDMS project implementation project.
2. Researching and AppSuite and OMS settings to resolve outage duplication issue.

CYBERSECURITY - IT DEPARTMENT

CYBERSECURITY/IT PROJECTS COMPLETED AS OF AUGUST 2021

1. Coop Webbuilder upgrade from a shared platform to a dedicated Kubernetes container which will improve site security and allow for automatic updates to site securities and new features.
2. NRECA RC3 Cyber Summit and CyberSEEC exercise webinar and workshop day.
3. Auditor secure link set up.
4. KIOSK LAN requirements, firewall securities, and remote access securities updated.
5. Open Source Security Webinar
6. Discussed October Cybersecurity Awareness Month for newsletter with Ann Jennings.
7. ASP iVue server monthly patching and updates.
8. Office 365 threat management daily review and risk mitigation.
9. Manage Engine Desktop Central patch management daily review and risk mitigation.
10. Cyber Detect Rapid 7 asset vulnerability management and risk mitigation.
11. Cyber Detect Insight end user vulnerability management and risk mitigation.
12. US Payment KIOSK monthly server patching.
13. ASP network infrastructure maintenance.
14. Call Capture Secure Pay maintenance.
15. Operations and domain server backups and alert warning daily review.
16. AppSuite MapView TPK imagery and data file monthly update.
17. Applications and windows updates and patching.

CYBERSECURITY/IT PROJECTS IN PROGRESS AS OF AUGUST 2021

1. Ransomware emergency action and response plan.

Member Service Board Report

September 13th Board Meeting

1. Coops Vote Event held August 24th
2. Back to School Quiz finished:
 - a. Susan Culbertson randomly selected from submissions for the \$100 gift card
 - b. 23 entries, 42 webpage pageviews
3. Co-Bank Sharing Success– Richard and I delivered the final 2 grants to the Western Child Advocacy Group and the Lane Co. Lions Club.
4. August Retail Promotion – LED Lightbulbs. Heavily promoted.
5. Paperless Billing Campaign
 - a. Worked with Carrie on logistics of setting up SmartHub Paperless Billing. What reporting is required monthly to ensure all Billing e-mail notifications are received for those not receiving paper bills.
 - b. How to set-up custom SmartHub prompts to sign-up when members log onto SmartHub.
 - c. Beginning in October – All members who sign-up for paperless billing through SmartHub will be entered to win a one-time monthly \$50 Bill Credit. Promotion will run through the end of December. This will be heavily promoted beginning in October
 - d. New Member Paperless Billing \$15 bill credit. New members who register for paperless through SmartHub 60 days after the date of application will receive a \$15 bill credit on the next months bill. This will be promoted in the new member e-mail series and in a handout given/mailed to all new members.
6. A thank you ad ran in WaKeeney Western KS World newspaper and the Dodge City Daily Globe to Western and Victory for their mutual aid assistance.
7. October is Cybersecurity and National Co-op Month. Working on those materials.
8. October will also be Overhead Line & Fall Farm Safety month with radio promotion, bill stuffer, a newspaper article, social media, e-blast, etc.
9. I will be working on my budget and communications plan in September.
10. Website and SmartHub Website revisions / updates
11. Normal monthly donation requests, KCL magazine, social media posts, new member e-mail series, analytics, newsletter e-blast.

Paperless Billing Campaign

Purpose: Reduce costs associated with costs of printed bills while increasing awareness and account management capabilities of SmartHub.

Campaign 1:

Target: All Members

Timing: October 1 – December 31, 2021

Monthly drawing for a one-time \$50 bill credit each month (October – December) for members who sign-up for paperless billing through SmartHub.

Members already enrolled in paperless billing will be automatically entered into the drawing in October.

Procedure: On the first day of the month, a report will be pulled for new paperless users
CIS – Registered E-Bill Customers Report

Registered E-Bill Customers

Output Options

Stored Jobs: 4679835 - ☒ Print Parameters ☐ Archive

Job Name: CSV ☒ Screen ☐ File ☐ Printer ☐ E-Mail [Advanced](#)

Submit Options

☒ Run Now ☐ Scheduled ☐ Recurring Time: : AM PM Date:

Cycle: All

Account Status: Yes

Primary Sort:

Display Password:

Include Records:

Print

Printer:

Copies: 0

ACTIVE SmartHub Paperless Customers - A winner will be randomly selected from the list as the winner. A record of total signed up each month will be kept to report and gauge success.

| N | O | P | R | T | U | V | W | X | Y |
|-------|----------|-----------------------|----------------|-----------------------|-------|--------------------------|-----|------------------------|-----|
| | | | NO = Paperless | | | Paperless SmartHub Users | | | |
| 10217 | 10217001 | AREVALO REGINA | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322012 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322002 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322005 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322006 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322007 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322010 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322011 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322014 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322015 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20322 | 20322009 | BORELL KENT D | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20445 | 20445002 | BUSH TANNER | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |
| 20565 | 20565003 | BERNBECK KENNETH DION | NO | Total Ebill Accounts: | 1,546 | Total Paperless: | 151 | Total Ebill Customers: | 769 |

Campaign Advertising Details:

- KCL Magazine: October (full page ad), November & December (1/2 page)
- Bill Stuffer: November
- Social Media Posts: October (weekly), November & December (every other week)
- LSEC: Webpage Slider
- SmartHub Web Banner: October - December
- SmartHub Alert: October - December
- E-mail Blast: In October Targeted to members who don't already use it
- Included in E-Newsletter

KCL, Bill Stuffer, Webpages, 1 Social Media Ad Design:

Sign-up for Paperless Billing
for a chance to win a one-time
\$50 BILL CREDIT

At the end of each month, members who sign-up for paperless billing that month are **AUTOMATICALLY** entered into the drawing.
Promotion ends December 31, 2021.

Switching to Paperless is Easy

Login into your **SmartHub** account online at lanescott.smarthub.coop or on the App  → Select "My Information" under the "My Profile" tab. Select "Update My Paperless Settings" → View Your Bills Anytime in SmartHub. "Billing & Payments" "Billing History"

Lane-Scott
Electric Cooperative

If you need help, we are happy to assist. Contact us Monday - Friday from 8:00 am - 5:00 pm at 620-397-5327 or 800-4077-2217.

The paperless contest begins October 1st and ends December 31st. Members who already utilize paperless billing will automatically be entered into the drawing.

Other Social Media Ads: (TBD) Have a few Go Green Messages and a SmartHub designed ad

Campaign 2:

Target: New Members

Timing: Beginning with October 2021 new members - Ongoing

Offer a one-time \$15 bill credit for new members who sign-up for paperless billing through SmartHub within 60 days of application for service at Lane-Scott Electric. *This is on a customer level, not account level.*

Procedure:

1. The beginning of each month, pull a CIS Advanced Search Report from the past 60 days to see who's signed up for SmartHub and Paperless.
2. Double check in the Customer screen – Personal Information, they also have an E-Bill E-Mail Addr. Password (*otherwise they could just have an e-mail address not using SmartHub*).
3. Each month – compare the two-month report to the previous month to remove members who signed up in the first 30 days.
4. Notify Diana/Rebecca of who receives the \$15 bill credit to be applied to the next month's bill. (working with Kathy on this)

The screenshot shows the CIS Advanced Search interface. The search criteria are as follows:

- Match **all** (dropdown):
 - E-Bill E-Mail Addr (dropdown) is not (dropdown) [empty field] (-) (+)
 - Service Status (dropdown) is (dropdown) 1 - Active (dropdown) (-) (+)
- AND (dropdown)
- Match **all** (dropdown):
 - Membership Date (dropdown) is after (dropdown) 06/30/2021 (calendar icon) (-) (+)
 - Membership Date (dropdown) is before (dropdown) 09/01/2021 (calendar icon) (-) (+)
- AND (dropdown)
- Nbr Of Bills (dropdown) is (dropdown) 0 (-) (+)

Buttons: Configure Columns, Load, Save

| Name | Account | Customer |
|----------------|-----------|----------|
| LACEY WARTA | 230631001 | 230631 |
| ERICKA KLEWENO | 110292002 | 110292 |
| REGINA AREVALO | 10217001 | 10217 |

Campaign Advertising Details:

- New Member E-Mail Series: Include in E-mail #1
- Print-out to include in new member packets mailed or handed-out to each new member. Will include bill credit and also information on advantages of SmartHub and more details about how to sign-up for SmartHub.

August Warehouse Report

Total Inventory Dollars on Hand for August:

Line Material--\$183,818

Inventory Turns—0.975

Resale Material--\$189,082

Inventory Turns—0.544

Generac Update:

Lead times are continuing to get better, with average unit being 20 weeks out. We are still waiting for shipment on six generators. Service plans will be pushed in the month of September to customers who have already purchased generators. They will also be offered and added to each new quote given. One quote was given through the month of August.

Monthly Specials:

August specials were LED light bulbs. Turnout has not been as good as the furnace filters, but we have seen some traction from this ad. To date we have sold a case of the 8 watt and I have quoted cases of the 4' lamps to Dighton High School. We did win the requisition bid for the school, and they will buy a case of the 4' lamps.

Inventory to be Billed/Future Margins: (No changes for the month of August)

8 Generac generators: \$68,000 average gross/\$20,000 average net margin

12,000' Duct: \$30,500 gross/\$10,000 net margin

1500' 1/0 Duct: \$5,284 gross/\$1750 net margin

Electrician Update:

The D&A bin build was the large project for the month and will carry over into September. Calls for smaller jobs are consistently coming in. The main goal for electricians in September will be to shrink the job list back down to manageable levels. Future projects remaining include Lane County Feeders' new mill along with new Generac installs.

HVAC Update:

Service calls remained heavy in August due to the increase in temperatures. The last week of the month these calls slowed, and Mark was able to catch up on other calls. There were two new Mini-split systems installed at Lane County Feeders, two new water heaters, and a

mini-split for the tower completed in August. Warranties were another item that took up a lot of Mark's time in August. Troubles with faulty expansion valves and gas valves on water heaters forced some return trips to our members.

Engineering Report

We have built new connects to a water well, fence charger, and two oil wells. We are waiting on a few more items and we will schedule the Lane County Feeder upgrade. Hinemans have doubled the size of their grain storage facility just South of Dighton. Grain storage and handling seems to be the current trend.

We have contracts back on a 45hp roller mill at a feedlot in Scott Co. and a 2 mile 1ph to 3ph conversion to the Grinston elevator who will be tripling their connect size from 300kva to 1000kva. Today we are energizing the 100hp grain facility in the Shallow Water area. He hopes to be ready for fall harvest.

We have also had requests for a 500-1000kva grain storage site on the Mennonite rd. in Finney Co. and I am currently working with Bondurant grain at Laird in Ness Co. to add a 200hp flat storage for milo. We have a request from BTI in Ness city to double the size of their connect to 300kva for heating and AC load and a request for a quote from the Lane Co. fairgrounds to re-build their existing camper sites from 167kva to 500kva.

We also have contracts out on two new oil wells and a cell tower in Ness Co.

Nate Burns

Engineering Coordinator

Lane-Scott Electric

(620) 397-5327 O

(620) 397-8063 C (best)

Outage Report

OUTAGE STATISTICS August 2021

| CATEGORY | OCCURRENCES | | | TOTAL OUTAGE HRS. | | | # of Meters |
|---------------------|-------------|----------|----------|-------------------|------------|--------------|-------------|
| | 14.4 KVA | 7.6 KVA | Total | 14.4 KVA | 7.6 KVA | Total | |
| PHASE FLOATER | | | 0 | | | 0 | |
| BIRDS & ANIMALS | | | 0 | | | 0 | |
| TREES | | | 0 | | | 0 | |
| LIGHTNING\RAIN\WIND | | 2 | 2 | | 184 | 184 | 184 |
| ICE & WIND | | | 0 | | | 0 | |
| SNOW & WIND | | | 0 | | | 0 | |
| OCR OR FUSE FAILURE | | 1 | 1 | | 35 | 35 | 35 |
| TRANSFORMER FAILURE | | | 0 | | | 0 | |
| BROKEN JUMPER | | | 0 | | | 0 | |
| PEOPLE CAUSED | | | 0 | | | 0 | |
| BROKEN POLE | | | 0 | | | 0 | |
| POWER SUPPLY | | | 0 | | | 0 | |
| SCHEDULED | | | 0 | | | 0 | |
| MAJOR EVENT | 1 | 1 | 2 | 2940 | 508 | 3,448 | 674 |
| UNKNOWN | | | 0 | | | 0 | |
| TOTALS | 1 | 4 | 5 | 2,940 | 727 | 3,667 | 893 |