

cve@caneyvalley.com
www.caneyvalley.com
For emergency outages please call 800-310-8911

THE CANEY VALLEY ELECTRIC
COOPERATIVE ASSOCIATION, INC.

TheVoice



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Contact Us

401 Lawrence, P.O. Box 308
Cedar Vale, KS 67024
620-758-2262, Fax: 620-758-2926
cve@caneyvalley.com

Office Hours

Monday - Friday, 8 a.m. to 4:30 p.m.

Power Cost Adjustment

The Power Cost Adjustment (PCA) for November is \$0.00983/kilowatt-hour. This amounts to an additional \$9.83 per 1,000 kilowatt-hours. The PCA was implemented in 2002 to cover only the increase (or decrease) in power costs (over and above 7¢/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.

Protecting Your Identity

Millions of Americans are affected by identity theft every year. Thieves can steal your identity by obtaining your personal financial information online, at the door, over the phone or even by going through your trash. What they want are account numbers, passwords, Social Security numbers, and other confidential information they can use to loot your checking account or run up charges on your credit cards.

The third most common form of identity theft is phone or utilities fraud, according to the FTC. This is when a criminal uses another person's information to open a wireless phone or utility account.

Caney Valley Electric takes several measures to ensure your personal information is kept safe. If you are a new customer, upon receiving your information we make sure the Social Security number provided on the application matches the name on file with the Social Security Administration and the SSN does not belong to a deceased person or has never been issued. This check also verifies the information you provide to us with major credit bureaus and other utility companies. If any of these come back with a questionable report, Caney Valley Electric will request further identification from the applicant.

We also protect your information in our consumer information system. Only employees who need the information

to perform a specific job are granted access to consumer information. In addition, the computers/servers that store personally identifiable information are kept in a secure environment. Caney Valley Electric never gives out any personal information to anyone who is not listed on your account, unless a subpoena has been received requesting specific information.

Our employees are trained in handling sensitive information and our computer systems are tested to ensure proper protection from unauthorized access both online and physically. Identity theft and utilities fraud are serious issues for all of us and we continue to do everything we can to keep your information safe.

Additionally, the following is a list of ways you personally can protect yourself from identity theft as provided by the Kansas Attorney General Derek Schmidt on his website:

- ▶ Never provide personal financial information, including your Social Security number, account numbers or passwords, over the phone or the Internet if you did not initiate the contact. E-mails created by scammers may look exactly like the real thing and may contain viruses that can contaminate your computer.
- ▶ Never click on the link provided in an e-mail you believe is fraudulent.

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Be on the Hunt for Safety

Wearing a bright orange vest, keeping your finger off the trigger until you're ready to shoot, and only pointing at your target. These are some of the safety measures associated with hunting, and electrical safety should be added to the list.

Never shoot near or toward power lines, power poles, transformers or substations. A stray bullet could not only damage equipment, potentially interrupting electric service, but could be deadly to the shooter. Damage to the conductor could drop the line to the ground, causing possible electrocution to those nearby.

Safe Electricity urges hunters to follow these safety tips while hunting:

- ▶ Familiarize yourself with the location of power lines and equipment on land where you shoot.

- ▶ Be especially careful in wooded areas where power lines may not be as visible.
 - ▶ Take notice of warning signs and keep clear of electrical equipment.
 - ▶ Do not climb poles or place deer stands on utility poles. Energized lines and equipment on the poles can conduct electricity to anyone who comes in contact with them.
 - ▶ Do not place decoys on power lines or other utility equipment. Anything attached to a pole, except for utility equipment, is an obstruction and poses a serious hazard to electric co-op lineworkers.
- Don't make linemen hunt for problems caused by unsafe hunting practices.



Sometimes damage isn't noticed for several weeks or months, or unless an outage occurs. Keep yourself and your electric co-op workers safe this hunting season. For more electrical safety tips, visit SafeElectricity.org.

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- ▶ Do not be intimidated by an e-mail or caller who suggests dire consequences if you do not immediately provide or verify financial information.
- ▶ If you believe the contact may be legitimate, contact the financial institution yourself. You can find phone numbers and websites on the monthly statements you receive from your financial institution, or you can look the company up in a phone book or on the internet and contact them directly.
- ▶ Never provide your password over the phone or in response to an unsolicited internet request. A financial institution would never ask you to verify your account information online. Thieves armed with this information and your account number can help themselves to your savings.
- ▶ Review account statements regularly to ensure all charges are correct. If your account statement is late in arriving, call your financial institution to find out why. If your financial institution offers electronic account access, periodically review activity online to catch suspicious activity.
- ▶ If you fall victim to an attack, act immediately. Alert your financial institution. Place fraud alerts on your credit files.

- Monitor your credit files and account statements closely.
- ▶ Report suspicious emails or calls to the Federal Trade Commission through the internet at www.ftc.gov/idtheft, or by calling 1-877-IDTHEFT.

What to do if you fall victim to identity theft as printed on the Kansas Attorney General Derek Schmidt's website:

- ▶ Contact your financial institution immediately and alert it to the situation.
- ▶ Call the three major credit bureaus to place a fraud alert on your file, preventing thieves from opening a new account in your name.
 - ▶ Equifax, 800-685-1111 P.O. Box 740250 Atlanta, GA 30374
 - ▶ Experian, 888-397-3742 P.O. Box 1017 Allen, TX 75013
 - ▶ TransUnion, 800-493-2392 P.O. Box 6790 Fullerton, CA 92634
- ▶ Call the security numbers located on the back of your stolen credit cards. These numbers can also be found on your credit card billing statements.
- ▶ Report the theft and your response to Attorney General Derek Schmidt's Office. Call 785-296-3751 or 1-800-432-2310 to request a complaint form.



Office Closed for Thanksgiving

Our office will be closed Thursday, Nov. 28, and Friday, Nov. 29, in observance of the holiday. Happy Thanksgiving!

NOTICE: Cold Weather Rule Begins Nov. 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 Nov. 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, as 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. Your cooperative can inform you of agencies or organizations which may provide financial assistance.
- ▶ **MEMBERS MUST MAKE** an initial minimum payment equal to 1/3 of the total amount due the cooperative 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 2 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 2 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 requirements, illegally divert utility service, receive service by tampering as defined by KCC rules or default on a payment agreement.

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.

Please be advised that once an agreement has been made and those terms are defaulted on, the agreement becomes null and void and the member's electric service will be subject to immediate disconnection.

It is the belief of some that once the CWR is in effect, electric bills can be ignored and the cooperative will not disconnect service; this is not true. The cooperative can and will disconnect for non-payment if the above criteria are not met.

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 2019	Aug 2018
Meters Billed	5,289	5,367
kWh Purchased	6,152,690	5,989,921
Cost per kWh	0.08036	0.08226
kWh Sold	5,863,142	6,078,187
Total Revenue	\$ 1,005,837	\$ 995,829
Purchased Power	\$ 495,696	\$ 493,526
Operating Expenses	\$ 238,969	\$ 213,610
Depreciation Expenses	\$ 67,992	\$ 67,161
Interest Expenses	\$ 48,998	\$ 49,157
Other Expenses	\$ 1,965	\$ 521
Operating Margins	\$ 152,218	\$ 171,854
Non-Operating Margins	\$ 1,680	\$ 29,809
Total Margins	\$ 153,898	\$ 201,663
Margins Year-to-Date	\$ 40,239	\$ 217,119

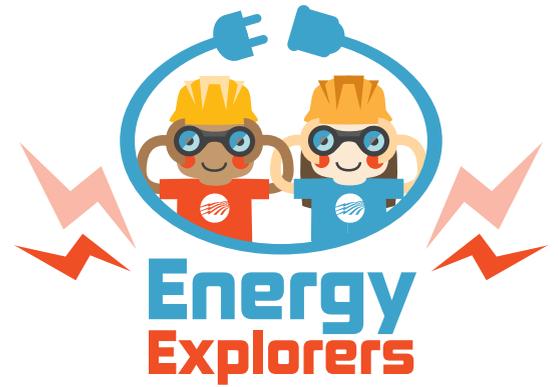
Outages for September 2019

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

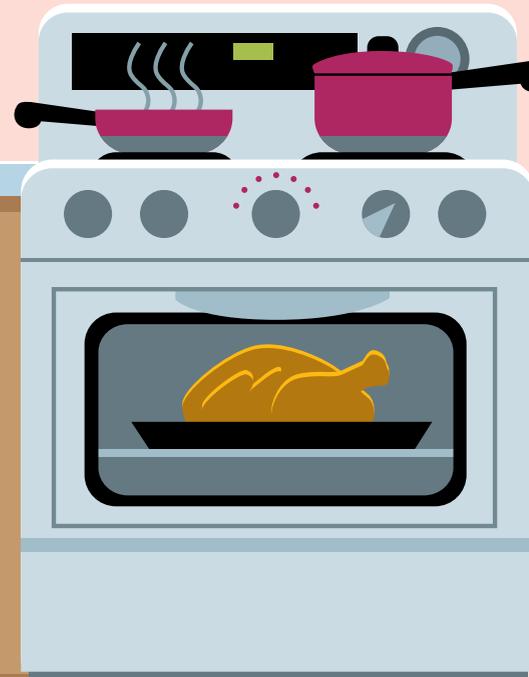
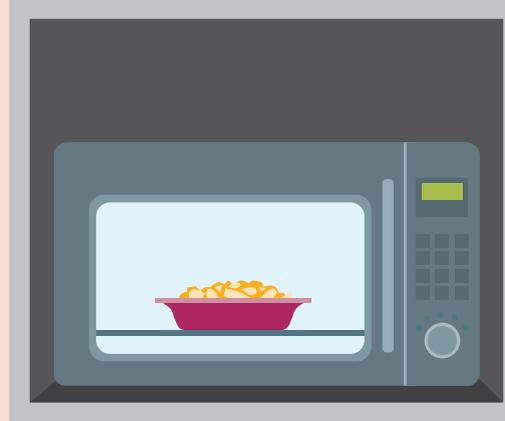
Date	Area	Members Affected	Duration	Cause
9/14	Longton substation	358	3 hr 5 min	Evergry (Westar) off
9/20	Sedan	35	3 hr 10 min	Accident - water contractor
9/21	West of Sedan	60	1 hr 35 min	Limb fell on line
9/29	Chautauqua area	60	1 hr 30 min	Knife switch burned up

FALL SAFETY TIPS FOR KIDS!

Read the safety tips below and fill in the blank with the correct term from the word bank.



1. Candles and _____ should only be used by adults.
2. An adult should always stay in the kitchen when something is _____.
3. Smoke alarms should be tested every _____ to ensure they are working.
4. Smoke alarm batteries should be replaced at least once every _____ or right away if they start to “beep.”
5. Make sure all _____ are blown out before leaving a room.
6. Keep any items that can burn away from the stove, toaster and other cooking _____.



WORD BANK

APPLIANCES
COOKING

YEAR
MATCHES

CANDLES
MONTH

Answer Key: 1. matches 2. cooking 3. month 4. year 5. candles 6. appliances