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A Touchstone Energy[®] Cooperative 

Electronews

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CEO MESSAGE

It Pays to be a Cooperative Member

Victory Electric is retiring capital credits and issuing payments to members

As a member of the cooperative, you share in the margins in the form of capital credit refunds. Unlike other electric utilities, electric cooperatives exist to make sure your needs are always met, not to make a profit. The allocation and retirement (refund) of capital credits is one of the most unique and rewarding benefits of being a Victory Electric Cooperative member.

This year, your Victory Electric board of trustees approved the December 2019 retirement of \$900,814.31 in capital credits to members who purchased electricity between 1986 and 1994.

This capital credit refund reflects the contribution of capital to the cooperative during those years. Over time, those funds helped Victory Electric stabilize rates and reduce the amount borrowed to build, maintain and expand the distribution service providing our members with safe, reliable power. It also helped to build and sustain the cooperative in an industry experiencing massive changes and even more technological advances.

How Do Capital Credits Work?

After taking all expenses into account, any revenue left over when Victory

Electric closes its books each year is considered margin. An investor-owned utility would call this a profit for its investors and stockholders.

Being a member of a cooperative, any margins (capital credits) are returned to YOU, instead of outside investors. This is the big difference between cooperatives and other types of utilities.

The amount of margins allocated to each member in capital credits is based on how much electricity you used in that given year and is retired (paid back) to the member later.

Commitment to Our Members

Victory Electric's board of trustees is committed to retiring capital credits. Capital credit management requires reliable information, a commitment to the financial health of the cooperative, and an obligation to the members. The board must balance the equity of today's members against the equity



Shane Laws

Continued on page 16F ►

THE CONVENIENCE OF

POWER My WAY

TAKE CHARGE OF YOUR ENERGY FUTURE



No deposit. No late fees. No due date. No monthly statements. You choose when and how much electricity to purchase.

Victory Electric's PowerMyWay program is changing the way members pay for their electricity. PowerMyWay gives you the flexibility to better manage your budget by making smaller, more frequent payments on days it's right for you, instead of a single, larger payment on a fixed due date. Or maybe you just want to continue making one payment per month but have the flexibility of choosing your payment date, and that's ok, too.

Paying as you go through PowerMyWay can make you more aware of your energy consumption. The more electricity you use, the sooner you will need to recharge your account. By tying PowerMyWay to SmartHub, you will not only be able to see your electric use for that day, week and month, but also know how much you spent in that time frame, and more importantly where you can save. SmartHub also allows the flexibility for members to review account balances, make a payment, and evaluate energy use anytime and anywhere from a phone, tablet or computer.

There are no additional costs or fees to take advantage of the PowerMyWay billing plan. Rates, including energy charges, taxes, franchise taxes, the service availability charge, and the energy charge adjustment are exactly the same as accounts on a standard residential billing plan (some charges are prorated daily), but the member is NOT required to make a security deposit and there are no disconnect, reconnect or late fees.

How it Works

Complete a PowerMyWay program agreement available online or at our office, whether you're a new or existing member. Once a day between 7 and 9 a.m., Victory Electric reads your electronic meter, and the amount associated with that day's electric service is deducted from your account balance.

Since you purchase electricity before you use it, you are

able to make payments how and when you want — online, by phone, or in-person. When your account runs low, you will receive a notice by text, phone call or email alerting you it is time to recharge your account. If funds in your account run out, you will be notified and your electric service will be automatically disconnected. Your account can be recharged at any time, day or night, online or by phone, and service is automatically restored.

Who Can Participate?

Residential accounts with an advanced metering infrastructure (AMI) meter are eligible for PowerMyWay. Access to SmartHub is required to participate in PowerMyWay. The member is responsible for creating their SmartHub account and/or updating the account with a valid email address, text number or phone number to guarantee receipt of PowerMyWay notifications. Valid contact information must be maintained on SmartHub to receive low balance notifications. Failure to receive the notifications will not avoid termination of power.

How Do I Get Started?

Upon enrollment, new members purchase at least \$50 toward future energy costs. Existing members must have their conventional account paid-in-full, including unbilled electric use, before switching to PowerMyWay. Those existing members who paid a deposit may apply it to the \$50 needed to open a PowerMyWay account, apply to any outstanding balance on a conventional account, transfer the deposit to a PowerMyWay account, or request to have the deposit refunded.

Victory Electric knows there is no one billing or payment option that works for every member, but we continue to research and provide convenient services like PowerMyWay that work with diverse lifestyles and offer a variety of options that fit individual needs and schedules.

Sign Up



Visit victoryelectric.net or stop by our office for information on how to get started.

Change Account



Put money in your account via the Smarthub app or other payment methods.

Check Balance



Get updates and low account balance reminders by text, email or phone.

Recharge



Online at victoryelectric.smarthub.coop or via your SmartHub app on your mobile device.

The PowerMyWay Difference

NO DEPOSIT

When you sign up for PowerMyWay, you don't have to pay a deposit. Members may use their existing deposit as credit for their PowerMyWay account.



NO PAPER BILLS

Instead of receiving a paper bill once a month, your energy use is calculated on a daily basis. Check your daily use with the SmartHub mobile app, smarthub.coop, by phone, or in person at our office.

NO LATE OR RECONNECT FEES

PowerMyWay allows you to pay what you want, when you want. Never pay a late fee again. The payment is always applied as a credit. If your account is ever disconnected, power will be restored after a \$50 or more credit is established on the account.



FLEXIBLE DUE DATE

Pay for your energy just as you fill your car's gas tank, one gallon at a time or by purchasing a full tank. Monitor your daily use and make payments when you want. You set the amount and you choose when to pay.

OORAH!

Western Kansas Vets celebrate 244th Birthday

The United States Marine Corps will be celebrating their 224th birthday on Nov. 8. The public is invited to a free speaking event hosted by the Marine Corps Veterans of Western Kansas at Garden City Community College's Pauline Joyce Auditorium at 10 a.m. Colonel Scott Whitaker, a retired Marine, will be presenting.

Col. Whitaker retired from the Marine Corps in July 2015 following more than 31 years of service. His last assignment prior to retirement was at Headquarter Marine Corps as a special project officer, installations and logistics, after returning from Afghanistan in November 2014. He is a graduate of Neshaminy High School and received a bachelor of science degree in ocean engineering from the U.S. Naval Academy in 1988.

Whitaker has been stationed and served overseas in several places including Japan, Australia, the Caribbean Sea, Bahrain and Afghanistan. In 2004 he became an executive officer where he conducted a deployment with the 31st Marine Expeditionary Unit to Iraq during Operation Iraqi Freedom and Enduring Freedom in the summer of 2004 to May 2005.

His personal decorations include the Legion of Merit with two gold stars, Defense Meritorious Service Medal, Meritorious Service Medal with two gold stars, Navy Commendation Medal with gold star, and the Air Medal with bronze five and gold star. Whitaker is married to Debby, and they have three children.

For more information, please contact Leonard Hitz at 620-275-1650.



Ackerman Transitions from Education to Electrification



TJ Ackerman

Victory Electric is pleased to welcome Spearville native **TJ ACKERMAN** as our new human resources coordinator.

Ackerman attended Kansas State University and has a bachelor's degree in Kinesiology. For 10 years, Ackerman worked in higher education, which sparked his interest in human resources. Formerly he worked at Dodge City Community College before transitioning to Victory Electric.

"I'm excited for the opportunity to work with a great team at Victory Electric and to help our community," Ackerman said. As a human resources coordinator, Ackerman will be assisting with general administration regarding benefits, policies and procedures, training and development, legal compliance, and other human resources issues and roles.

Ackerman has been married to his wife, Katie, for 10 years and they have two young boys. If you're unable to find them at home spending time with each other, they're probably in Manhattan cheering on the Kansas State Wildcats football team.

Welcome to Victory Electric TJ!

Granlund Hired as Accounting and Payroll Administrator



Christy Granlund

Victory Electric welcomes **CHRISTY GRANLUND** as our new accounting/payroll administrator. A longtime Dodge City resident,

Granlund formerly served the Western Kansas Manufacturers Association, also known as the 3i Show, for 14 years.

Originally from Greeley, Colorado, Granlund attended Aims Community College in Greeley and graduated with an associate's degree in accounting. Upon marrying Greg, her husband of 32 years, the couple relocated to Dodge City for employment. She attended classes at Dodge City

Community College and graduated with an associate's degree in business technology. When she isn't working you can find her attending concerts and movies with her husband or possibly snorkeling or scuba diving in the ocean while on vacation. Granlund has two children and two grandchildren.

"Many people have used words like 'family' and 'community' to describe working at Victory Electric. I am very excited to become part of such a great group! I look forward to meeting many new people and making many new friends," Granlund said.

In her new role, Granlund will be assisting the general administration of payroll, accounts payable, banking transactions and legal compliance.

Please join us in welcoming Christy to Victory Electric!

Employees on the Hunt for Safety

The employees at Victory Electric share a commitment to safety, but who says safety can't be fun? Recently, employees participated in a three-week safety scavenger hunt to identify and demonstrate safety resources and work practices.

The scavenger hunt, developed by the safety committee, consisted of answering questions about safety practices, locating and taking "safety selfies" with safety resources and equipment, and attending a live line demonstration.

"The safety committee decided to implement a scavenger hunt to get people out of their ordinary routines and to learn about Victory Electric's safety practices," said **JACOB LEDFORD**, journeyman lineman and president of the safety committee. "Most of our safety initiatives are focused on the outside employees, so the scavenger hunt was a way to get the inside employees involved."

Victory's safety vision states "Victory Electric's



Vice President of Safety Mikey Goddard gives a demonstration to employees on the hazards associated with electricity and coming into contact with electric wires and equipment.

vision is to achieve a zero-incident safety culture by emphasizing an ownership-driven safety culture with strong leadership and employee contributions."

One of the three strategies to achieve this goal is employee involvement and participation, which increases engagement for all employees and leads to a safer work environment.

At the conclusion of the scavenger hunt, all employees who participated in the scavenger hunt were given T-shirts and the three highest-scoring participants were given a prize.

"I sincerely thank the employees who participated in the scavenger hunt," said **MIKEY GODDARD**, vice president of safety. "We had 88% participation, which is great! It is up to each employee to be familiar with all safety devices, equipment and rules. The safety committee created the scavenger hunt to aid employees in this process, and to hopefully have some fun along the way."



Brad Ackerman, senior IT system analyst, takes a "safety selfie" during Victory's safety scavenger hunt.

Energy Efficiency Tip of the Month

Trim your holiday energy costs by choosing energy efficient LED lights! LED holiday lights use less energy and can last up to 40 seasons. They're also easier to install – you can connect up to 25 LED strings without overloading a wall socket! Source: energy.gov



Offices Closed for Thanksgiving

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



It Pays to Be a Co-op Member

Continued from page 16A ►

of both yesterday's members and tomorrow's members. While margins are allocated to members every year, the board of trustees is responsible for determining when and how much capital credits are retired based on the financial condition of the cooperative. The board of trustees and management at Victory Electric work to implement sound financial strategies aimed at increasing the equity level to the threshold required to retire capital credits. We reached the required equity level this year and are excited about the retirement. With the upcoming December retirement, 100% of capital credits allocated through 1994 will have been paid out to Victory Electric's members.

Updated Contact Information

When you move or no longer have service with Victory Electric, it is important you provide us with an updated address to ensure future capital credit refunds can be mailed to you.

Also, remember you must be a member and have service in your name to have capital credits allocated/retired to you. If you are receiving electric service with someone else's membership or the service is in the name of a deceased person, you will not receive capital credits. Capital credits are non-transferrable and any current or future capital credit retirements will be issued in the name of the person on the membership or the estate of a deceased member.

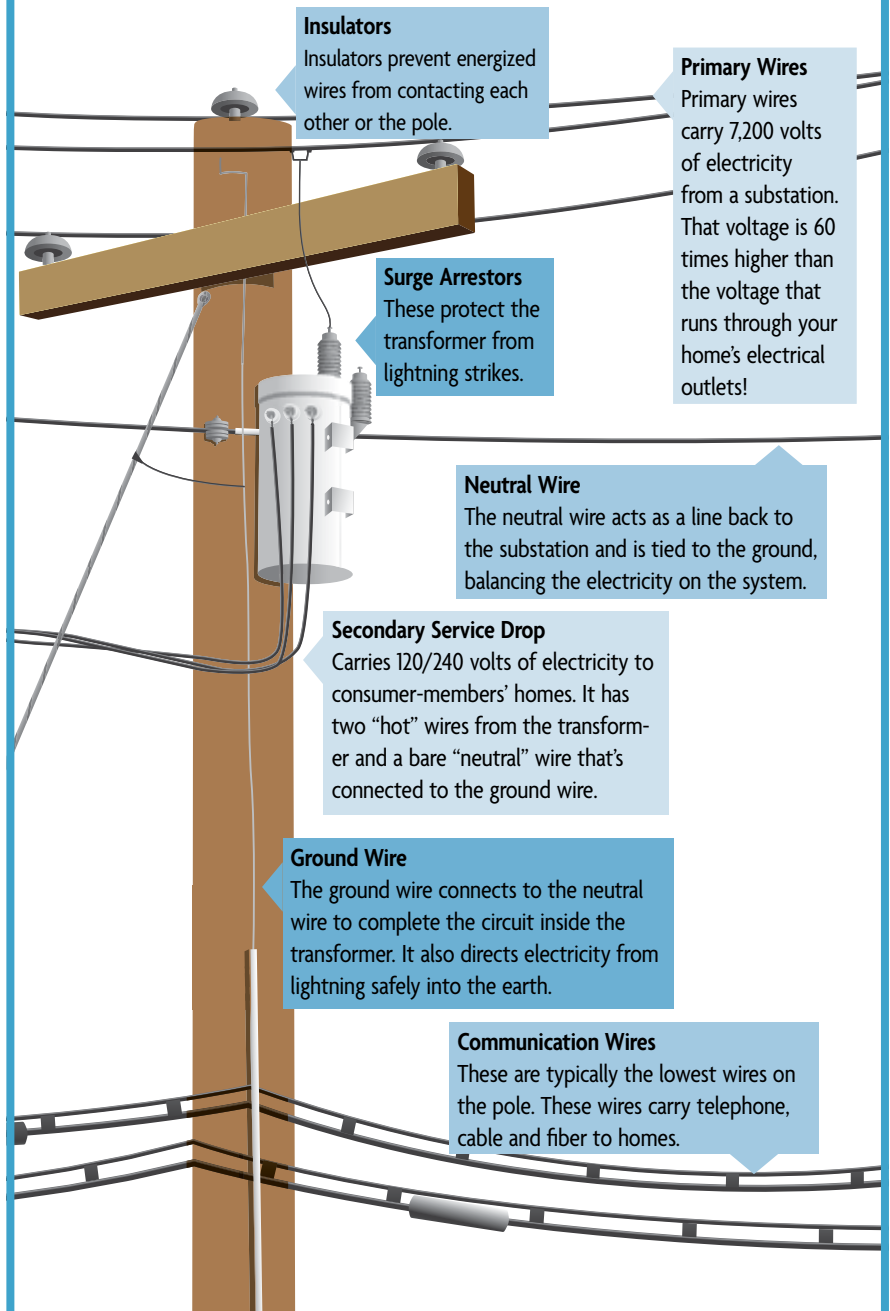
Reliable electricity. Extraordinary service. Not-for-profit. Member-owned. That is Victory Electric's promise to you.

Thanks, Shane

WHAT'S ON THAT POLE?

Ever pass an electric utility pole and wonder what all that equipment is for?

This illustration shows the basic equipment found on electric utility poles. The equipment may vary according to location and the service they provide.



NEVER NAIL POSTERS OR OTHER ITEMS TO UTILITY POLES.
THESE CREATE SAFETY HAZARDS FOR LINeworkERS.

ON *the* LINE

Recently, Victory Electric linemen completed pole top rescue training. This annual exercise trains and qualifies linemen to safely lower an injured coworker from the top of a pole to the ground. Linemen have four and a half minutes to complete the exercise because rescuing a fellow lineman safely and efficiently could mean the difference between life and death.



Above: Lineman Marlon Hernandez grabs his gear in preparation for his annual pole top rescue qualification.



Right: Pole top rescue qualification training is required to be performed by linemen at least once yearly.

Far right: Linemen only have 4 1/2 minutes to climb the pole, secure the hurt man dummy, and lower it to the ground.

A festive banner for a winter event. On the left, a snowman wearing a red hat and scarf stands on a snow-covered hill. To its right, a red banner with white text reads "PARADE OF LIGHTS and CHILI COOK-OFF". The background is a dark blue sky with white stars and colorful string lights. The bottom of the banner features stylized white snow waves.

SAVE THE DATE

December 9, 2019
Eisenhower Park (First and Gunsmoke)

5 p.m. | Chili sampling, hot chocolate, and cookies by Boot Hill and Santa in the Santa House
5:45 p.m. | Mayor's Tree Lighting
6 p.m. | Parade of Lights



STREETLIGHT OUT?

Victory Electric crews aren't able to patrol streets in the dark and nighttime hours. We rely on you and appreciate you helping us maintain the more than **4,170** streetlights in our service area.

Our new streetlight outage reporting tool makes it easier than ever to report streetlights that may be out, cycling on and off, have broken glass or exposed wires, or the pole is broken or leaning.

Visit victoryelectric.net/report-street-light-problem on your computer or mobile device and tell us:

- City where the streetlight is located
- The location of the streetlight
- What's wrong with the light
- Streetlight/pole number (if available)
- Your contact information

Keeping streetlights functioning properly is part of our commitment to providing you with safe, reliable power.