

A Touchstone Energy® Cooperative 

P.O. Box 1335, 3230 N. 14th Ave.
Dodge City, KS 67801
620-227-2139
www.victoryelectric.net

THE VICTORY ELECTRIC COOPERATIVE

electronews



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FROM THE MANAGER

Welcome to Your Hometown Co-op

Our community has changed over the years. You may remember as a kid buying groceries and hardware at mom-and-pop stores—most are now long gone, driven out by national retailers.

It seems everything today has become a bit generic, focused more on profits than people. Yet, it's nice to know we still have locally-owned and controlled businesses we can count on—such as Victory Electric Cooperative.

Electric cooperatives aren't like other utilities—you, as a member, own a portion of the business. One benefit of that membership involves the allocation of excess revenue, called margins, in the form of capital credits.

Electric co-ops operate at cost—collecting enough revenue to run and expand the business but with no need to raise rates to generate profits for distant shareholders. When Victory Electric has money left over, it's allocated back to you and other members as capital credits. When the co-op's financial position permits, the co-op retires, or pays, the capital credits to members in cash or as a bill credit.

Every October since 1930, not-for-profit cooperatives of all stripes have celebrated Cooperative

“We give our members a voice, and we are local-living and working alongside those we serve.”



Terry Janson

Month. During this time, it makes sense to highlight the qualities that make electric cooperatives different from other types of utilities and businesses.

Electric co-ops are owned by those they serve. That's why by receiving electricity from the co-op, you're a member—an owner, really—of the business. Without members, there would be no Victory Electric.

Members maintain democratic control of our co-op, which means they elect fellow members to represent them on the board of trustees every April at our annual meeting.

One principle that sets us apart from other businesses is our concern for community. As a cooperative, we have a special responsibility to support the areas in which our members live and work. From sponsoring a local school's baseball team to supporting new jobs and industry through our economic development efforts, we stand as a driving force in

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Why Buy Local?

Why buy local? There are numerous benefits to buying local. First, when those coveted big businesses look to building or locating in a city or town, they look at the statistics of how many people buy local. Ford County has total retail sales of \$484.7 million, and compared to other towns and counties approximately the same size, we don't do as well.

In Finney County (Garden City), they have total retail sales of \$680.7 million, almost \$200 million more in sales than in Dodge City. Great Bend and Liberal do approximately the same in total retail sales, but they have approximately 2,000 less households than Dodge City.

Therefore, towns like Garden City, which is approximately the same size as Dodge City, will attract more businesses because they draw in more local buyers.

Another important fact that many forget when they travel is the cost to travel to those places. Using Wichita and Garden City as examples, using the calculation (IRS mileage rate x the miles) + (average Ford County hourly wage x time to drive), the average person is spending almost \$17 going to Garden City and \$57 going to Wichita, before even opening your wallet at a store.

In an article in the Chamber Executive Convention 2009, Dennis Lauer, president and CEO of the Salina Area Chamber of Commerce, listed five key benefits to buying local, those include:

- ▶ Save money and time when you shop near home.
- ▶ Keep money in our own economy.
- ▶ Build our schools and cities (*assuming a local option sales tax*).
- ▶ Provide property tax relief (*assuming a local option sales tax*).
- ▶ Keep family and friends employed in your community.

We encourage you to buy local in your community, whether it be Dodge City, Jetmore, Montezuma, Bucklin, Spearville or any of the other small towns in the area. This allows your community to be more competitive to receive new businesses in town.

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our community.

In addition to Cooperative Month, this month we kick off a year-long celebration marking the International Year of Cooperatives. Our theme, "Cooperative Enterprises Build a Better World," resonates loud and clear in our turbulent national—and global—economy. The year offers a chance for a legacy of innovation, and remains important in business to people first.

One out of every four Americans is a co-op member; there are more than

one billion members around the world. Co-ops fill a community need, giving a voice to folks that profit-driven businesses often overlook. Co-ops share a common set of principles and values, including self-help and—one of my favorites—democracy.

Electric cooperatives may only



serve 12 percent of Americans, but our lines cover 75 percent of this great nation. By banding together, we deliver power to 42 million rural Americans in 47 states—and we're not finished.

We want what you want—affordable energy bills and the comfort of knowing lights will turn on

when you flip a switch. work throughout year to invest in your electric system and keep power reliable. We focus on educating members how to use energy efficiently. We talk to you in the grocery store and on the street, listening to your concerns and ideas.

Overall, co-ops are more accessible than other types of businesses. We give our members a voice, and we are local—living and working alongside those we serve. That's the cooperative difference.

'Til Next Time, TJ

ProCore Provides Outage & After Hours Call Support

With the recent storms moving through the area, many of our members have been asking questions about our outage management system.

Who answers outage calls after hours?

Victory Electric has a contract with a customer service center called ProCore Solutions. Their customer service representatives take your calls and dispatch a member of the Victory Electric line crew to diagnose and fix any issues causing outages.

Who is ProCore Solutions?

ProCore Solutions is a U.S. based, live-operator customer service based out of Atlanta, GA. They have more

than 320 employees who are trained to provide valuable, reliable, flexible customer service, to clients like Victory Electric.

Why doesn't an employee of Victory Electric answer the phone after hours?

It is very cost-prohibitive to have an employee on-site 24/7. We do not have outages every night and the cost per phone call is increasingly higher when we are paying someone to be on-call at all times. Because we are based on a cooperative, non-profit business model, we work hard to provide you with the lowest cost, most reliable power. By contracting out our after-hours, outage calls, we are saving you money.

Janson Elected President of KSMMA

Victory Electric Cooperative CEO, **TERRY JANSON**, was recently elected President of the Kansas Member Managers Associations (KSMMA) for the upcoming year.

The Kansas Member Managers Association is a group of CEO's and general



Terry Janson

managers of electric cooperatives around the state of Kansas.

They gather twice each year to provide a forum for the exchange of ideas and information and the development of common electric utility programs.

Morales Appointed Technical Advisor to Governor's Hispanic Affairs Commission



Micaela Morales

MICAELA MORALES, member services representative with Victory Electric Cooperative in Dodge City, was recently appointed as a Technical

Advisor for the Kansas Hispanic and Latino American Affairs Commission (KHLAAC).

KHLAAC addresses concerns related to education, health and business in the Hispanic community. The Commission works closely with the Governor's office, as well as other state agencies in order to improve the lives of all Hispanics.

"I am very honored and excited to be a part of the KHLAAC," said Morales. "I believe it is important to address public policy concerns to improve the lives of all Kansans. I will be gathering information, identifying the challenges of the Hispanic community, and working with the

commission to create solutions that benefit communities as a whole."

The KHLAAC, originally Kansas Advisory Committee of Mexican American Affairs (KACAMAA), began in 1976, in a sincere effort by Governor Robert Docking and the Kansas Legislature to eliminate official neglect and to provide opportunities for Hispanic advancement in Kansas.

The programs attempted to heighten the cultural awareness of Hispanics, concentrating on projects to examine and highlight the primarily Mexican heritage of the people. Using the medium of culture and the arts, KACMAA sponsored numerous outreach activities, particularly to youth in schools and universities.

The focus changed in 1980 to heighten awareness of the political process, teaching the proper methods to gain access to the governor and the legislature by asserting the community's natural rights.

Victory Electric congratulates Morales on her appointment to this important position.

Non-Domestic Bills Mailed in November

Victory Electric will read the meters in October for the fence chargers and small watering loads (among other small rural electric loads), which we classify as non-domestic services.

These bills are mailed annually and

consist of the kilowatt-hours consumed in the previous year from November 2011 to October 2012.

If you have any questions or problems with any of these billings, come by or call us at 800-279-7915.

How to File a Complaint

When you have a problem with your electric, natural gas or telephone service, it can be time consuming and frustrating. The Kansas Corporation Commission (KCC) wants to help you with the complaint to correct the problem as soon as possible. If you have a question or complaint about your utility service the KCC can help. The KCC has jurisdiction over all local telephone, natural gas, and investor-owned electric utilities. Check which utilities the KCC regulated and review your rights as a consumer.

Before you contact the KCC:

Call Victory Electric at 620-227-2139 and provide the cooperative with the facts. We will investigate and let you know what action can be taken.

If you do not hear from Victory Electric within a reasonable time, or if you are not satisfied with the cooperative's resolution, you can file a complaint with the KCC.

Filing a Complaint with the KCC:

Informal complaints may be made by phone or in writing. No special form is needed, but statements should include all the facts.

The complaint should include your name as the customer of record, mailing address or service address, home and work phone numbers, name of utility, your account number, and the facts about what the utility did or did not do. Include dates, times, location and persons involved, the resolution you expect, and sign and date the form.

If you have a complaint or inquiry, you can call 800-662-0027, TDD Kansas relay center 800-766-3777, Fax: 785-271-3111; email public.affairs@kcc.ks.gov. Or write: KCC-Consumer Protection, 1500 SW Arrowhead Rd, Topeka, KS 66604.

The following notice is being published in accordance with the rules and regulations of the Kansas Corporation Commission

Cold Weather Rule Effective Nov. 1 to March 31

Cooperative members who are unable to pay their electric 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 and the cooperative will reach a mutually agreeable payment arrangement.

Please note that failure to follow the requirements, illegally diverting utility service, receiving service by tampering, or defaulting on a payment agreement, will disqualify you from receiving the benefits under the Cold Weather Rule.

In no event will the cooperative disconnect a service if the temperature is forecast to fall below 35 degrees F, or be in the mid 30s or colder within 24-hours following the time of disconnection.

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

If you have questions on the Cold Weather Rule, please contact Sandy at 620-227-2139.

Time Change Begins Nov. 4

On November 4, remember to turn your clocks back one hour. This is also a great time to do the following:

- ▶ Change the batteries in smoke detectors.
- ▶ Have a professional check your fire extinguishers.



Fireplace Efficiency: Don't Let Energy Savings Go Up in Smoke

Your fireplace creates a warm, cozy atmosphere during wintry weather, but don't let it add unnecessary dollars to your electric bill.

Fireplaces heat the room they're in, but at the expense of the rest of the house. Most of the heat in traditional fireplaces goes up the chimney instead of warming living space and the draft pulls heat from other rooms. So, if your thermostat is located away from the fireplace, it will work harder to maintain room temperatures for the rest of the house.

Fireplace "inserts" help boost energy efficiency. However, emissions from old inserts and fireplaces without inserts are up to 20 times worse than using U.S. Environmental Protection Agency (EPA)-certified wood stoves, pellet stoves, or gas/oil furnaces. Look for an EPA-certified insert if you want to supplement your home's heating.

Contact a local retailer to learn about efficient stoves and inserts that will circulate hot air into a room to help lower heating costs. Keep in mind the disadvantages of using high-maintenance fires as heat sources, including constant attention and ash disposal.

If you don't have an efficient insert, but love a crackling fire, follow these measures for safety and improved efficiency.

- ▶ **Seal those cracks.** While sealing drafts around your home, don't forget to check the chimney. Smoke and heat that escape through cracks can pose a fire hazard. It's best to



The NFPA recommends having your fireplaces inspected and any necessary repairs made annually.

hire a professional to fix cracks in high-heat areas.

- ▶ **Fight the draft.** If you plan on a long-lasting fire, lower the thermostat to save energy—just be prepared to wear a sweater in other rooms—and resist the temptation to crank the temperature back up after the fire goes out.
- ▶ **Clean sweep.** A National Fire Protection Association standard suggests having your chimney and fireplace inspected once a year, and cleaned or repaired when necessary. Even if you don't use your fireplace often, an annual inspection will find any blockage from animal nests or other deterioration.
- ▶ **Batten down the hatch.** Keep the chimney flue closed when not using your fireplace to prevent conditioned or heated air from escaping.
- ▶ **Choose your wood wisely.** Wood that's dried at least six months provides the best heat, so avoid any that's wet or newly chopped. And the harder the tree species, the longer your fire will burn. This makes ironwood, rock elm, hickory, oak, sugar maple, and beech good choices. Store wood off the ground and away from your house to remove the threat of termite infestation, and cover the top to lessen moisture, but leave the sides open for circulation.

Sellar Grietas para Ahorrar Energía y Dinero

Encontrar y sellando fugas de aire pueden ahorrar energía y dinero. Aquí está un consejo de Victory Electric

que puede ayudar a mantener su casa más fresco en verano y cálidas en invierno mientras reduce sus facturas de servicios públicos.

Calafatear grietas y aberturas puede ahorrarle \$212 al año. Encontrará grietas esperando por un día ventoso y, a continuación, cuidadosamente sosteniendo un palo de incienso encendido o una pluma de humo junto a las ventanas, puertas, enchufes y otros lugares donde puede infiltrarse el aire exterior. Si la secuencia de humo se desplaza horizontalmente, ha encontrado una fuga que debe ser sellada.

Los expertos recomiendan utili-

zando calafate silicona impermeable, flexible y duradero para sellar grietas y huecos que son menos de un cuarto de pulgada de ancho. Quitar cualquier calafate antiguo y limpiar la superficie antes de aplicar nueva calafate.

Fresca calafate toma varias horas más, a secas, por lo que tiene mejor hacer el trabajo en un día seco cuando la humedad es relativamente baja y la temperatura está por encima de 45 grados. Además de calafate, puede utilizar espuma de baja expansión atomizador para sellar fugas.

Para otros consejos sobre cómo ahorrar energía—y dinero, visite www.energysavers.gov o el sitio Web Touchstone® cooperativas, www.TogetherWeSave.com.

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Visite Sitio Web y Únase a Nosotros en Facebook



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No Facturas Domésticos por Correo en Noviembre

Victory Electric leerá los metros en Octubre por los honorarios de la cerca eléctricas y cargadores pequeños de cargas de riego (entre otros pequeños cargas rurales eléctricas), que clasificamos como servicios no domésticos.

Estas facturas se envían anual-

mente y constan de los kilovatios hora consumidos en el año anterior desde Noviembre de 2011 a Octubre de 2012.

Si tiene alguna pregunta o problema con cualquiera de estas facturas, pase o llámenos al 800-279-7915.

Regla de Clima Frío: Efectivo 1 de Noviembre al 31 de Marzo

Los miembros cooperativos que no pueden pagar sus facturas de electricidad durante el periodo de clima frío pueden calificar para este programa, siempre que cumplan con ciertos requisitos de buena fe al intentar pagar.

- ▶ Los miembros deben cumplir con requisitos para calificar para el programa se resumen a continuación.
- ▶ Los miembros deben notificar a la Cooperativa

indicado su incapacidad de no pagar sus facturas de servicio en su totalidad.

- ▶ Los miembros deben aplicar a programas de asistencia financiera federal, estatal o local que pueden ser elegibles para recibir ayuda en el pago de facturas de servicios públicos.
- ▶ Los miembros y la cooperativa llegarán a un acuerdo de pagos mutuamente aceptables.

Tenga en cuenta que si no se siguen los requisitos, desviar ilegalmente servicio de utilidad, recibiendo servicio por manipulaciones o incumplimiento de un acuerdo de pago, le descalificará de recibir las prestaciones en virtud de la regla de clima frío.

En ningún caso la cooperativa desconectará un servicio si la temperatura es de previsión a caer por

debajo de 35 ° Fahrenheit, o estar en mediados de los años treinta o más frío dentro de 24 horas tras el tiempo de desconexión.

La regla de clima frío es garantizar la salud y seguridad no están amenazadas injustificadamente durante los meses de frío.

Si tiene preguntas sobre la regla de clima frío, póngase en contacto con Sandy en 620-227-2139.



5th Annual Victory Electric Community

HEALTH FAIR

We invite **YOU** to join us

Saturday, October 6, 2012 • 8 a.m. to 12 p.m.

at Victory Electric Cooperative at 3230 N. 14th in Dodge City

Parking/shuttle service will be available from the Catholic and Southern Baptist church parking lots

More than 60 doctors, health care professionals, and vendors

\$15 flu shots

200 flu shots available on a first come, first served basis

\$10 Complete blood screens

For lipid profile, please fast after midnight on Oct. 5 for test accuracy. You must be 18 years of age.

\$35 Whooping Cough/Pertussis vaccinations

50 vaccinations available on a first come, first served basis.

FREE skin cancer screenings

FREE pap smears/pelvic exams/breast exams

FREE prostate exams

FREE bone density screenings

FREE oral cancer screenings

FREE spinal screenings

FREE blood pressure checks

FREE vision screenings

FREE hearing screenings

FREE ear & throat checks

FREE children's flouride treatments

FREE blood sugar checks

And much more!

Now this year!

5K Run/Fun Walk

Brought to you by Dodge City High School ECCLA

Saturday, October 6, 2012, following the Health Fair

Pre-registration ends September 21, 2012

(Call 620-371-7799 to pre-register or visit

facebook.com/victoryelectric for the registration form)

Cost is \$20 for teens/adults and \$15 for youth ages 12 and under

(Those who register before Sept. 21 will receive a t-shirt at the event, others will receive a t-shirt a couple of weeks after the event)

Event starts at 1 p.m. at Dodge City High School. Registration at the tennis courts starting at 12:35 p.m.

Divisions are Competitive 5K, Non-Competitive 5K, and Walk

Prizes will be awarded to the top participants in each division.

Proceeds donated to local Circle of Hope Cancer Support Group



Support local food banks this holiday season!



Bring a canned food item to the health fair Oct. 6

Health fair sponsored by: Victory Electric, Dodge City Medical Center, Western Plains Medical Complex, Dodge City Public Schools, Phillips Chiropractic, United Mexican American Ministries, Ambucs, Dodge City Daily Globe, Peterson Labs, Reading M Radio, Univision, La Mexicana, Dodge City Convention and Visitors Bureau, Landmark Bank, Premier Motors, Western Beverage, McDonald's, The Inn Pancake House, Tacos Jalisco's, La Tapatia, Tianguis Carrisera, Ric-Davis, and many more.

6th Annual Pumpkin Painting & Carving Festival

**October 27, 2012
from 9 to 11 a.m.
at Victory Electric
(3230 N. 14th Ave, Dodge City)**

Join us for a few hours of fun! Pumpkin painting and carving, face painting and games! Pumpkin and kits will be provided free of charge. Children age 13 and under. All children must be accompanied by an adult.

**Reservations are required.
Please call 620-371-7744
to reserve your space today!**

Sponsored by Victory Electric, Ladies Community Outreach
and Dodge City Community College



**CFL Charlie Says,
"Come Get Your
Free CFL Bulb!"**

And this month's winners are....

Mark Hager, Dennis Bradford, Arlene Bunnell, Luis Aguilar, Fransisco Hernandez, April Geffs, and Vic Parsons.

Come by Victory Electric, talk to Josh or Jerry and get your free compact florescent light bulb (CFL). Every month Victory Electric will be giving free CFL light bulbs.

Congratulations winners!

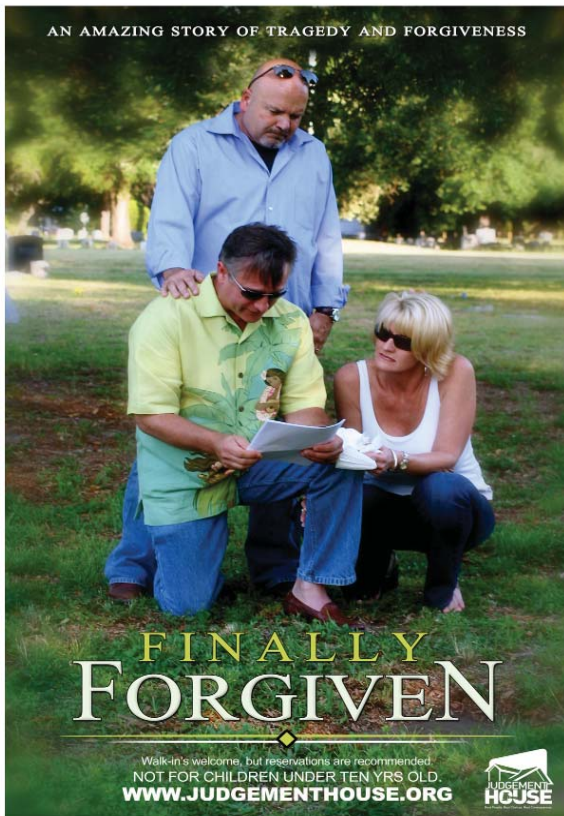


**Visit our Website & Join
Victory Electric on Facebook**

Visit www.victoryelectric.net. and you will find a calendar of events, frequently asked questions, bill pay and energy calculators—just to name a few tools!

You can also become a fan of Victory Electric on Facebook at facebook.com/VictoryElectric or by searching for The Victory Electric Cooperative Assn., Inc.

Check for updates, outage information and energy efficiency tips. Facebook is a great way to stay in touch and stay apprised of co-op events and news.



**Presented at
First Southern Baptist Church
Dodge City 3106 N 14th Ave
(Next Door to Victory Electric Coop)**

**Wednesday, Oct. 17 @ 6:30pm - 8:30pm
Saturday, Oct. 20 @ 4:00pm - 9:00pm
Sunday, Oct. 21 @ 2:00pm - 7:00pm**

**Walk-ins Welcome or
Make Reservations**

**620.253.2333 judge@fsbcdc.com
www.finallyforgiven.org**

A true story about John Hubbard, a 16 year old who was heading to school on the 2nd day of classes when he, his brother & 2 friends lives would be forever changed. You will not want to miss out on this amazing story of tragedy & forgiveness.