

THE CANEY VALLEY ELECTRIC COOPERATIVE ASSOCIATION, INC.

TheVoice

Caney Valley Electric Cooperative Assn., Inc. Allen Zadorozny—General Manager

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Office Hours

Monday–Friday, 8 a.m. to 4:30 p.m.

Power Cost Adjustment

The Power Cost Adjustment (PCA) for November is \$.04572/kilowatt-hour. This calculates to an additional \$45.72 per 1,000 kWh used.

The PCA was implemented in 2002 to cover only the increase in power costs (over and above 5¢/kwh) charged to us by our wholesale power supplier, Kansas Electric Power Cooperative (KEPCo) in Topeka. The PCA varies each month depending on the wholesale charges from KEPCo, and is a flow-through on your electric bill.

FROM THE MANAGER

Giving Thanks in November

During November, we take time to officially recognize Veterans Day and Thanksgiving. In many ways these two holidays go hand-in-hand.

They remind us to take time to honor those who have sacrificed so much through the years to enable us to enjoy the opportunities we have today.

Almost all of us can relate to friends and relatives who have served in the armed forces and in other

capacities to provide possibilities for improved living conditions for us all. The Caney Valley ECA extends our great appreciation and recognition to all those who have done, and are doing, so much on our behalf.

Here's hoping your November holidays are safe and enjoyable!

Allen Zadorozny, Manager



Allen Zadorozny

New Billing System Begins for Rural Accounts

We are in the process of changing the billing method on our rural meters. Rural members will no longer calculate their own electric bills.

Instead, they will be asked to continue reading their own meters, submit the meter reading to our office and the cooperative will calculate and mail out the bills. This new system will be started in November. The due date moved up to the 15th of each month, and the new bills will be mailed out on the 20th. Any past due balances from the previous month will be due by the 30th to avoid disconnection.

The new cards will be mailed on October 31, and all you will owe on

November 15 will be the power cost adjustment (PCA) charge and any unpaid balance from October. We will bill you on November 20 for the reading you turn in for November 1, and that bill will then be due on December 15.

This new method will greatly reduce the number of billing issues and questions which routinely occur with our present billing system. Also, rural residential members will now have the option of being on a levelized billing plan if they meet qualifications.

We appreciate your cooperation as this change is implemented. Please contact us for any questions or additional information.

Happy Veterans & Thanksgiving Day—Holiday Office Closing

Our office will be closed on Monday, November 12, in honor of Veterans Day, and again November 22 and 23 for Thanksgiving. As always, if you have an outage or trouble with your service, call our office at 620-758-2262 or 800-310-8911, and you will reach our dispatcher. If you have a billing question, please contact our office the following business day. Thank you!

Cold Weather Rule Begins November 1

The Kansas Corporation Commission (KCC) adopted a statewide, uniform Cold Weather Disconnection Rule on March 20, 1989, which governs termination or restoration of utility service when consumers are financially unable to pay utility bills from November 1 to March 31 annually.

Caney Valley Electric has adopted this Cold Weather Disconnection Rule with certain modifications to accommodate our consumers.

Cooperative members who are unable to pay their electric service bills during the cold weather period may qualify for this program, **provided they fulfill certain good faith requirements when attempting to pay.**

The requirements members must meet to qualify for the program are summarized below:

- ▶ Members must notify the cooperative and state their inability to pay their service bill in full.
- ▶ Members must apply to federal, state, local or other financial assistance programs for which they may be eligible to receive aid in paying utility bills.

Members must make an initial minimum payment equal to 1/3 of the total amount due the coop-

erative which includes any arrearage. (Example: If a customer owed an arrearage of \$200 and a current bill of \$40, they would owe the cooperative a total of \$240. The initial payment under the Cold Weather Rule would be equal to \$240 divided by 3, or \$80.)

All previous arrearage average payment plans must be paid off before entering into another plan.

- ▶ Members will be required to enter a level payment plan agreement for past, current and future charges for electric service, with arrears paid in equal installments over the next two months. A consumer and the cooperative may negotiate other payment arrangements mutually agreeable, individualized to the consumer's situation, providing the most appropriate terms, after the consumer has been informed that he or she has at least two months in which to pay under the Cold Weather Plan.
- ▶ Members will be required to provide sufficient financial information to enable the cooperative to determine an appropriate payment agreement.

Please note that consumers may be ineligible for the benefits under the Cold Weather Disconnection Rule if they fail to follow the above



The CWR ensures you will have electricity for your home during the winter.

requirements, illegally divert utility service, receive service by tampering as defined by KCC rules or default on a payment agreement.

During the cold weather period, your cooperative will do the following:

- ▶ Inform you of agencies or organizations which may provide financial assistance in paying utility bills;
- ▶ Not disconnect service until the consumer is personally contacted or a notice is posted on the consumer's premises the day before disconnection is to take place.

In no event will the cooperative disconnect service if the temperature is forecast to fall below 30 degrees F. within 24-hours following the time of disconnection.

The Cold Weather Rule is to ensure that human health and safety are not unreasonably endangered during the cold weather months.

Caney Valley's Operating Statistics

For Month Ending	Aug. 2012	Aug. 2011
kWh's Purchased	6,777,402	7,530,150
Cost per kWh	\$ 0.0887	\$ 0.08676
Meters Billed	5,616	5,581
kWh Sold	7,401,461	7,461,575
Total Revenue	\$ 1,113,230	\$ 1,102,984
Purchased Power	\$ 601,117	\$ 653,318
Operating Expenses	\$ 181,383	\$ 192,614
Depreciation Expenses	\$ 50,137	\$ 49,350
Interest Expenses	\$ 34,190	\$ 27,001
Other Expenses	\$ 2,286	\$ 611
Operating Margins	\$ 244,117	\$ 180,090
Non-operating Margins	\$ 1,806	\$ 1,831
Total Margins	\$ 245,923	\$ 181,921
Margins Year-to-Date	\$ (25,654)	\$ (35,198)

Outages for September 2012

Occasionally, a part or parts of the delivery system fail and an outage occurs. Listed below are the larger outages that occurred in September.

Date	Area	Members Affected	Duration	Cause
9/4	North of Sedan	110	40 min	Wire down across highway
9/7	Havana area	550	6 hr 40 min	Broken poles—severe wind storm
9/7	Wayside	60	8 hr	Broken poles—severe wind storm
9/7	Caney substation	234	2 hr 30 min	Westar off—severe wind storm
9/7	Chautauqua substation	880	2 hr 30 min	Westar off—severe wind storm
9/10	Elk Falls area	25	1 hr 40 min	Buzzard on line
9/21	Oak Valley area	25	1 hr 40 min	Reset OCR
9/25	Northwest of Sedan	61	1 hr 15 min	Pole on fire