

Operations Report for September

- **Maintenance**

Repaired street lights in Ness City and Ransom.
Repaired guy wire at Cottonwood Corrals feed lot and replaced anchor south of Ness.
Refused transformer and side taps system wide.
Retired connect for Brent Anderson in Ness City, and Jo Beth Marsteller.
Inspected regulators system wide.
Changed out bad regulator in the Bazine substation.
Trimmed trees in Utica and Ness City.
Monthly sub checks.

- **New Construction**

Built new line and connects to grain bins for Robert Drees, James Bergin and Scott Coop Grigston elevator.
Built new 3 phase to Chad Griffith roller mill.
Built new single phase to oil wells for Palamino and Stewart well service.
Built new 3 Phase line to 2 new wells for Palamino.
Built new single phase connects for Lisa Wicks house in McCracken and JD Erskin water well south of Dighton.
Built new single phase line to Nextech tower south of Laird.

- **Metering**

Changed out non responsive meters system wide.
Installed new Nextech sim cards at all collector sites. All are working great except for Twin Springs and Boone. We are working with Nextech support to get that resolved.

- **Accidents**

Calvin Humburg caught the neutral on the 4 mile rd. We changed out the poles for better clearance so it does not happen again.
Swen Finnigan hit a meter pole in Bazine. We changed out the pole and meter loop.

- **Other**

Blake and Dellon attended the KEC hot line school in Manhattan.
Ben attended the Kansas line supervisor meeting.
KEC monthly safety meeting.
Troy Cartmill started the concrete on the north lot.

IT/COMPLIANCE DEPARTMENT

IT/COMPLIANCE PROJECTS COMPLETED AS OF SEPTEMBER 2021

1. NRECA IT Mentor program final webinars and program assessment.
2. Worked with Dal Hawkinson on the collector firmware upgrade requirements for SIM installation.
3. Verizon porting number set up.
4. Set up Nex-Tech account.
5. Gathering budget quotes.
6. Researching OMS outage duplication issues.
7. Troubleshooting employee and trustee software and device issues.

IT/COMPLIANCE PROJECTS IN PROGRESS AS OF SEPTEMBER 2021

1. Started transition of collectors from Verizon to Nex-Tech provider.
2. MDMS project implementation project.
3. Researching and AppSuite and OMS settings to resolve outage duplication issue.

CYBERSECURITY - IT DEPARTMENT

CYBERSECURITY/IT PROJECTS COMPLETED AS OF SEPTEMBER 2021

1. Set up Apple Business Manager account.
2. Researching 2MFA software.
3. Email phishing alert scams.
4. KEC IT Summit meetings topics:
 - New Threats in Cybersecurity – What Next?
 - Kansas Intelligence Fusion Center Operations Briefing
 - Incident Case Study
 - KBI Fusion Liaison Officer Program
 - Federated Cybersecurity Insurance
 - DHS – An Overview of Programs and Services
 - Power Platform
 - Protecting Backups from Ransomware and Other Threats
 - Incident Response Plan: Overlook Areas and Government Communications
 - Essence 2.0 Program
 - Tabletop Exercise: Ransomware Incident Group

Reviewed the second group tabletop on a phishing email resulting in accounts payable paying false invoices results.
5. NISC MIC meeting topics:
 - Cybersecurity Services Overview
 - DNA: Dissecting the iVue Enterprise Architecture
 - Mitigating Risk with a Focus on Business Continuity
 - Cloud Strategy & What's Next
 - Business Intelligence & Reporting – The Mosaic Experience
 - System Monitoring
 - Secure Your Mobile Workforce – A Strategy Business Imperative
 - Role of IT with the Cooperative Cloud
 - PCI: Don't Just Validate, Comply!
 - A Deep Dive Into the Latest Functionality in Outage Management
6. Set up R drive for HR files with limited access.
7. KIOSK LAN requirements, firewall securities, and remote access securities updated.
8. ASP iVue server monthly patching and updates.
9. Office 365 threat management daily review and risk mitigation.
10. Manage Engine Desktop Central patch management daily review and risk mitigation.
11. Cyber Detect Rapid 7 asset vulnerability management and risk mitigation.
12. Cyber Detect Insight end user vulnerability management and risk mitigation.
13. US Payment KIOSK monthly server patching.
14. ASP network infrastructure maintenance.
15. Call Capture Secure Pay maintenance.
16. Operations and domain server backups and alert warning daily review.
17. AppSuite MapView TPK imagery and data file monthly update.
18. Applications and windows updates and patching.

CYBERSECURITY/IT PROJECTS IN PROGRESS AS OF SEPTEMBER 2021

1. Ransomware emergency action and response plan.

Richard McLeon

From: Nate Burns
Sent: Tuesday, September 28, 2021 7:45 AM
To: Richard McLeon
Subject: Engineering update

Follow Up Flag: Follow up
Flag Status: Flagged

This month I have been working on the larger projects that started last month and a few smaller ones that have come in. I staked in (3) new oil connects, an irrigation upgrade, and one new house. I also worked with several members on possible new connects. One of these was a large grain facility on the Mennonite rd. in Finney county. We have performed an engineering study on it and presented our findings. The steel price has caused this project to be shelved for the time being. We have been busy working on our AMI system. We are converting our backhaul provider to Nextech from Verizon. The service/signal from Verizon has drastically fallen off, they have no answers and we have been fighting it for some time. Nextech is working with us to improve signal at our last two collectors to be cut over. They have been very engaged and helpful through this process. Items for projects and new quotes continue to trickle in. Hopefully we can get started on some of the larger projects in October.

Thanks

Nate Burns

Engineering Coordinator
Lane-Scott Electric
(620) 397-5327 O
(620) 397-8063 C (best)

Outage Statistics

	2021 consumer hours					consumers
	Power Supplier	Major Event	Planned	All Other	Total	
Jan	0.0	0.0	33.0	382.0	415.0	5796
Feb	9444.0	0.0	0.0	1011.0	10455.0	5799
Mar	0.0	0.0	4.0	790.0	794.0	5796
Apr	0.0	0.0	0.0	666.0	666.0	5797
May	0.0	0.0	0.0	619.0	619.0	5802
Jun	0.0	0.0	0.0	1012.0	1012.0	5802
Jul	0.0	0.0	0.0	1638.0	1638.0	5801
Aug	0.0	3448.0	0.0	219.0	3667.0	5801
Sep	0.0	0.0	0.0	273.0	273.0	5801
Oct						
Nov						
Dec						
totals	9444.00	3448.00	37.00	6610.00	19,539.0	5799
	48.3%	17.6%	0.2%	33.8%		

w/o Power Supplier: 10,095.0
 Hours per consumer: 1.74

2021 # of customer interruptions

	# of meters
Jan	415
Feb	6,304
Mar	746
Apr	334
May	948
Jun	904
Jul	1,506
Aug	893
Sep	483
Oct	
Nov	
Dec	
totals	12,533

Member Service Board Report
October 4, 2021 Board Meeting

1. For Board Action: Youth Tour Commitment for 2022. (Attached)
2. Approval of 2022 Annual Meeting Date
3. Military Care Packages in progress: This year we are just asking for contact information rather than donations and items in addition. I plan on contacting the Dighton, Ness, Western Plains, Healy and Bazine schools to see if one of their classes would like to write thank you letters to include.
4. Paperless Billing Campaign: Begins
 - a. 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.
 - b. 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.
5. Contacted elevators to see if they needed more “Look Up and Live” stickers before Fall harvest.
6. I sent an article to the Scott, Ness & Dighton papers about our Co-Bank Sharing Success recipients from 2021.
7. Mailers to Key Accounts, GSS & GSL for Overhead Line Clearance. Included letters, Look Up and Live stickers and a print-out of what to do in the event contact is made.
8. October is Cybersecurity and National Co-op Month. Working on those materials.
9. October will also be Overhead Line & Fall Farm Safety month with radio promotion from 10/4-10/24, bill stuffer, a newspaper article, social media, e-blast, etc. I expanded the radio promotion to include the Hispanic station in our territory.
10. I attended the K-96 Coalition meeting in Scott City.
11. Website and Smarthub Website revisions / updates
12. Normal monthly donation requests, KCL magazine, social media posts, new member e-mail series, analytics, newsletter e-blast.

September Warehouse Report

Total Inventory Dollars on Hand for August:

Line Material--\$228,343

Inventory Turns—0.804

Resale Material--\$194,551

Inventory Turns—0.595

Increase in Line Material caused mainly by storm damage on our 34.5 line north of Ness City. This material will be charged out in October.

Generac Update:

One generator was installed in the month of September. This leaves one more to install that is in stock once the transfer switch arrives. We should have another one shipping the first of October as well. Inquiries for these generators remain high; I have talked with about 8 customers this month with two of them wanting us to go ahead and get them official quotes. We have had two calls for portable generators; however, Generac did not have the units these customers were wanting.

Monthly Specials:

No monthly specials as our vendor was not able to secure the product we had planned to advertise. Going forward I think quarterly specials might serve our market better. This is something I plan to reach out to Ann Marie on.

Inventory to be Billed/Future Margins:

7 Generac generators: \$59,500 average gross/\$17,500 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 grain bin build is 99% finished now. Work for the new mill for Lane County Feeders is getting closer. The local feed yards have had the guys running on several different service calls. Over 200 light bulbs were installed by the electricians in the scoreboard at Healy this month. We are still receiving a high volume of calls from members wanting work done which is a good sign.

HVAC Update:

Mark has worked on our getting our two Generac quotes completed this month and helped Michael install the generator at the beginning of the month. A mini-split system was ordered and installed. Water heaters were once again a hot item; with two being installed and a third waiting for when the member is ready. As the weather changes, focus will turn to fall season checks with hope of completing them before the weather turns cold and furnace calls get heavy.

2022 Youth Tour Information

For your consideration

Ann Marie Jennings

During the Youth Tour Coordinator webinar, the following items were discussed for each cooperative to calculate the risk of participating. Our commitment needs to be turned into KEC by 10/29. We can commit to all of the plans, or whatever programs we would agree to commit to. If we decide not to participate, we WILL NOT lose our spot for next year.

What the Programs Look Like as of Today:

Plan A: Mostly as Normal

Timing:

- Washington DC, June 16-23,
- Youth Leadership Camp, July 15-22

*Tentative Cost: \$3,500 per student

**The costs for all plans are not yet available. These figures have been provided as a guideline for budgeting purposes. KEC staff will work to help ensure all programs remain affordable.*

Participating coops will be billed actual expenses following the completion of the program and is responsible for the actual cost.

Difference from previous years: Mostly affecting the DC trip.

- The timing will be varied to only have a few states present at a time. The June 16-23 is Kansas's dates.
- The activities most likely will eliminate "touching points" locations that are crowded indoor activities (i.e., the Holocaust Museum) and Capital Hill will be off-limits.
- The all-state events would be eliminated.
- There may be more educational experiences at the hotel where Kansas legislatures talk to the students there.
- Some venues may still be closed entirely.
- COST: While KEC has tentatively provided a cost the same as last year, there are many unknowns regarding what venues will be open, transportation costs, lodging and meals, addition of new activities, and extra costs if quarantine happens.

Plan B: KEY Leadership Conference in Topeka

This plan will be implemented if Plan A to DC and/or the Leadership camp is cancelled. This would be an in-person trip to the capitol, with as many activities planned as possible, though at this point we don't know what activities.

Timing: June 5-10

*Tentative Cost: \$1,800 per student

Current Challenges to be Considered

1. Health Protocols:
 - a. Venue Requirements will vary at each location. Some places in DC are already requiring proof of vaccination or proof of a negative COVID test in the past “X” number of days.
 - b. Youth Program Requirements: What will be required from us before the point of travel. They may require COVID tests before getting on the bus. From most of the conversation on the KEC Youth Coordinator webinar it didn’t sound like proof of vaccination would be required for the Kansas/Oklahoma group.
 - c. Masks will most likely be mandated.
 - d. What will be required of the parents. Forms may need to be signed verifying their children are not sick, and what will be agreed upon should their child become sick or be exposed during the trip.
2. What if Someone Gets Sick:
 - a. Quarantine – all students would most likely be quarantined.
 - b. Travel restrictions, how would they get home if not allowed on a plane?
 - c. Additional “sick bay” rooms / extra chaperones / cost

Plan C: Virtual Key Leadership Conference

This is the same option that was offered last year with virtual speakers and interaction.

Cancellation Policy

Many of the expenses associated with KEC’s youth programs must be paid, in full or in part, before the actual program dates. As such, cancellation of your co-op’s participation can have a significant impact on the respective program. Once your co-op has committed to participant numbers, any subsequent cancellation by the co-op of an attendee’s participation in a program will be billed based on the following schedule:

- Cancellation for Plan A: If cancellation is received in writing or email before January 1, 2022, the cooperative will be billed for all non-refundable costs.
- Cancellation for Plans B and C: If cancellation is received in writing or email before January 1, 2022, the cooperative will be released from its commitment with no penalty.

If a cooperative’s youth winner cancels his or her participation prior to the start of a youth program, the cooperative may appoint a replacement of its choosing up to 15 days prior to the start of the program. If the cooperative (original cooperative) is unable to find a replacement, then another cooperative may appoint a student of its choosing to fill the open spot if time allows. The original cooperative will be responsible for the \$750 non-refundable deposit payable to KEC, and the cooperative sending the youth will be responsible for the remaining balance of the youth program charges. In the case that no replacement is found or if the youth winner cancels too late to allow time to find a replacement, the original cooperative will be responsible for the full balance of event cost. This would also apply for any student winner who fails to show up for the program or is sent home early.

If KEC and/or NRECA cancels a youth program, participating cooperatives may be charged for your portion of any unrecoverable balances.