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Electronews

The Victory Electric Cooperative Assn., Inc.

Board of Trustees

- Pat Morse – President
- Daryl Tieben – Vice President
- Cedric Drewes – Secretary/Treasurer
- Gary Gillespie – Trustee
- Jim Imel – Trustee
- Terri Larson – Trustee
- John Leis – Trustee
- James Ochs – Trustee
- Randy Quint – Trustee
- Ken Schulte – Trustee
- Kenny Wehkamp – Trustee

Staff

- Shane Laws – CEO
- Amy Grasser – Vice President of Corporate Services
- Mikey Goddard – Vice President of Safety
- Rob Henry – Vice President of Engineering
- Denzil McGill – Vice President of Information Technology
- Ryan Miller – Vice President of Operations
- Jerri Whitley – Vice President of Communications
- Angela Unruh – CFO

CEO MESSAGE

We Are Ready for Storm Season. Are You?



Shane Laws

Now that summer is in full swing, like many of you, I welcome more opportunities to be outdoors and enjoy the warmer weather. Summertime

brings many of my favorite activities like cooking out with family and friends, afternoons on the water and simply slowing down a bit to enjoy life.

But summer months also make conditions right for dangerous storms. Our region is known for harmful

tornadoes and severe storms, often destroying everything in the storm's path. These potential weather events can also cause destruction to our electrical system, but I want you to know Victory Electric crews are ready and standing by to respond should power outages occur in our area.

When major storms knock out power, our line crews take all necessary precautions before they work on any downed lines. I would encourage you to also practice safety and preparedness to protect your family during major storms and outages.

The Federal Emergency Management Agency recommends the items below as

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STAY CONNECTED.

Sign up on SmartHub to have power outage notifications sent to your phone.

victoryelectric.net

2021 ANNUAL

of The Victory Electric

APRIL 20, 2021

WESTERN STATE BANK EXPO CENTER

105

MEMBERS PRESENT

125

TOTAL ATTENDEES

29

**EMPLOYEE
VOLUNTEERS**

6

DOOR PRIZES



ANNUAL MEETING

Cooperative Assn., Inc.

Every year, Victory Electric looks forward to hosting the annual meeting for our members. The annual meeting is a great time to get to know our members, answer member questions and share information on the activities of the cooperative.

Due to lingering COVID-19 health and safety concerns about mass gatherings, the board of trustees voted to host a scaled-back annual meeting.

Victory Electric's annual meeting was held April 20 at the Western State Bank Expo. Approximately 105 members were present and 125 total people in attendance.

CEO Shane Laws gave a brief cooperative update focusing on the Extraordinary Event Cost Recovery rider, which was created to recover the additional \$15 million in wholesale power costs incurred during February's extreme cold weather. To lessen the financial burden on members, Victory Electric extended payment of the Extraordinary Event Recovery (EER) over 24 months. Laws invited anyone with questions or comments to the Q&A session immediately following the business meeting.

The results of the board of trustees' election were announced and reelected were: **DARYL TIEBEN**, District 1; **KEN SCHULTE**, District 3; **CEDRIC DREWES**, District 8; and **TERRI LARSON**, District 10.

The meeting adjourned for a question-and-answer session. Shane Laws addressed several member comments and answered member questions on the new EER bill component.

Several winners for door prizes were drawn from the registration cards on Friday following the annual meeting. Thank you to all who attended the annual meeting! We look forward to seeing you next year.



Help Us Better Serve You

High levels of member satisfaction have always been the hallmark of electric cooperatives.

This accomplishment reflects our recognition that enhancing member satisfaction is a never-ending service opportunity.

To provide us with continuous and actionable feedback from the membership on the cooperative's service performance, Victory Electric contracts with Cooperative Insights, an independent, cooperatively owned market research organization, and Data Decisions Group, a data marketing firm, to conduct quarterly member satisfaction surveys. The feedback provided from

the surveys allows us to target improvements, measure progress, and help achieve higher levels of performance in serving members.

We want to know you are satisfied with Victory Electric. To help us better serve you, we encourage you to take a few minutes to participate in the survey. Surveys are ongoing (March, June, September and December) and a randomly selected group of Victory Electric members is contacted by email on a quarterly basis. Having real-time and instant feedback — both good and

bad — helps us identify issues Victory Electric needs to address to better serve our membership. We can address a member's concerns quickly, and that is important to us.

Recently, we switched to online/ email surveys. For years, telephone surveys represented a cost effective and efficient way to collect our members' opinions and evaluate satisfaction. However, the growth in cellphone use and the rise in unwanted calls resulted in declining call response rates.

While our surveys are conducted as part of legitimate public opinion research, members should be aware of scammers who pretend to conduct surveys as part of fraud schemes designed to obtain private information or money. Reputable survey company representatives such as ours, Data Decision Group, will never ask for your personal information such as Social Security number, birthdate, account number, bank account information or for payment of any kind. The emails will be sent from: "Cooperative Surveys cooperativesurveys@ddgvips.com" with the Subject: Survey from Victory Electric.

Part of our job is to ensure all members have a voice in the future of your cooperative. If you receive an email with a survey, Victory Electric would appreciate your participation. Your input will help us improve service and plan for the future.

Cooperative Surveys

Subject: Survey from Victory Electric



A Touchstone Energy® Cooperative 

Hello John Doe,

Victory Electric has partnered with Cooperative Insights and Data Decisions Group to bring you this important survey. Results from this survey will help Victory Electric improve communications and services to you. We only need to collect a certain number of responses this month, so the sooner you can respond, the more likely your opinion will be counted. It should take less than **ten minutes** of your time.

Your privacy is very important to us. All **survey** results will be kept between you and your energy cooperative.

[Access the survey now](#)

If the link does not take you to the survey, copy and paste this link into your browser address window. <https://ld.fgiresearch.com/fgisampling/surveystart?sid=AC8BE1B17B&vid=UNC1192>

We are excited to offer you this opportunity. Thank you in advance for sharing your opinions.

If you have other difficulties accessing the survey, please email us at EMCSurveySupport@ddgvips.com. Please reference study number XXXXXX.

Check us out on the web.



You are receiving this message because you are a **member** of Victory Electric which has contracted with Cooperative Insights and Data Decisions Group to provide this survey opportunity. Participation in this survey opportunity is completely voluntary. If you prefer not to receive any additional emails regarding this survey, simply visit our [removal](#) page, or you may send a request to our physical address at:

Data Decisions Group
123 West Franklin Street, Suite 520
Chapel Hill, NC 27516

We are committed to protecting your privacy. See our [privacy policy](#).

7 TIPS FOR SAVING ENERGY IN THE *summer* HEAT

- 1. PROGRAM YOUR THERMOSTAT.** Ideally, it should be at 78 degrees when people are home and at 85 when you're away. If you're used to keeping it lower, acclimate to a warmer temp by increasing your thermostat one degree every few days. Most people acclimate easily if the temperature change is gradual.
- 2. DON'T TURN YOUR AC UNIT OFF.** Your system has to work harder and longer to cool your house when it switches back on. Also, lowering the thermostat setting below your desired temperature will not cool your home faster; it will just waste energy and money.
- 3. FANS COOL PEOPLE, NOT ROOMS.** Fans only move air, they don't cool it. Therefore, if you leave the fans running, they are consuming energy, but not cooling when you're not home.
- 4. KEEP THE HOT AIR OUT.** Turn off your oven and all unnecessary lighting and appliances. These all add heat to the home. Keep doors to the outside, garage or attic firmly closed to keep cool air in and hot air out. Wait until late in the day to do tasks like laundry and cooking, and grill outside.
- 5. CLEAR THE AREA WHERE YOUR AIR CONDITIONER VENTS.** This helps create airflow, increase energy efficiency and provide the best possible ventilation because it rids the vents of possible debris or other things that may ensure bad ventilation.
- 6. KEEP SHADES, BLINDS AND CURTAINS CLOSED.** About 40% of unwanted heat comes through windows. Simply drawing blinds and curtains, which act as a layer of insulation, can reduce heat gain to your home. Awnings are even better and can dramatically reduce heat from the sun. Window coatings and window film can reject as much as 80% of the heat from the sun.
- 7. OUT WITH THE OLD.** If you have a second, older refrigerator or freezer located in a garage or any unconditioned space, consider consolidating food to the main refrigerator or freezer instead. Older appliances can use up to two times more electricity if located in an unconditioned space.

Did you know?

When there is excess humidity in the air, our body's ability to cool itself through perspiration is inhibited. One way an air conditioner makes us feel cooler is by reducing the amount of moisture in the air.



A Touchstone Energy® Cooperative

For more information on saving energy, visit our website at victoryelectric.net.



CELEBRATING THE
CODE OF THE WEST



61ST ANNUAL
DODGE CITY DAYS

BBQ ∞ PARADE ∞ RODEO ∞
CONCERTS ∞ CATTLE DRIVE
∞ ARTS & CRAFTS SHOW ∞
KIDFEST ∞ LAPEL PIN RAFFLE

JULY 30-AUGUST 8

DODGECITYDAYS.ORG
DODGE CITY DAYS APP
**FACEBOOK.COM/
DODGECITYDAYS**



DODGE CITY DAYS



We Are Ready for Storm Season. Are You?

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a starting point for storm and disaster preparedness, but you can visit [ready.gov](https://www.ready.gov) for additional resources.

- ▶ Stock your pantry with a three-day supply of non-perishable food, such as canned goods, energy bars, peanut butter, powdered milk, instant coffee, water and other essentials (i.e., diapers and toiletries).
- ▶ Confirm you have adequate sanitation and hygiene supplies including towelettes, soap and hand sanitizer.
- ▶ Ensure your first-aid kit is stocked with pain relievers, bandages and other medical essentials, and make sure your prescriptions are current.
- ▶ Set aside basic household items you need, including flashlights, batteries, a manual can opener, and portable, battery-powered radio or TV.
- ▶ Organize emergency supplies in one easily accessible location.
- ▶ If you plan to use a small generator, make sure it is rated to handle the amount of power you will need, and always review the manufacturer's instructions to operate it safely.
- ▶ In the event of a prolonged power outage, turn off major appliances, TVs, computers and other sensitive electronics. This will help avert damage from a power surge and will also help prevent overloading the circuits during power

restoration. That said, do leave one light on so you will know when power is restored.

- ▶ Listen to local news or a NOAA Weather Radio for storm and emergency information, and check Victory Electric's Facebook page or website for power restoration updates.
- ▶ After the storm, avoid downed power lines and walking through flooded areas where power lines could be submerged. Allow ample room for utility crews to safely perform their jobs, including on your property.

Advance planning for severe storms or other emergencies can reduce stress and anxiety caused by the weather event and can lessen the impact of the storm's effects. Sign up for NOAA emergency alerts and warnings and I also encourage you to download Victory Electric's SmartHub phone app for the ability to report an outage and to sign up for power outage text message alerts.

I hope we don't experience severe storms this summer, but we can never predict Mother Nature's plans. At Victory Electric, we recommend you act today because there is power in planning. From our cooperative family to yours, we hope you have a safe and wonderful summer.

THANKS, SHANE

Practice Period Now Active for 10-Digit Dialing

Change will make it easier for persons in crisis to reach the National Suicide Prevention Lifeline

Kansas Governor Laura Kelly announced 10-digit dialing will begin soon in Kansas area codes 785 and 620. This change will make it easier for persons in crisis to reach the National Suicide Prevention Lifeline.

"Ten-digit dialing will help those in crisis reach the appropriate resources during their time of need," said Governor Kelly. "I encourage all Kansans to get used to using 10-digit dialing during the trial period to avoid any confusion after Oct. 24, 2021."

Last July, the Federal Communications Commission (FCC) approved 988 as the new abbreviated number for the National Suicide Prevention Lifeline. As a result, any area code using the 988 prefix in telephone numbers is mandated by the FCC to adopt 10-digit dialing. This includes Kansas area codes 785 and 620, which

covers the majority of the state. In total, 82 area codes in 36 states will make the change.

It will take time to get in the habit of using 10-digit dialing (example: 785-XXX-XXXX), so a practice period has been established. Callers are encouraged to begin using 10-digit calling on April 24, 2021. Any calls dialed with 7-digits will still go through during this practice period.

Beginning Oct. 24, 2021, callers in 785

and 620 area codes must use 10-digit dialing or the call will not go through. The only exceptions are any three-digit abbreviated numbers available in the community, such as 911. Callers will still dial 1 + the area code and telephone number for all long-distance calls.

Beginning July 16, 2022, callers can reach the National Suicide Prevention Lifeline by calling 988. Until then, callers will continue to dial 1-800-273-8255 (TALK).

