

Bluestem NEWS

BLUESTEM ELECTRIC COOPERATIVE

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FROM THE MANAGER

10 Things You Might Not Know About Power Restoration



Mike Morton

Have you ever watched a video or TV show where a person is cooking a meal, then suddenly, they snap their fingers, and the meal is plated and ready to eat? That

is called a jump cut.

While we wish we could “jump cut” from a power outage to power restoration, it can often take a lot more effort and people to make it happen.

As the general manager of Bluestem Electric, I am accustomed to members’ questions about power outages and why it can take time to get the lights back on. Given our reliance on electricity, there is simply never a good time to be without it.

This month, I would like to shed light on our restoration process to help our members understand what may be happening behind the scenes. Here are 10 things you might not know about restoration:

1 WE NEED YOU. When your power goes out, it might be just at your home or small section of a neighborhood. There is a chance we may not know about it, and no one has reported it. We rely on you to

let us know if your power is out. To report an outage, call 1-800-558-1580 or text 55050. Use the message “Outage *account designation*” (home, well, irrigation, etc.). If you have not signed up for outage text reporting follow the below steps.

- ▶ Check with BEC office to make sure your cell phone number is listed on your account.
- ▶ Go to **HTTPS://NOTIFICATIONS.CRC.COOP/?UID=6727** and follow the instructions to set-up an account and enable outage text reporting.
- ▶ You will receive a text verification code on your cell phone to enter and confirm your account, then click “submit.” You are now ready to report an outage at your location(s) and a welcome text message will be sent to your phone.
- ▶ Use keywords when texting outages to allow Bluestem crews to expedite restoration time (e.g. outage home or outage well).

2 OUR EMPLOYEES MIGHT BE AFFECTED TOO. Because Bluestem is a local electric cooperative owned by the members we serve, our employees are local too. They are your neighbors, friends and familiar community volunteers. When

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10 Things You Might Not Know About Power Restoration

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you are without power, our people might be too.

3 IT'S A TEAM EFFORT. Every one of Bluestem's employees are working to get your power restored as soon as possible. Our member services representatives are taking your calls, dispatchers are organizing crews, and linemen are surveying damage and clearing hazards. When your power goes out, we all work together as quickly and safely as possible to get you back to normal.

4 WE ASSESS THE SITUATION FIRST. Every outage is different, and we do not know how dangerous it is or what equipment might need to be replaced. When responding to outages, we first need to see what happened, then figure out what materials we need and a plan for how to fix the problem(s) without compromising electric flow for the rest of our members.

5 RESTORATION IS NORMALLY PRIORITIZED BY THE LARGEST NUMBER OF MEMBERS WE CAN GET BACK ON IN THE SHORTEST AMOUNT OF TIME. Our crews focus on responding first to public safety issues and critical services. Then we complete work that impacts the largest number of people first.

6 OUR EMPLOYEES FACE MANY DANGERS. Besides working around high voltage electricity, our crews are on alert for wild animals, weather elements, falling trees and fast-moving cars. (If you ever drive past one of our vehicles, please slow down.)

7 FLICKERING LIGHTS ARE A GOOD THING. Some folks mistake

flickering lights for outages, but these "blinks" are important because they indicate our equipment worked and prevented a possible outage likely caused by animals or stray tree limbs on the lines.

8 YOU NEED A BACKUP PLAN. We do our best to help those who need it, but if you depend on electricity for life support purposes, you must have a back-up plan — remember, we do not always know how long restoration efforts will take.

9 OUR EMPLOYEES HAVE TO PLAN, AND EAT. If you ever see our trucks in a restaurant parking lot while your power is out, know that sometimes our employees meet in a safe, common area to map out their plan for getting your power back on. Also, our crews work long hard hours during outages and need to take time for meals just like everyone else.

10 SOMETIMES IT IS A WAITING GAME. Our portion of the power grid is connected to other electric utilities, and we maintain positive relationships with power providers interconnected to our system. If our outage is due to an issue from their feed into our system, we must let them do their repairs and be mindful of what they are going through to fix it.

We do our best to avoid power disruptions, but they are inevitable from time to time. If the lights go out, know that your co-op team is working as quickly and safely as possible to restore power. If you experience an outage, please let us know by calling 800-558-1580 or texting 55050.

COST-OF-SERVICE Study Results

In last month's issue of *Bluestem News*, we announced the completion of the rate study along with the proposed rate changes. The study showed overall electric rate revenues should be increased by approximately \$1.5 million, or about 8.2%. The last general rate adjustment was in January 2017.

The study also showed rate structures need adjusted to better track the cost of providing electric service. Rate structure refers to billing charges that recover fixed and variable costs. Bluestem plans to implement a three-part rate (Customer Charge, Energy Charge and Demand Charge). The change to the three-part rate will create a more equitable rate for all members.

Kansas law requires BEC to provide members with notice of the time and location of any meeting of the board of trustees where rate changes will be discussed and voted on. Members may attend the special board meeting, listen to the discussion and vote of the board, as well as ask questions on the rate changes. The special board meeting date and time will be posted in August's edition of the *Kansas Country Living Bluestem News*.

For more information on the proposed rate change, call 800-558-1580.

When responding to outages, we first need to see what happened, then figure out what materials we need and a plan for how to fix the problem ...

MEMBER CLASS		CURRENT EFFECTIVE RATE	CHANGE	PROPOSED RATE		
SINGLE PHASE SERVICE	STANDARD	Annual Revenue	\$13,977,532	\$1,333,690	\$15,311,221	
		Customer Charge \$/mo.	\$36.00	\$14.00	\$50.00	
		NCP Demand Charge \$/kW		\$4.50	\$4.50	
		Energy Charge \$/kWh				
		Winter (Oct.-May)			\$0.10820	
		First 750 kWh	\$0.13400	(\$0.02580)	\$0.10820	
		Next 750 kWh	\$0.13150	(\$0.02330)	\$0.10820	
		Next 1,500 kWh	\$0.12900	(\$0.02080)	\$0.10820	
		Over 3,000 kWh	\$0.12650	(\$0.01830)	\$0.10820	
		Summer (June-Sept.)	\$0.14150	(\$0.02330)	\$0.11820	
	ELECTRIC HEAT	Winter (Oct.-May)			\$0.10000	
		First 750 kWh	\$0.13400	(\$0.03400)	\$0.10000	
		Next 750 kWh	\$0.12650	(\$0.02650)	\$0.10000	
		Over 1,500 kWh	\$0.11570	(\$0.01570)	\$0.10000	
		Summer (June-Sept.)	\$0.14150	(\$0.03150)	\$0.11000	
		HEAT PUMP	Winter (Oct.-May)			\$0.09000
			First 600 kWh/ton	\$0.10550	(\$0.01550)	\$0.09000
			Excess kWh	\$0.12650	(\$0.03650)	\$0.09000
			Summer (June-Sept.)	\$0.13150	(\$0.03150)	\$0.10000
		TOU	Winter (Oct.-May)	\$0.11750	(\$0.03850)	\$0.07900
Summer (June-Sept.)						
Peak (3-6 p.m.)	\$0.30000		\$0.10000	\$0.40000		
	Off-Peak (6-3 p.m.)	\$0.11750	(\$0.03850)	\$0.07900		
CATHODIC PROTECTION OF PIPELINES	Annual Revenue	\$81,445	\$8,160	\$89,605		
	Customer Charge \$/mo.	\$8.00	\$42.00	\$50.00		
	Demand Charge \$/kW	\$14.00	\$0.00	\$14.00		
	Energy Charge \$/kWh	\$0.10819	(\$0.07319)	\$0.03500		
THREE PHASE SERVICE	STANDARD	Annual Revenue	\$492,977	\$9,991	\$502,968	
		Customer Charge \$/mo.	\$48.00	\$22.00	\$70.00	
		NCP Demand Charge \$/kW		\$4.50	\$4.50	
		Energy Charge \$/kWh				
		Winter (Oct.-May)			\$0.09650	
	First 2,000 kWh	\$0.13561	(\$0.03911)	\$0.09650		
	Next 3,000 kWh	\$0.13311	(\$0.03661)	\$0.09650		
	Over 5,000 kWh	\$0.13061	(\$0.03411)	\$0.09650		
	Summer (June-Sept.)	\$0.14311	(\$0.03661)	\$0.10650		
	Winter (Oct.-May)	\$0.11311	(\$0.04551)	\$0.06760		
TOU	Summer (June-Sept.)					
	Peak (3-6 p.m.)	\$0.75000	\$0.00000	\$0.75000		
	Off-Peak (6-3 p.m.)	\$0.11311	(\$0.04551)	\$0.06760		
GENERAL SERVICE DEMAND	Annual Revenue	\$282,882	\$3,660	\$286,542		
	Customer Charge \$/mo.	\$48.00	\$22.00	\$70.00		
	Demand Charge \$/kW	\$14.00	\$6.00	\$20.00		
	Energy Charge \$/kWh	\$0.09177	(\$0.01177)	\$0.08000		
	Load Management Demand Credit \$/kW	(\$14.00)	\$0.00	(\$14.00)		
	Load Management Energy Credit \$/kWh	(\$0.00800)	(\$0.00400)	(\$0.01200)		

MEMBER CLASS		CURRENT EFFECTIVE RATE	CHANGE	PROPOSED RATE	
IRRIGATION SERVICE	LOAD MGMT	Annual Revenue	\$445,866	\$78,730	\$524,596
		Customer Charge \$/mo.	\$36.00	\$14.00	\$50.00
		Horsepower Charge \$/HP	\$35.00	\$0.00	\$35.00
		Energy Charge \$/kWh			
		Summer (June-Sept.)	\$0.13972	(\$0.02472)	\$0.11500
	STANDARD	Winter (Oct.-May)	\$0.13222	(\$0.02472)	\$0.10750
		Load Management Credit \$/HP	(\$20.00)	\$5.00	(\$15.00)
		Energy Charge \$/kWh	\$0.07088	\$0.00000	\$0.07088
		Annual Revenue	\$1,913,004	\$17,045	\$1,930,049
		Customer Charge \$/mo.		\$82.00	\$82.00
LARGE POWER SERVICE	TIME OF USE	Demand Charge \$/kW	\$14.00	\$6.00	\$20.00
		Energy Charge \$/kWh			
		Summer	\$0.10247	(\$0.01567)	\$0.08680
		CP Demand Charge \$/kW			
		Summer	\$15.40	\$0.00	\$15.40
	LOAD MGMT	Winter	\$11.15	\$0.00	\$11.15
		NCP Demand Charge \$/kW	\$4.50	\$0.00	\$4.50
		Energy Charge \$/kWh	\$0.10247	\$0.00000	\$0.10247
		Demand Charge \$/kW	\$14.00	\$6.00	\$20.00
		Load Management Demand Credit \$/kW	(\$14.00)	\$0.00	(\$14.00)
KG MOATS	Energy Charge \$/kWh	\$0.10247	(\$0.01567)	\$0.08680	
	Load Management Energy Credit \$/kWh	(\$0.00800)	\$0.00000	(\$0.00800)	
	Annual Revenue	\$12,757	\$2,439	\$15,196	
	Demand Charge \$/kW	\$10.00	\$5.00	\$15.00	
	Energy Charge \$/kWh	\$0.07818	\$0.00000	\$0.07818	
MAPCO	Load Management Demand Credit \$/kW	(\$10.00)	\$0.00	(\$10.00)	
	Load Management Energy Credit \$/kWh	(\$0.00800)	\$0.00000	(\$0.00800)	
	Annual Revenue	\$361,124	\$5,376	\$366,500	
	Wholesale Power Cost Plus				
	Customer Charge \$/mo.		\$18.75	\$18.75	
NNG	Demand Charge Adder \$/kW	\$1.25	\$0.35	\$1.60	
	Energy Charge Adder \$/kWh	\$0.00373	\$0.00000	0.00373	
	Annual Revenue	\$153,842	\$0	\$153,842	
	NCP Demand Charge \$/kW	\$5.00	\$0.00	\$5.00	
	CP Demand \$/kW				
HIGHWAY LIGHTING	June-Sept.	\$15.40	\$0.00	\$15.40	
	Oct.-May	\$11.15	\$0.00	\$11.15	
OUTDOOR AREA LIGHTING	Energy Charge \$/kWh	\$0.05453	\$0.00000	\$0.05453	
	Annual Revenue	\$6,430	\$0	\$6,430	
	Energy Charge \$/kWh	\$0.17216	\$0.00000	\$0.17216	
OUTDOOR AREA LIGHTING	Annual Revenue	\$149,208	\$0	\$149,208	
	Small Lights \$/mo	\$11.55	\$0.00	\$11.55	
	Large Lights \$/mo	\$20.77	\$0.00	\$20.77	

AUTOMATIC PAYMENT REMINDER

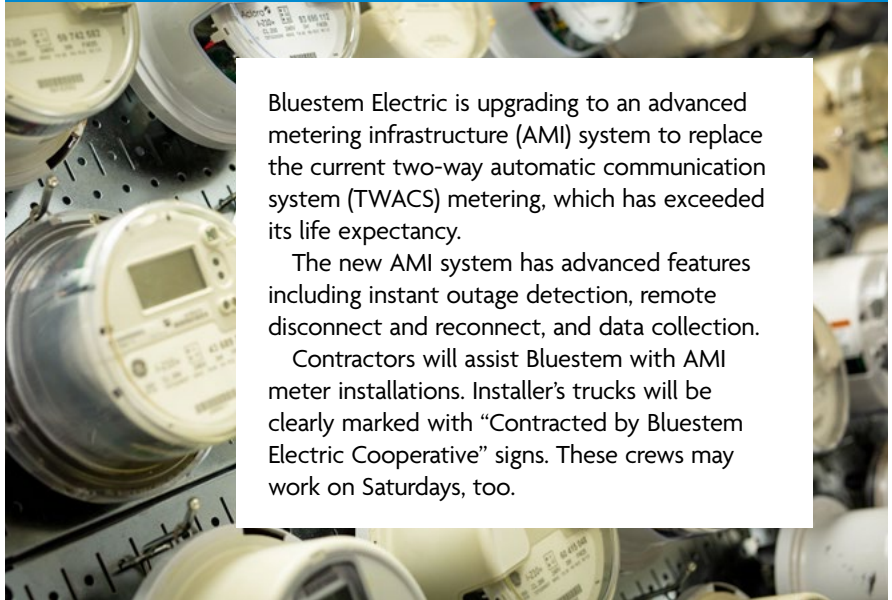


If you are signed up for automatic bank draft or recurring credit/debit card payments (ACH) for your Bluestem

Electric account(s), please update your information if you change bank accounts or get new credit/debit cards. This will ensure your account will be paid on time and avoid any penalty charges.

If you add a new account or have multiple accounts and want them all on ACH, each individual account must be signed up separately.

METER SYSTEM UPGRADE



Bluestem Electric is upgrading to an advanced metering infrastructure (AMI) system to replace the current two-way automatic communication system (TWACS) metering, which has exceeded its life expectancy.

The new AMI system has advanced features including instant outage detection, remote disconnect and reconnect, and data collection.

Contractors will assist Bluestem with AMI meter installations. Installer's trucks will be clearly marked with "Contracted by Bluestem Electric Cooperative" signs. These crews may work on Saturdays, too.

SAFETY TIP

All thunderstorms contain lightning. If a thunderstorm approaches when you're swimming or near water, get out of the water and stay away from it. If you are golfing, put down your clubs, get away from metal golf carts, take off your golf shoes and get inside as quickly as possible.



SOURCE: WWW.SAFEELECTRICITY.COM

ENERGY EFFICIENCY Tip of the Month

Electricity used to operate major appliances accounts for a significant portion of your home energy use. To save energy when using your clothes dryer, add a clean, dry towel to damp clothing before starting the cycle. The towel will absorb excess water, reducing drying time. Remove the towel after 15 minutes. If your dryer lacks an autosense drying feature, reduce the timer to about half a normal cycle.

SOURCE: WWW.HOMESANDGARDENS.COM



COMMON CAUSES OF POWER OUTAGES

There is never a good time for a power outage, but if it happens on a sunny day you may wonder why. Here are the most common causes of a power outage.

WEATHER

High winds, snow and ice can cause tree limbs to fall on power lines. Other weather effects, like wildfires and lightning strikes, can cause major damage to equipment.

CRITTERS

Squirrels, birds, snakes and other animals can inadvertently contact power lines, causing short circuits and disruptions to electrical supply.

ACCIDENTS

Vehicles can crash into utility poles, bringing down power lines. Construction and excavation work can also result in disruptions to underground lines.

SCHEDULED MAINTENANCE

Occasionally, we plan outages to perform upgrades or repairs to parts of the local grid.