

Victory Electric Bill Payment Options



Pay your bill online at victoryelectric.net, at our office, by mail or at any of our pay stations.

Victory Electric has several convenient options for you to pay your bill.

In addition to paying in our office or by mail, options include online bill pay at victoryelectric.net, via phone at 866-999-8494, auto bank deduction, drop boxes at Victory Electric and City of Dodge City.

Come Get Your Free CFL!

This month's lucky winners are...

PATSY CRAVEN, MANUEL DELREAL, FLOYD GOSE and SARAH SWENSON.

Come by Victory Electric's office to get your free compact fluorescent light bulb (CFL). Every month Victory Electric will be giving members free CFL light bulbs. Congratulations winners!

Efficiency Tip of the Month

According to the Consumer Electronics Association, the average household owns 24 consumer electronics products, which are responsible for 12 percent of household electricity use. Energy Star certified audio/video equipment is up to 50 percent more efficient.

Reporting an Outage this Winter

Reporting an outage is easy. Call 620-227-2139 or 800-279-7915, or report your outage on any smartphone or tablet via the SmartHub app.

To create your SmartHub account, visit victoryelectric.smarthub.coop. You will need to have your account number for initial registration. Check Facebook and Twitter for outage updates.

Five Tips for Space Heater Safety

As temperatures drop this winter, many will look for supplemental heating sources for their homes. Space heaters can be a good alternative for those who want to warm one area of their home without turning up the thermostat on the central heating system. However, space heaters are also responsible for 32 percent of house fires, according to the National Fire Protection Association. If you plan to use a space heater in your home this winter, review these tips from Victory Electric to keep you, your family and your property safe.

► Materials—What are the components of your space heater made of? Parts like metal grating can be hot to the touch and may burn anyone who gets too close. Make sure you purchase a heater that is cool to the touch and has guards over the coils just in case little fingers get too close.

► Placement—While it can be tempting to place a small heater on a shelf so it is not in the way of pets and children, it is safest to leave the heater on a level, nonflammable floor. Placing the space heater on the floor can keep it from falling over, preventing fire hazards. Also, remember that space heaters and bathrooms are not a good combination unless the heater is designed for bathroom use. Moisture can damage the heater. The most important rule about space heater placement is the three-foot rule. Whether you are using the heater in the bedroom, living room or kitchen, space

heaters should always be kept 3 feet away from flammable materials and out of the way of children and pets.

► Special Features—Does your space heater have an auto shutoff function if tipped over? Auto shutoff can be a lifesaver. If you currently own a space heater without auto shutoff, consider purchasing a heater with this important safety feature.

► Cords—You should never use an extension cord when plugging in a space heater as it can cause overheating. The space heater should be plugged directly into a wall outlet, and should be the only thing plugged in to the wall outlet. Also make sure cords aren't in a high-traffic area so they are not a tripping hazard.

► Use—Never leave a heater unattended while in use. If you are leaving your home or going to bed, unplug the space heater.

Following these tips can keep you safe this winter.



Practicing space heater safety can save you from a fire.

Esté Atento a las Estafas

Desafortunadamente, en el mundo de hoy, las estafas son inevitables. Los estafadores pueden amenazarle con varias cosas tanto como acción legal en su contra involucrando al IRS (Servicios de Rentas Internas) o de que desconectaran el servicio de electricidad de su casa.

Las estafas de utilidades usualmente involucran a un individuo o un grupo que se hacen pasar por ser empleados de Victory Electric. El estafador usualmente usa lenguaje amenazante para asustarlo a que ofrezca información de su tarjeta de crédito o de su cuenta bancaria. No sea víctima de este tipo de estafas. Infórmese sobre las amenazas y cuál será su mejor forma de prevención:

► Si alguien habla a su teléfono de casa o celular exigiendo que pague su factura de electricidad inmediatamente, tome toda la información que pueda de ese individuo, cuelgue el teléfono y llame a las autoridades locales. Los estafadores usualmente usan amenazas y urgencia para presionarlo a que les dé su número de cuenta bancaria o que ponga fondos en una tarjeta de crédito o de debito pre-pagada (como una tarjeta Green Dot). Victory Electric nunca le pedirá su información financiera personal por teléfono. Si tiene cualquier duda sobre su cuenta de la luz, contacte a nuestros representantes de servicios para el miembro en persona, o por teléfono al 620-227-2139.

► Si alguien llega a su casa pretendiendo ser un empleado de Victory Electric diciendo que está allí para cobrar dinero o para inspeccionar partes de su propiedad, hable y verifique que realmente sea, de hecho, un empleado. Todos los empleados de Victory Electric le pueden proveer identificación apropiada

y nunca irán por dinero de su casa. Si no lo son, inmediatamente llame a las autoridades locales y no le deje entrar a su casa.

También hay otros tipos de estafas con las que debe tener cuidado:

► Agencias de Gobierno como el IRS nunca le llaman para informarle que debe impuestos o que tiene gravámenes contra usted. Siempre recibirá este tipo de información en el correo. Si alguien habla reclamando que es del IRS, cuelgue inmediatamente.

► Si usted recibe un correo electrónico de un remitente desconocido; un correo electrónico con errores de ortografía; o un correo electrónico amenazando con acción contra usted si no paga una cantidad de dinero,

no haga clic en ningún enlace que se le ha dado en el correo electrónico, y no responda al correo. Simplemente bórrelo o mande el correo a su carpeta de correo no deseado (spam).

► Si usted recibe una llamada indicando que han descubierto un virus en su computadora, cuelgue. La intención del que llama es tener acceso a su información personal que tiene en su computadora.

Victory Electric quiere ayudarle a evitar todo tipo de estafa que pueda meterlo a usted o su información financiera en peligro. Si tiene preguntas o gustaría más información en cómo se puede proteger de estafadores, llámenos, o visite nuestra página de web en victoryelectric.net.

Un estafador puede solicitar una tarjeta Green Dot para pagar dicha factura



Visite Sitio Web y Únase a Nosotros en Facebook

Visite nuestro sitio web www.victoryelectric.net. En nuestro sitio Web, usted encontrará un calendario de eventos, con frecuencia pregunta, pago de factura y energía calculadora sólo por nombrar algunas herramientas!

También puede ser una fan de Victory Electric en Facebook buscando Victory Electric Cooperative Assn, Inc. Consulte nuestra página en Facebook para actualizaciones, información de interrupción y consejos de eficiencia de energía. Facebook es una excelente forma de mantenerse en contacto con nuestros miembros.



A Touchstone Energy® Cooperative

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Dodge City, KS 67801
616-227-2139
www.victoryelectric.net

THE VICTORY ELECTRIC COOPERATIVE

electronews



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FROM THE CEO

How Can We Better Serve You in 2018?

It's amazing what we learn through listening and observation.

New products and services are more likely to gain the satisfaction of consumers when their introduction follows market research.

Here at Victory Electric, we've provided members with a mobile application, SmartHub, which enables Victory Electric members to conduct routine business with us, like online bill payments, maintaining account information, view bills, view payment history, set up recurring payments, and report outages. SmartHub also lets you see detailed electric use data from all your accounts and monitor how much electricity you're using each day. You can then use this information to stay within a budget, monitor power use, manage energy efficiency and more. More than 4,772 members have downloaded the SmartHub app since we launched it in 2012.

These mobile services are just new ways of connecting with people, like the member services representatives you reach when you call us, or greet you from behind the counters at our office. They help us offer the quality services you expect us to provide.

Our goal is to find ways to help you control energy costs and

consumption. That's why we communicate with you about energy prices and ways we can work together to help ease the burdens on your monthly costs.

Listening improves understanding, builds trust, strengthens relationships and fosters cooperation. It's also crucial to collaboration and success.

That's why Victory Electric still loves face time with our members. Our annual meeting is a social event for our whole co-op family. We hope you'll make plans now to join us on April 17, 2018, at the Western State Bank Expo Center in Dodge City for an evening of cooperative business, fun and prizes.

So, how do we serve you better in 2018? The same way many of us try to serve community, society and family better each day—by listening. In our offices, on telephones, through social media exchanges, and in our



Shane Laws

Listening improves understanding, builds trust, strengthens relationships and fosters cooperation.

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COMMUNITY SPOTLIGHT

Experience the Fun at Boot Hill Casino and Resort

For more than eight years, Boot Hill Casino and Resort has called Dodge City home.

Since December 2009, the Boot Hill Casino and local communities have partnered to offer natives and tourists a reason to “get the heck into Dodge.” Brought to Dodge City by the community, Boot Hill Casino and Resort was the first state-owned casino to be built after the 2008 Kansas Expanded Lottery Act (KELA).

“The KELA expansion allowed four territories to be made in Kansas where casinos could be built, and the community wanted to put Dodge City on the map,” said Jessi Rabe, senior director of marketing and sales at Boot Hill Casino and Resort. “This place matches the history of Dodge City. As an old gambling town, there were a lot of people who wanted to make sure Dodge City was the one casino in the western territory under the KELA act.”

The efforts of a lot of people made Boot Hill Casino and Resort happen. “Boot Hill Casino has the small town charm with everything you can expect from the big cities like Vegas,” Rabe said.

“The casino was brought here by the community, and the friendliness of the patrons and employees is reason enough to visit,” said Ryan Deutsch, Boot Hill

assistant manager. “We employ 250 people from the area. This is their home and they care about what is happening in the community and strive to make it a better place.”

Boot Hill Casino and Resort provides economic development for the community by giving 1.5 percent back to Ford County and an additional 1.5 percent back to Dodge City. “We care about what happens here,” Deutsch said. “That’s why we sponsor community events like Dodge City Days Rodeo, entertainment at the United Wireless arena, the Mariah Fund, which drives tourism in western Kansas, and the Trail Hands group.”

“The Trail Hands is an employee volunteer group,” Rabe said. “The group makes such a positive impact throughout the year and makes the casino seem so much like home. Our employees care about their communities, and it makes a difference.”

Aside from the bright lights and gambling, Boot Hill Casino and Resort provides two eating options, live music, and other attractions.

“There is something for everyone,” Rabe said. “We know not everyone wants to gamble so we have Firesides restaurant for a fancy night out or the

Cowboy Café for a burger. On New Year’s Eve we hosted Buckner Creek for dancing and live music. There is a little something for everyone and it is a place where everyone feels like family and friends.”

Boot Hill Casino and Resort has been a great community partner for more than eight years and looks forward to more years to come.

Beginning this month, the casino continues their mortgage giveaway for a second year. Consider heading out to the casino for a chance to win a paid mortgage for a year.

“The community wanted us here and we are proud to provide a place that feels like home and like a visit with family and friends,” Rabe said.

Boot Hill Casino and Resort is open 24 hours and the fun awaits. For more information about the casino visit boothillcasino.com.



Boot Hill Casino and Resort has more than gambling for the community.

Dodge City Parade of Lights and Chili Contest



More than 250 experience Santa’s sleigh virtual reality that was sponsored in part by Victory Electric.

The 16th Annual Christmas Parade of Lights and Chili Contest was held on Nov. 27 in Dodge City.

Sponsored by the *Dodge City Daily Globe*, Boot Hill, Victory Electric, the City of Dodge City, Main Street, True Value and Q97, the events attracted hundreds of visitors to Boot Hill.

Twenty contestants entered the chili contest. The lucky winners in the Judges Choice category were **NATIONAL BEEF**, first place; **ARROWHEAD WEST**, second; and **UNITED WIRELESS ARENA**, third. Those who impressed the crowd won the People’s Choice category. Winners were **ARROWHEAD WEST**, first place; **UNITED WIRELESS ARENA**, second; and **DODGE CITY FIRE**



Arrowhead West serves their first place People’s Choice chili.



National Beef wins Judge’s Choice award of a chili ladle.



Victory Electric enters the parade with a lighted digger truck.

DEPARTMENT, third. All winners received an engraved chili ladle sponsored by Victory Electric.

The parade attracted more than 20 entries, ranging from classical cars, Dodge City school bands, to floats decked out in lights.

This year’s new attraction was Santa’s sleigh virtual reality (VR) ride. Lewis Automotive, Dodge City Community College, Dodge City/Ford County Development Cooperation and Victory Electric all sponsored the attraction. Families, adults and children alike, enjoyed the four minute VR ride in Santa’s sleigh.

Thanks to all who attended, and we hope to see you next year!

Better Serve You in 2018

► Continued from page 16-A

face-to-face meetings, we’re ready to listen.

When you have questions about energy efficiency, electrical service or any of our products or services, just ask us. When

we know what you need, we’re in a better position to deliver successful results. So, drop in and see us, we’re always glad to hear from you.

Thanks, Shane



Shane Laws, Victory Electric CEO, listens to a member at the annual meeting.

Statement of Non Discrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Person with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA’s TARGET Center at 202-720-2600 or

contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter to USDA by:

- Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights at 1400 Independence Ave., SW Washington, D.C. 20250-9410;
- Fax: 202-690-7442; or
- Email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

FROM THE BOARD PRESIDENT

Victory Seeks Board Nominations

Dear Victory Electric Members,

It is time to start thinking about Victory Electric’s annual membership meeting held on April 17, 2018.

We are currently soliciting nominations for Victory Electric’s board of trustees.

Positions up for election are in District 1, currently held by **DARYL TIEBEN**, Dodge City; District 3, currently held by **KEN SCHULTE**, Spearville; District 8, currently held by **CEDRIC DREWES**, Dodge City; and District 10, currently held by **TERRI LARSON**, Dodge City.

To qualify, you must be a natural person (not a corporation, partnership or any other business entity); and your principal residence must be served by Victory Electric and located within our territory and within the district you wish to represent. Also, if a close relative of yours—within the third degree—is an employee or a trustee of Victory Electric, you are not eligible to run for a trustee position.

Duties of an elected trustee include: attending a monthly six-to eight-hour board meeting, board training opportunities, and some travel will be required.

If you would like to run for a position, or you know someone interested, please send a letter of interest with qualifications to Shane Laws at Victory Electric, P.O. Box 1335, Dodge City, KS 67801 by January 9, 2018.

Sincerely,
JOHN LEIS, PRESIDENT



John Leis