

# Member Guide



410 S. High Street

P.O. Box 758

Dighton, KS 67839



Report an Outage or Call our Office: 620-397-5327

Toll Free: 800-407-2217

Pay By Phone: 855-356-6351

Fax: 620-397-5997

Website: [www.lanescott.coop](http://www.lanescott.coop)





## Welcome to Lane-Scott Electric Cooperative

Dear New Member,

You are now a member of Lane-Scott Electric Cooperative! I would like to personally welcome you and take this opportunity to talk about how special it is to be a part of our cooperative.

The generations before were a part of something extraordinary and ground-breaking. More than 75 years ago folks gathered to form a distribution cooperative that would empower them to better their lives and make living in rural Kansas a little bit easier. They solved the problem of getting electricity to places investor-owned utilities weren't interested in serving. From that historic point forward, Lane-Scott Electric has been proud to keep the lights on for you, our members.

As a rural electric cooperative, we are member-owned. A board of trustees you elect locally controls Lane-Scott, making decisions that impact them too. Cooperatives are non-profit, meaning when we make more money than we need to operate, it goes back to our members in the form of capital credits. Instead of profiting shareholders, we return that money to the members who own the cooperative.

Lane-Scott is proud to invest in the communities we serve, we are proud that all of our employees are based right here in our service area. We are your neighbors, fellow community members, volunteers and friends. We strive to provide you and your family members with safe, affordable and reliable electricity every day.

I hope you will take the time to look through this packet to learn about and enjoy all the benefits that come along with being a co-op member. I also invite you to visit our website at [www.lanescott.coop](http://www.lanescott.coop).

Sincerely,

Richard McLeon

*Lane-Scott's purpose is to provide safe, excellent service for our Members.*

# Your Co-op



Over **2,000** miles of line

Over **6,000** meters served

**8** counties served

**22** employees

**Power Supplier:**  
Sunflower Electric

The majority of our service area is in Lane and Ness counties. We serve the members in all the rural areas and towns including Healy, Dighton, Utica, Arnold, Ransom, Bazine, Beeler, Ness City, Brownell, Arnold, Grigston, Manning, Alamota, Shields, Amy, Alexander and McCracken. The exception is Dighton, which is a municipality we serve wholesale.

Our purpose is achieved by following these seven principles:

## 7 Cooperative Principles

<p><b>VOLUNTARY AND OPEN MEMBERSHIP</b></p>  <p>Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.</p>	<p><b>1</b></p> <p><b>AUTONOMY AND INDEPENDENCE</b></p>  <p>Cooperatives are self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.</p>	<p><b>4</b></p>
<p><b>DEMOCRATIC MEMBER CONTROL</b></p>  <p>Co-ops are organizations owned and controlled by their members, who actively participate in setting their policies and making decisions. Men and women serving as elected representatives are accountable to the membership. In co-ops, members have equal voting rights (one member, one vote).</p>	<p><b>2</b></p> <p><b>EDUCATION, TRAINING AND INFORMATION</b></p>  <p>Cooperatives provide education and training for their members, elected representatives, managers, and employees so that they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.</p>	<p><b>5</b></p>
<p><b>MEMBERS' ECONOMIC PARTICIPATION</b></p>  <p>Members contribute equitably to, and democratically control, the capital of their cooperative. They usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the co-op, setting up reserves, benefiting members in proportion to their transactions with the co-op, and supporting other activities approved by the membership.</p>	<p><b>3</b></p> <p><b>COOPERATION AMONG COOPERATIVES</b></p>  <p>Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.</p>	<p><b>6</b></p>
<p><b>CONCERN FOR COMMUNITY</b></p>  <p>While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.</p>		<p><b>7</b></p>

# Lane-Scott Electric

## Board of Trustees

The business and affairs of the cooperative are directed by the board of trustees whom exercise the power of the cooperative. Each trustee represents counties within the cooperative territory.



**Dick Jennison**  
President  
Lane & Gove



**Craig Ramsey**  
Vice-President  
Scott & Logan



**Paul Seib Jr.**  
Secretary  
Ness & Rush



**Eric Doll**  
Treasurer  
Finney & Hodgeman



**Randy Evans**  
Trustee  
Lane & Gove



**Chad Griffith**  
Trustee  
Scott & Logan



**Harold Hoss**  
Trustee  
Ness & Rush



**Rad Roehl**  
Trustee  
Lane & Gove



**Richard Sorem**  
Trustee  
Finney & Hodgeman



## Member Benefits

What it means to be a member

### Your Vote Counts

As a member-owner of Lane-Scott Electric you directly affect the operation of the cooperative on a one-member, one-vote basis. Meaning you have the opportunity to have your voice heard by electing or re-electing a member of LSEC's board of trustees.

### Annual Meeting and Member Appreciation

Each year, LSEC hosts a party for all our members, known as the Annual Meeting. We treat you and your family to dinner, free fair rides, a complimentary gift and prize drawings. The annual meeting is typically held at the Lane County fairgrounds, Tuesday prior to the Lane County Fair.

### Capital Credits

Unlike investor-owned electric utilities, LSEC, as a cooperative is not-for-profit. As a member-owner you have a share in the earnings. LSEC rates are set to bring in enough money to pay operating costs, make payments on loans, and provide an emergency reserve. When revenues exceed the expense of providing service it is considered "margins" and returned to you in the form of "capital credits." The margins represent a contribution of operating capital by the membership to the cooperative with the intent the capital will be retired (repaid) to you in later years when the board of trustees determine the financial condition is such to retire capital credits.

# Easy Bill Pay Options

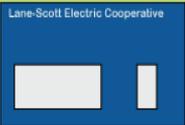
We realize one method of payment doesn't fit every member's needs. For this reason, we have several different payment options available for electric bills. Bills are due upon receipt.



## MAIL

Pay by check to: Lane-Scott Electric, PO Box 758, Dighton, KS 67839

**\*\*Please note, all mail is routed to Wichita first to be sorted. You must allow for additional time if using the postal service. Payment must be received in our office on or prior to the due date. We DO NOT use the mailing post date for the payment date.**



## LANE-SCOTT OFFICE

Pay by check, cash, credit/debit card at our office at 410 S. High St., Dighton, KS 67839. Someone will be available to help you M-F 8a-12p; 1-5p, except for holidays.

A payment kiosk is located in our foyer if you choose to pay with cash, check, credit/debit card after hours.

**\*\*It is helpful to have your account numbers when paying by kiosk.**



## DROP BOX LOCATIONS

We have two conveniently located drop boxes which can be accessed 24 hours a day. One in the Lane-Scott Electric office foyer in Dighton.

The second is at the City of Ness City office located at 208 W. Main St. in Ness City.

**\*The Ness City drop box only accepts payment by check.**



## PHONE

Members can call the automated phone number 855-356-6351, 24 hours a day to pay over the phone with a credit /debit card or checking account. We recommend you use your account number to ensure accuracy.

**\*\*If paying multiple accounts you will need ALL account numbers to ensure payments are posted correctly.**



## ONLINE BILL PAY

Set-up an account using our SmartHub online bill pay. Access SmartHub on our Lane-Scott website, [www.lanescott.coop](http://www.lanescott.coop), to pay your bill, monitor your electrical usage, and more!

**\*\*For security purposes Lane-Scott employees can not reset forgotten passwords.**

Members can also download the free "Smart Hub" app on your smart phone.



## AUTO PAY/BANK DRAFT

Members have the option to have payments automatically withdrawn from their bank account. You will continue to receive monthly bill statements or chose to go paperless. You can sign-up for autopay through SmartHub, find the auto pay form on our website, or contact our office.

**\*\*Payments are withdrawn on the 18th of each month.**

*Our resale department items, HVAC and Electrical services are billed separately from electric accounts. Payment can be made at our office using cash, check or credit card. Traditional mail with a check, or at the Ness City drop box by check. If you have a LSEC electric account too, you can pay through the SmartHub Online Bill Pay or SmartHub phone app using the account number on the invoice.*

# Billing Options for Every Budget

## Budget Billing

Lane-Scott Electric residential members have a billing option allowing a set amount to be paid each month. Budget billing helps keep costs under control during seasonal highs and lows.

The budget amount is determined by a 12 month average (October-September) and is updated each year based on the previous year's average electricity use. This calculation will show on your monthly bill as the amount due. Each monthly bill will also display the actual energy usage charge during that billing cycle. Your actual charge may be more or less than your budget billing amount due.

Each member is still responsible for the energy they consume over the 12-month period, and delinquent payments could result in expulsion from the program.

To participate, membership is required for at least one year with 12 months of electric usage at the meter.

## Pre-Pay Program

Pre-pay allows residential members to self-manage how much to pay during any given month. A pre-payment (account credit) of \$50 for new members, and at least the past due balance owed on an existing account is required at the time of sign up. As long as the account has enough credit built to cover the electricity bill, the amount and time of payment is determined by the member.

We highly recommend you use **SmartHub** to monitor your account and make payments. You can also sign-up to receive notifications in SmartHub when your balance is getting low. Payments can be made at any time. Each day we calculate the bill for the previous day's usage that includes kWh used. This amount is then deducted daily from your credit balance on your account.

Members are responsible for monitoring the prepaid account balance. Service will be subject to disconnection if the account balance reaches \$0.

## SmartHub Account Access

Access your account at anytime by using SmartHub online or by downloading the app on your smart phone. This FREE service allows you to access billing and account information, manage your account information, monitor your usage at anytime, and receive various Lane-Scott notifications.

### How to get started:

1. Install the free SmartHub app or access on your desktop found at [www.lanescott.coop](http://www.lanescott.coop) or directly at [www.lanescott-smarthub.coop](http://www.lanescott-smarthub.coop).
2. Find Lane-Scott Electric Cooperative by location or name.
3. Current E-Bill users can access their account by logging in with their current username and password. If you are a new user, click "new user" and register for an account.
4. Start using your app!

## Late Payment Notifications

**1st notice:** Reminder letters are automatically mailed for payments not received by the 25th due date.

**2nd notice:** Automated phone calls are made to the phone number on file the week of disconnection.



Visit our website for "How To" SmartHub set-up instructions, videos, and F.A.Q.'s.

# LSEC Rates

Lane-Scott Electric charges members at rates that will recover the cost to supply electricity, operating costs, and maintain electric equipment and lines.

## Residential:

**Customer Charge: \$25.00/mo.**  
**Energy Charge: \$0.09632/kWh**

## Non-Domestic:

**Customer Charge: \$15.00/mo.**  
**Energy Charge: \$0.10148/kWh**

## General Service Small:

Farm, commercial and municipal water pumping consumers with motors of a rated capacity in excess of 10 hp. Loads are limited not to exceed 25 kW using a three-phase line.

**Customer Charge: \$25.00/mo.**  
**Energy Charge: \$0.10189/kWh**

## General Service Large:

Applicable to all commercial and industrial consumers with a demand of 25kW and greater.

**Customer Charge: \$50.00/mo.**  
**Demand Charge: \$12/kW of billing demand**  
**Energy Charge: \$0.07252/kWh**

Minimum monthly bill will be the highest of the following:

1. The demand charge but not less than \$300.
2. A charge of \$1/kVA of required transformer capacity.

## Large Industrial:

Applicable to all commercial and industrial consumers with a demand of 1,000 kW and greater.

**Customer Charge: \$100.00/mo.**  
**Demand Charge: \$12/kW of billing demand**  
**Energy Charge:**  
1st 250 kWh/kW: \$0.06779/kWh  
2nd 250 kWh/kW: \$0.05879/kWh  
Over 500 kWh/kW: \$0.049791/kWh

## Irrigation:

Sprinkler irrigation service, pump irrigation service and reuse pumps. Horsepower charges are billed annually in April.

**Annual HP: \$35/hp per year**  
**Energy Charge: \$0.09556/kWh**

Minimum annual charge will be the highest of the following:

1. \$35/hp except for motors of less than 10 hp. (The minimum charge is be \$350.)
2. As per contract under the Line Extension Policy.

## Fairgrounds and Athletic Field Lighting:

**Customer Charge: \$15.00/mo.**  
**Energy Charge: \$0.13962/kWh**

## Idle Service:

Applicable to all services disconnected and idle for 6 months or longer. \*Not automatically applied. Member must request the Idle Service Rate.

**Annual Charge: \$63**  
**payable in advance**

# Understanding Your Electric Bill

## Your Electric Utility Bill in Detail

- 1** Lane-Scott Electric contact info.
- 2** Your name and billing address. (If this is incorrect, please contact us to update the information.)
- 3** This is where your account number appears.
- 4** The Statement Date is the date the bill is processed and mailed. The due date is the last day your payment must be received by to avoid disconnection. **Bills are due upon receipt.**
- 5** This is a summary of payment activity since your last billing, including payments received, the balance forward (amount still owed from your last statement), current charges, and total amount due.
- 6** Important messages from Lane-Scott.
- 7** Service location information including the legal description in the form of:  
(Township-Range- Section).
- 8** The rate number associated with your account. For more information about the rate applied to your account visit our website:  
[www.lanescott.coop-news & info-rate schedule](http://www.lanescott.coop-news & info-rate schedule).
- 9** The meter number for your account.
- 10** The kWh usage history to compare previous and current usage.
- 11** Your current account activity and detailed charges.
- 12** kWh day usage comparison
- 13** Remittance Stub. Return this portion with payment, if paying by mail.

## How Your Bill is Calculated

- A Property Tax Adjustment:** Property tax calculation can increase or decrease annually, based on the amount of property tax assessed for our power lines and equipment.
- B kWh Charge:** Actual usage during the bill cycle, multiplied by your electrical rate.
- C Customer Charge:** The cost determined per rate to cover the expenses associated with having electricity service, regardless of how much electricity is used.
- D ECA:** Energy Charge Adjustment. A variable fee, or credit, for when power costs either exceed, or fall below, the amount budgeted into the energy rates by Lane-Scott Electric.
- E Tax and/or City Tax:** Depending on where your service is located, the state, county or city tax being charged.
- F Franchise Fee:** Depending on where your service is located, some cities charge a fee for Lane-Scott Electric to have an electric distribution system, facilities and equipment in the city limit.
- Demand Charge: (Not on this example).** Charges used in some rates such as large industrial and commercial rates. A calculated amount of kW that has to be generated at any given time.

This Lane-Scott Electric bill is just an example of a monthly bill. Your bill will likely appear different. We are happy to help if you have any questions about your monthly charges.

# Understanding Your Electric Bill



410 S. High St.  
PO Box 758  
Dighton, KS 67839

Visit us at:  
[www.lanescott.coop](http://www.lanescott.coop)

Office Hours: 8:00 - 5:00 Mon-Fri  
Phone: 620-397-5327  
After Hours & Weekends/Outage:  
1-800-407-2217  
To Pay by Phone Call 1-855-356-6351

Name  
Mailing Address  
City, St Zip



Account Number XXXXXXXX 3  
Statement Date 12/02/2019 Due Date 12/25/2019

Billing Summary		
Previous Balance	5	112.90
Payments Rec'd 11/25/2019		112.90 CR
Balance Forward		0.00
Current Charges		144.03
<b>Amount Due</b>		<b>144.03</b>

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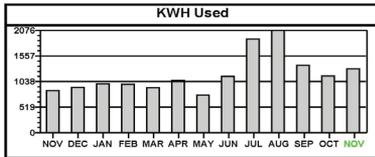
## Messages

Did you know you can manage your account from your smart phone or home computer. Visit our web site at [lanescott.coop](http://lanescott.coop) and sign up on SmartHub or download the free mobile app.

Location 00-00-00-0000 Physical Add. Residential Service Addr. XXXXXX Rate Sched 010

Meter Reading Details	Meter XXXXX	
Current Reading	11/25/19	81,743
Previous Reading	10/25/19	80,447
Total Usage		1,296

Detail of Charges		
A PROPERTY TAX ADJ	11	1.31
B KWH Charge		124.83
C Customer Charge		25.00
D ECA 1296 KWH @ -0.007543		-9.78
E Tax		1.41
F FRANCHISE FEE		1.26
<b>Total This Meter</b>		<b>144.03</b>



	Days Srvd	Kwh/Day	Cost/Day
This Month	31	42	\$4.61
Last Month	29	40	\$3.89
Last Year	31	27	\$3.61

Please Return This Stub With Your Payment

Your payment and any returned checks may be processed electronically.



410 S. High St.  
PO Box 758  
Dighton, KS 67839

Visit us at:  
[www.lanescott.coop](http://www.lanescott.coop)

Office Hours: 8:00 - 5:00 Mon-Fri  
Phone: 620-397-5327  
After Hours & Weekends/Outage:  
1-800-407-2217  
To Pay by Phone Call 1-855-356-6351

Check if address/phone # change

NAME  
ADDRESS  
CITY, ST ZIP

Account: xxxxxxxx  
Statement Date: 12/02/2019  
Amount Due By 12/25/2019 144.03  
Amount Due After 12/25/2019 146.27

Lane-Scott Electric Cooperative  
PO Box 758  
Dighton KS 67839-0758



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# Your Electric Service

## Outages

At Lane-Scott Electric we provide a safe, reliable service; however interruptions can occur. Several factors can affect your electric service and cannot be predicted.

## What to do if the Lights Go Out

**Check your breakers:** Your first step should include checking the breakers inside your home. If all the breakers are on, the next step is to check outside breakers.

**Report the outage:** Call **620-397-5327** or **800-407-2217** or report the outage on SmartHub. Don't assume others have already called in. You may be the only one without power.

## WHY IS MY POWER OUT?

When the power goes out, we work hard to resume service as quickly and safely as possible.

Here are some common reasons the power goes out:



### STORMS

Mother Nature can interfere with power delivery.



### VEGETATION

This is why we work hard to keep power lines clear.



### ANIMALS

Curious animals can cause damage, especially squirrels.



### ACCIDENTS

Run-ins with a utility pole or other equipment can cause an outage.



### PUBLIC DAMAGE

Unsafe digging, equipment or line damage, vandalism or theft can all interfere.



### OVERLOAD

This happens when demand spikes, like on a hot summer day.



### EQUIPMENT ISSUES

We maintain and inspect equipment regularly, but sometimes malfunctions occur.

Thank you for your patience during outages.

*Check Out Our*

# Outage Map & Outage Center

- View our **NEW** Live Outage Map
- Learn What to Do During an Outage
- How to Report an Outage
- How to Sign-up for Text or E-mail Outage Notifications... New!
- Frequently Asked Questions

**Lane-Scott**  
Electric Cooperative  
A Midwestern Energy Cooperative

# Your Electric Service

## What's Your Responsibility, What's Lane-Scott's?

You own and are responsible for anything after the meter. Lane-Scott owns and operates the meter and everything up to the meter.

## Change Happens!

### New Service

Plan ahead! When requesting a new service or connection. A service agreement has to be signed for each account/address in which you have service. A credit check will be done to determine if a security deposit's required for the account. Power can not be turned on to the location until the agreement is received by Lane-Scott and the security deposit has been collected.

### Transferring and Disconnecting Service

When service is transferred or disconnected, the cooperative must be notified by the member of the account, or whomever has legal authority to do so. Members can transfer service from one location to another in our service territory without an additional deposit — provided you are in good standing with Lane-Scott. When disconnecting, we request a forwarding address at the time of notification. Any refund of deposit will be processed after the final bill amount is deducted.

### Information Changes

If you are moving, have changed your phone number, or have any changes to your account information, please call us! It is important for us to maintain accurate records for planned outages, issuance of capital credits, or information about your service or account.

### New Builds

Prior to excavating for any project always call 8-1-1 at least three working days before the project begins to locate underground utility lines. Building can be overwhelming. We are here to help you through the process of obtaining electrical service. This process can take several weeks, so please make sure and contact us as soon as possible to start the process.

1. Call our office 620-397-5327 or 800-407-2217. Be prepared to give us the 9-1-1 address or detailed legal description of the build's location and a contact phone number.
2. You will speak with our engineering technician to determine what infrastructure is needed to serve the new location and prepare a job estimate.
3. Once the estimate is agreed upon, we will create a service agreement with the appropriate tariff, deposit and the CIAC (Contribution in Aid of Construction) amount.
4. The engineer will further assess your job to determine the best placement of the meter, perform One Call (marking underground utilities), stake the job, and prepare a construction work order. Linemen will then build the required infrastructure.
5. It's the members responsibility to hire needed electricians to install secondary line equipment.
6. The billing department will now have all the necessary information to create your account.

# Be Safe Around Electricity

Safety is the number one priority at Lane-Scott Electric. Because of the dangerous nature of electricity, educating you, our members, about the hazards associated with electricity is of the up-most importance.

## Working Near Power Lines

Take extra care when working near overhead power lines. Maintain a safe distance of 10 feet or more. Be careful with extensions such as ladders, cranes, spray booms, diggers and dump trucks.

## Home Safety

Wiring: Ensure your home is equipped to handle the electric load of all appliances and devices. Typically homes should be 100 or 200 amps for homes with electric heating. Signs of potential problems include overheating plugs and sockets, cables heating and frequently blown fuses.

## Appliance Safety

- Check cords for signs of wear.
- Avoid over-stretching cords.
- Do NOT repair a damaged cord, replace it.
- Don't drag appliances by their cord or pull the plug from the socket by the cord.
- Electric appliances should have 3-prong plugs.
- Never wrap cords around metal.
- Keep cords away from foot traffic.
- Major appliances should have their own circuits and be plugged into wall outlets only.
- Never use appliances when you are wet.

## Outdoors

- Keep kites and other flying toys away from lines.
- Only use GFCI outlets outdoors.
- Stay away from power mounted transformers; never climb or play on or near them.
- Never use electric tools or appliances outdoors if it's raining or wet.
- Never climb a tree in bad weather or if a tree is touching a power line.
- Never touch fallen electric wires.
- Always Call 811 before you dig.

**ALWAYS LOOK UP, ALWAYS**  
POWER LINES ARE A LEADING CAUSE OF ELECTRICAL FATALITIES

Between 2011 and 2017, **36%** off all electrically related workplace fatalities were caused by **overhead power lines**. In the majority of these cases, fatalities occurred in occupations with little to no electrical safety training. So when you're on a job site, **always look up, always** – it can save your life.

**Stay 35 feet away**

**IF A VEHICLE OR OBJECT CONTACTS A POWER LINE OR UTILITY POLE**

- Consider **all lines** to be live and dangerous.
- Tell others not to approach vehicle, downed lines, or anything that may be in contact with downed lines.
- Warn others to stay at least **35 ft** away.
- Stay in place or inside your vehicle unless you see **fire or smoke**.
- Call **911**.

**IN THE EVENT OF FIRE OR SMOKE**

- Do not touch the ground and vehicle at the **same time**.
- Jump from the vehicle with your **feet together**.
- Shuffle away and avoid lifting your feet.

ESF logo | [www.facebook.com/ESF1.org](http://www.facebook.com/ESF1.org) | [www.twitter.com/ESF1dotorg](http://www.twitter.com/ESF1dotorg) | [www.youtube.com/ESF1dotorg](http://www.youtube.com/ESF1dotorg)

# Be Safe Around Electricity

## Farming Safety

Farming is one of the most dangerous jobs in America. Sometimes on the farm, equipment that's normally helpful becomes lethal during an accident.

## Generator Safety

If you plan to use a portable generator, follow these important safety tips:

\*DO NOT connect your generator directly to your home's main fuse box, circuit panel or wiring.

### GENERATORS CAN BACK FEED INTO POWER LINES, PUTTING LINEMAN AND OTHER REPAIR WORKERS, OR PEOPLE IN NEIGHBORING BUILDINGS AT RISK OF ELECTROCUTION.

\* Place the generator outside. Never run it inside, not even in a garage. Carbon monoxide fumes can be deadly.

\* Prior to starting the generator, turn the main breaker or fuse on the service panel to the "off."

\* Plug appliances directly into the generator using heavy duty, properly grounded extension cords.

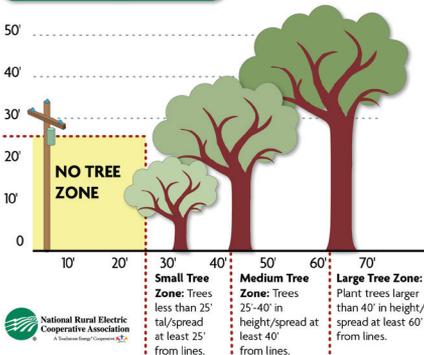
\* Limit the number of appliances to no more than the recommended wattage of the generator.

## Right of Way Clearing

Plant trees at least 20' away from power lines to keep them from growing into electrical lines.

Broken branches can fall on the line, breaking the wire. Serious injury or death could occur if someone tries to climb a tree that's grown into a power line.

### Tree Planting Guide



- Always lower portable grain augers before you move equipment, even if only moved a few feet.
- Keep all objects at least 10 feet away from overhead lines. Even if lines are not touched, an arc can cause an outage.
- Know where all overhead power lines are located on your property and inform all workers of them.
- Plan your route between fields, to bins and elevators, and on public roads so you avoid low-hanging power lines. Make sure and inform anyone transporting equipment of these routes.
- Be sure everyone in your operation knows what to do in an emergency.
- Use a spotter. It can be difficult to tell where you are in relation to overhead lines.
- Lines sag over time. Do not try to move a power line out of the way. Contact your electric cooperative to do this.

**Prepare! If you know of areas where clearance is an issue, call us ahead of time!**

# Capital Credits Explained

## What are capital credits?

A member-owned cooperative does not technically earn profits. Any revenues over and above the cost of doing business are considered margins.

These margins represent an interest-free loan of operating capital by the membership to the cooperative. This capital allows Lane-Scott Electric to finance operations and — to a certain extent — construction, with the intent that this capital will be repaid to you in later years.

## What's the difference between allocated and retired capital credits?

**Allocated** capital credits appear as an entry on the permanent financial records and reflect your equity or ownership in Lane-Scott.

When capital credits are **retired** for a certain year, a check is issued to you if you had an allocation in the year the retirement is being issued for. Retirements are generally distributed 15-20 years after the year in which the margins were earned.

## How often will I receive an allocation notice?

You should see an allocation notice printed on

your bill annually after the finances for the previous year have been audited, and provided the cooperative had margins and not a loss for the year.

## What do I have to do to start accumulating capital credits?

Your membership activates your capital credits account. Credits accumulate for anyone who purchased electricity during a year in which the utility earned margins.

## Can I use the capital credits I have allocated to pay my electric bill?

No. Your electric bill is due now, whereas you may not be entitled to be paid your capital credits for many years.

## Will I receive a check every year?

Not necessarily. The board of trustees must authorize a retirement before you receive a payment. When considering a retirement, the board analyzes the financial health of the association and will not authorize a retirement if Lane-Scott can't afford it.

## What happens to my capital credits if I leave the Lane-Scott service area?

Keep the cooperative up-to-date with your current mailing address or name changes. If capital credits are retired, we will need to know where to send the check.

## What happens to the credits of a member who's deceased?

A representative of the deceased needs to contact our office and we will walk you through the next steps based on your individual situation.

0039194002



410 S. High St.  
PO Box 768  
Dighton, KS 67839

Visit us at:  
[www.lanescott.coop](http://www.lanescott.coop)

Office Hours: 8:00 - 5:00 Mon-Fri  
Phone: 620-397-5327  
After Hours & Weekends/Outages:  
1-800-487-2217  
To Pay by Phone Call 1-855-359-6351

Account Number	1
Statement Date	12/03/2018
Due Date	12/28/2018
Billing Summary	
Previous Balance	299.70
Payments Rec'd 11/12/2018	204.00 CR
Balance Forward	95.70
Forfeited Discount	1.51
Current Charges	117.81
<b>Amount Due</b>	<b>215.42</b>

Page 1 of 2

2017 Capital Credit Allocation	\$46.28
Coop Allocation	\$128.52
G&T Allocation	\$4,095.46
Unretired Capital Credit Balance	\$4,095.46
Capital credits cannot be used to pay your bill.	

### Messages

If your bill shows a balance forward, that amount is due immediately and if not paid, will be subject to disconnection. Did you know you can manage your account from your smart phone or home computer. Visit our web site at [lanescott.coop](http://lanescott.coop) and sign up on SmartHub or download the free mobile app.

Location	Phy/Elec/Addr	Service Addr	Rate Sched	010
Meter Reading Details		Detail of Charges		
Meter		PROPERTY TAX ADJ		0.42
Current Reading	11/02/18	KWH Charge		87.17
Previous Reading	10/02/18	Customer Charge		25.20
Total Usage	906	ECA 909 KWH @ 0.003907		3.54
		Tax		1.88

# Lane-Scott Electric

## Retail Department

**Providing Vital Services to our Community:** Located just to the south of the main Lane-Scott office building in Dighton, the retail department is staffed with two master electricians, a master HVAC technician and a small department store where you can purchase electric and HVAC supplies. Our HVAC and electrical employees are available to help with your home and business needs.

### HVAC Services

#### Residential & Light Commercial Systems

Furnace Installation & Repair

AC Installation & Repair

Water Heater Installation & Repair

Seasonal Checks

Load Calculations

### Electrical Services

#### Residential, Commercial & Agricultural Services

Irrigation Wells

Grain Handling Systems

Motor Control & Trouble Shooting

Domestic Well Electrical

Light Fixture Maintenance

Panel Box Change-outs

Underground Line Location & Repair

Underground Line Trenching & Installation

Yard Lighting

Lighting Upgrade

Whole-home Surge Protector installation

**Our Master HVAC and Electrical employees are here to assist with your home and business needs.**

In-home, **one-time**, no obligation estimates available.

**After-hours** emergency

For your convenience, visit the Lane-Scott Electric Retail Department

**Light Bulbs & Ballasts**

**Misc. Electrical Supplies**

**Furnace Filters**

**Whole-Home Surge Protectors**

**Breakers & Boxes**

**Special Orders**

**Thermostats**

**Generators and Heat Pumps**

### Service Call Fees:

Regular Business Hours: \$85.00/hour, minimum 1 hour billing

After Hours: \$127.50/hour, minimum 1 hour billing

# Community Commitment

Community involvement is important to cooperatives like Lane-Scott. It's one of the guiding principles that shape the way we do business. At Lane-Scott, community involvement goes further than being a good corporate citizen. It means looking beyond our business to support other local businesses and communities.

## Scholarships

Lane-Scott Electric believes in educating the leaders of tomorrow. For this reason, we award scholarships to those who want to continue their education.

- \* Current seniors or high school graduates
- \* You must be enrolled as a full-time student in an accredited university or college, including junior, community, or vo-tech colleges
- \* Scholarship merit is based on G.P.A., achievements, extra-curricular activities, community and school involvement
- \* Anyone may apply, but preference will be given to those in the Lane-Scott Electric service territory
- \* Recipients will be eligible for one award only

## Youth Tour

Lane-Scott sponsors sophomore or junior students within our service territory to take all-expense paid trips in coordination with the Kansas Electric Cooperatives.

### Washington, D.C., Electric Cooperative Youth Tour

Students from all across America take part in the week-long experience each year. Winners will meet U.S. Representatives and Senators, watch history come alive as they explore the museums, memorials and monuments. Meet dynamic student leaders from nearly every state on Youth Day. Make friendships that will last a lifetime and be part of a group of more than 50,000 alumni from every walk of life.

### Cooperative Youth Leadership Camp

Bug-spray and hiking shoes are required! This week-long trip starts with a bus ride and overnight stay in Denver where campers meet up with other kids from Kansas, Colorado, Oklahoma and Wyoming. While at camp, they'll experience rafting, indoor skydiving, see live raptors up close, tour Trapper Coal Mine and Craig Generation Plant. Campers learn about the cooperative business model, create a cooperative, develop leadership skills, run the camp activities and build meaningful connections and memories that'll last a lifetime!

## We Give Where We Live

Lane-Scott Electric takes an active role in supporting our communities and our youth. In addition to the scholarships and youth tour, we have been a sponsor of the Dighton Electrathon Team since 2000, donated to Dighton's Kid Wind Challenge teams, donated to dozens of local community organizations and events, and sponsor a community food drive to stock our local food pantries.

## Safety Demonstrations

Safety of our employees, members and community is our priority. This is why we provide electrical safety demonstrations to our local emergency response teams, schools, and businesses upon request.



# Community Commitment

## Co-op Connections Card Program

The cooperative's commitment to members goes beyond our mission to provide safe, reliable service at the lowest possible rates. We're always looking for ways to provide value to our members and community.

The Co-op Connections Card program is a member discount program for Lane-Scott Electric members and members of Touchstone Energy nationwide. This means Lane-Scott members can save on discounts offered at local businesses anywhere who offer discounts using the connections cards. Cooperative members nationwide can also shop and save on discounts provided by our local businesses. Best of all, this program is entirely free to co-op members!

### DISCOVER ALL THE WAYS TO SAVE

- 1.) Simply show your card at the below participating business, pharmacies, or health services in our Lane-Scott service area, or in other community businesses who participate in Co-op Connections.
- 2.) Sign up for an online account at [www.connections.coop](http://www.connections.coop) to see where else you can save with hundreds of online retailers, neighboring communities, hotels, concert tickets and sporting events. You can print physical coupons from the online site to show at participating businesses.
- 3.) Download the "Co-op Connections" app on your smartphone to access the online information. This is a convenient way to see who offers discounts while traveling.
- 4.) Explore the Healthy Savings at [connections.coop](http://connections.coop) to see where you can save on prescriptions, dental and vision.
- 5.) Receive cash back by shopping at the featured stores on [www.connections.coop](http://www.connections.coop).

### PARTICIPATING LOCAL BUSINESSES and DISCOUNTS

Bretz Inc., 640 W. Long, Dighton: **Free tire and alignment inspections**

Dighton Floral, 224 E. Long, Dighton: **10% off store wide**

Dighton Inn, 215 W. Long, Dighton: **16% off a room price**

Flatlands Garage, 400 E. Long, Dighton: **\$10 off complete brake job/axle**

Golden Belt Telephone, 114 W. Main, Ness City: **10% Off on a NTW accessory**

K&J Foods, 101 W. Long, Dighton: **Buy 2 Hunt Bros. Pizzas, get a FREE 2 liter pop**

Pete's Place, 100 E. Plum, Dighton: **25% off 1 meal**

The Dream Bar & Grill, 1001 S. Dodge Rd., Healy: **Receive a FREE soft drink with a meal**

Lane-Scott Electric Resale Dept., 410 S. High, Dighton: **10% off light bulbs**

**Various businesses in nearby communities also offer discounts through their cooperative's co-op connections program. You can explore these discounts by visiting [www.connections.coop](http://www.connections.coop).**

# Community Commitment

## Co-op Connections Card Program Local Co-op Participating Businesses

### Scott City Businesses

Pizza Hut  
Gifts, Etc.  
The Broiler Restaurant  
The Taylor House  
Dairy Queen  
1st National Bank  
Revcom Electronics  
Tate's  
The Country Store  
Suzy B's Flowers & More

### Garden City Businesses

Hobby Lobby  
Aaron's  
Sears Auto Center  
Claire's  
rue21  
C&B  
Harbor Freight  
Paper Graphics Inc.  
The YMCA  
Renewal by Anderson  
Sherwin Williams  
J&M Paint & Decorating

### Dodge City Businesses

Hobby Lobby  
Aaron's  
Quiznos  
Sherwin Williams

### Hays Businesses

Sherwin Williams  
C&B  
rue21  
Hobby Lobby

## National Participating Companies

ADT  
Cox/Spectrum/xfinity  
DirecTV  
Dish  
Coupons  
Lyft  
AMC/Cinemark  
DisneyWorld  
Uber  
1-800-flowers  
1-800-PACK-RAT  
AIP Solutions  
AirMedCare  
Avis  
Avoya Travel Cruises  
Baymont Inn & Suites  
Best Western  
BrownDuck  
CapCenter  
Cell Helmet  
Cherry Moon Farms

Choice Concepts  
Days Inn  
Dell  
Dollar Rent A Car  
Drury Hotels  
Eliminate ID Theft  
Enterprise  
Filter Easy  
Filter Snap  
Georgia Aquarium  
GiftCards.com  
GiftTree  
Hawthorn Suites  
Hotel Storm  
Howard Johnson  
ID Sanctuary  
Impact Plus Uniforms  
Lamprey Systems  
LEDUSA  
Legoland California Resort  
Microtel Inn & Suites

Motel 6  
Orlando Employee Discounts  
Personal Creations  
Pet Assure  
ProFlowers  
Ramada  
Red Envelope  
National Safe Drivers  
Shari's Berries  
Silverwood Theme Park  
Six Flags Theme Park  
Sprint  
Staples  
Super 8  
Travelodge  
UniFirst  
UTA  
Wingate by Wyndham  
Wyndham Hotels

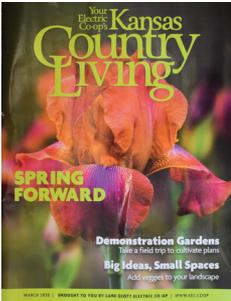
Participating businesses change constantly.

For the most up-to-date information, visit [www.connections.coop](http://www.connections.coop)

# Connect With Us

In our day and age of information overload, messages often get lost in the clutter. We understand the importance of being able to reach our members with pertinent information. We also understand one size does not fit all. For this reason, we try to connect with you in several different places!

## Kansas Country Living Magazine



Every month a *Kansas Country Living* magazine comes to your home. The magazine is published by Kansas Electric Cooperatives, Inc. (KEC), the statewide association of Kansas member cooperatives. Inside each magazine beginning on Page 16A is the Lane-Scott Electric newsletter. The content includes the most important information from the co-op for that month.



Receive text message and e-mail notifications by signing up for the following notifications in **SmartHub**:

**Outages**  
**Bill Pay Confirmation and Late Notices**  
**E-Newsletters**

**"From the Manager"**

Includes important industry info, current events, major storm impacts and restoration efforts.

**"Watt's Up at Lane-Scott"**

A variety of info such as annual meeting info, tree trimming and pole testing contract work being done in our area, programs, application deadlines such as youth tour, scholarships, Lane-Scott events, etc.

Not on **SmartHub** but want to receive notices?

Simply enter your information securely on the **"Sign Me Up for E-mail Notifications"** form on our website at [www.lanescott.coop](http://www.lanescott.coop).



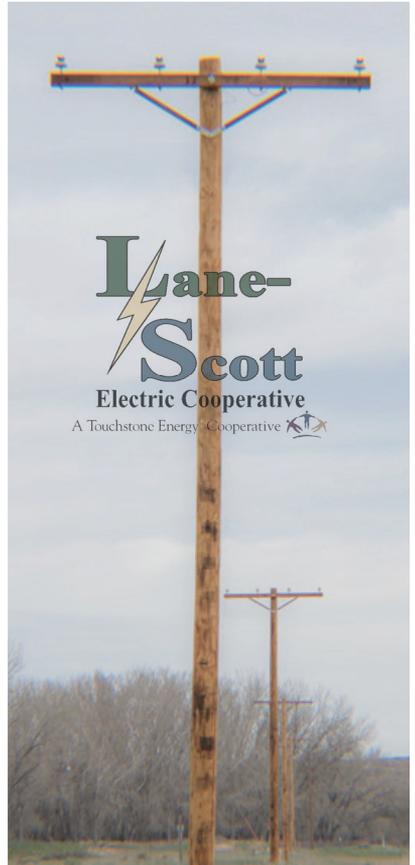
We use Facebook as one of our main communication channels. It's one of the fastest ways to deliver relevant information to you.

You can also follow us on Instagram!



# From Everyone at Lane-Scott Electric

Thank you for being a member!



## STATEMENT OF NONDISCRIMINATION

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