



Your Touchstone Energy® Cooperative 

PROGRAM AND SERVICES GUIDE

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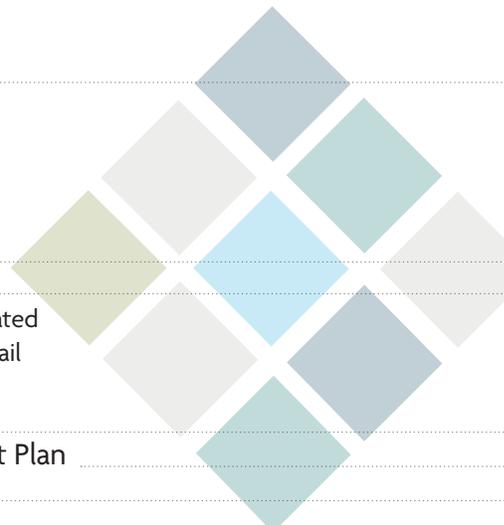
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The mission of Victory Electric is to provide a safe, reliable service at a competitive rate, provide economic development opportunities and services for our members, and to ensure the financial stability of the cooperative through the use of prudent business practices and the latest technology.

Welcome to The Victory Electric Cooperative Assn., Inc.

Thank you for allowing us to provide your electric service. We look forward to serving you and, for your convenience, we have created this program and services guide to provide you with an overview of the cooperative and its services.

Location

3230 N. 14th Ave.
Dodge City, KS 67801

Mailing Address

P.O. Box 1335
Dodge City, KS 67801

Phone | Fax

620.227.2139 | 800.279.7915 | 620.227.8819(f)

Hours of Operation

Monday – Friday

8:00 a.m. – 5 p.m., excluding holidays

Holiday closures include:

New Year's Eve *Labor Day*
New Year's Day *Thanksgiving Holidays*
Memorial Day *Christmas Holidays*
Fourth of July

Associations

Kansas Electric Cooperatives (KEC)

kec.org

National Rural Electric Cooperative Association

electric.coop

Touchstone Energy

touchstoneenergy.com

Join Victory Electric Online

Victory Electric's Facebook page, Twitter feed and website are resources for news, energy efficiency tips and outage updates. We invite you to interact with us!

facebook.com/VictoryElectric
twitter.com/TheVictoryElec
victoryelectric.net



Message from the CEO

Dear Victory Electric Member,
Welcome to the cooperative! Here at Victory Electric, we work hard to deliver safe, affordable, and reliable electricity to our 13,000 members every day. As a cooperative, we strive to do more, to find ways of providing value to you and the communities we serve.

So what exactly does real value mean? Well, in some ways it's basic, like connecting with a real, local person when you call our office, rather than just a recording. It could be finding a copy of the *Kansas Country Living* magazine in your mailbox every month.

Most importantly, Victory Electric wants our members to know the value of the price of electricity in relation to other consumer good. Popular demand and short supply drives the cost of everyday necessities higher. Some price tag changes—like the cost to fill your car's gas tank—are obvious to anyone driving down the road. Other increases at the grocery store are more subtle but still impact your family's bottom line. Compare the average price increase of a few household expenses to see how the rising cost of electricity stacks up.

The cost for a gallon of unleaded gasoline shot up 11.1 percent on average every year between 2002 and 2012, according to the U.S. Bureau of Labor Statistics. Eggs don't go over easy—the cost for a dozen eggs increased 7.8 percent. Bakers watched the price of flour rise 5.7 percent, and apples felt the crunch with a jump of 4.8 percent—every year.

The cost of electricity grew at a slower pace of 3.2 percent a year, on average. The U.S. Energy Information Administration (EIA) reports homeowners across

the nation pay an average of 11.7 cents per kWh. In Kansas, electric cooperatives keep costs even more affordable—the average price for power is 11.48 cents and Victory is even better at 10.13 cents.

Fighting to keep your electric rates affordable

Unfortunately, keeping electricity costs affordable for our members doesn't come easily to Victory Electric and other cooperatives across the state and nation. The electric utility industry faces new challenges every day with increasing regulations and other external pressures that cannot be controlled.

When businesses are forced to comply with strict environmental regulations, the cost of compliance gets built into the price of goods and services, including electricity, thus increasing rates. Examples of current environmental challenges include proposed regulations by the Environmental Protection Agency (EPA), which has set forth strict standards for greenhouse gas emissions under the Clean Air Act. The U.S. Fish and Wildlife Service's listing of the Lesser Prairie Chicken as a threatened species is another regulatory hurdle that could affect our members' rates.

We know we will continue to face many outside influences that cannot be controlled. However, Victory Electric will continue to speak out regarding unreasonable regulations that impact the electric industry and will continue to implement sound business strategies that are in the best interest of the cooperative and those we serve.

Quality service for our members

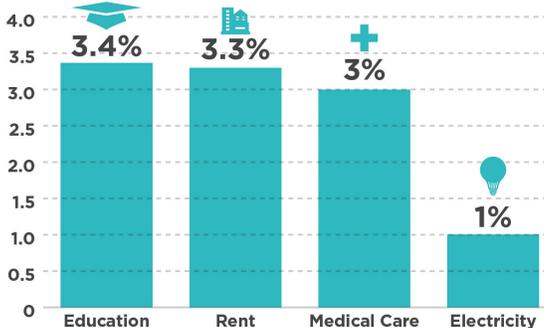
To balance out rising costs due to external rate pressures, our board of trustees and employees have focused on streamlining financials and internal processes by tightening the budget, reducing inefficiencies, and taking advantage of technologies to increase productivity.

Streamlining and increasing efficiencies doesn't mean a reduced quality of service. Quality service starts with the infrastructure that carries electricity to the homes, farms and businesses that are vital to the success of our communities. Victory Electric is committed to upgrading infrastructure to maintain system safety and reliability.

ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises at a slower pace than many of your typical expenses. Compare the average price increase of these expenses each year over the last five years, and the value of electricity shines.

Average Annual Price Increase 2011-2016
Percent



Cooperative Overview



In 1935, President Franklin D. Roosevelt signed the Rural Electrification Act to provide federal loans for the installation of electrical distribution systems to serve rural areas across America.

Victory Electric was chartered June 1, 1945, and the first lines were energized in August 1947. Our cooperative's name comes from the recognition of the U.S. and Allied forces' victory at the end of World War II.

In the earliest days, the cooperative served parts of nine counties with just a little more than 300 miles of transmission and distribution line.

Today, Victory Electric is headquartered in Dodge City in Ford County. We have 72 employees and provide service to 19,647 meters with 3,218 miles of transmission and distribution line in southwest Kansas.

Victory Electric purchases electricity from three generation and transmission cooperatives (G&T's): Sunflower Electric Power Corporation and Mid-Kansas Electric Company, LLC, both based in Hays, and Kansas Electric Power Cooperative of Topeka.

Our energy comes from a variety of resources including wind, coal, natural gas, hydroelectric, nuclear, and diesel peaking units. We are committed to developing generation capabilities in an environmentally responsible manner, while ensuring a reliable energy supply at a reasonable cost.

What is an electric cooperative?

Electric cooperatives are private, not-for-profit businesses governed by their members.

Victory Electric is committed to providing safe, reliable service at a competitive rate; to provide economic development opportunities, and to ensure the financial stability of the cooperative through the use of prudent business practices and the latest technology.

As an electric cooperative, Victory Electric also adheres to the seven cooperative principles:

- 1. Voluntary and Open Membership.** Cooperatives are voluntary organizations, open to all persons able to use their services.
- 2. Democratic Member Control.** Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.
- 3. Members' Economic Participation.** Members contribute equitably to, and democratically control the capital of the their cooperative.
- 4. Autonomy and Independence.** Cooperatives are autonomous, self-help organizations controlled by their members.
- 5. Education, Training and Information.** Cooperatives provide education and training for their members, elected representative, managers and employees so they can contribute effectively to the development of their cooperative.
- 6. Cooperation Among Cooperatives.** Cooperatives serve their members most effectively and strengthen the cooperative movement by working together.
- 7. Concern for Community.** While focusing on member's needs, cooperatives work for the sustainable development of their communities.

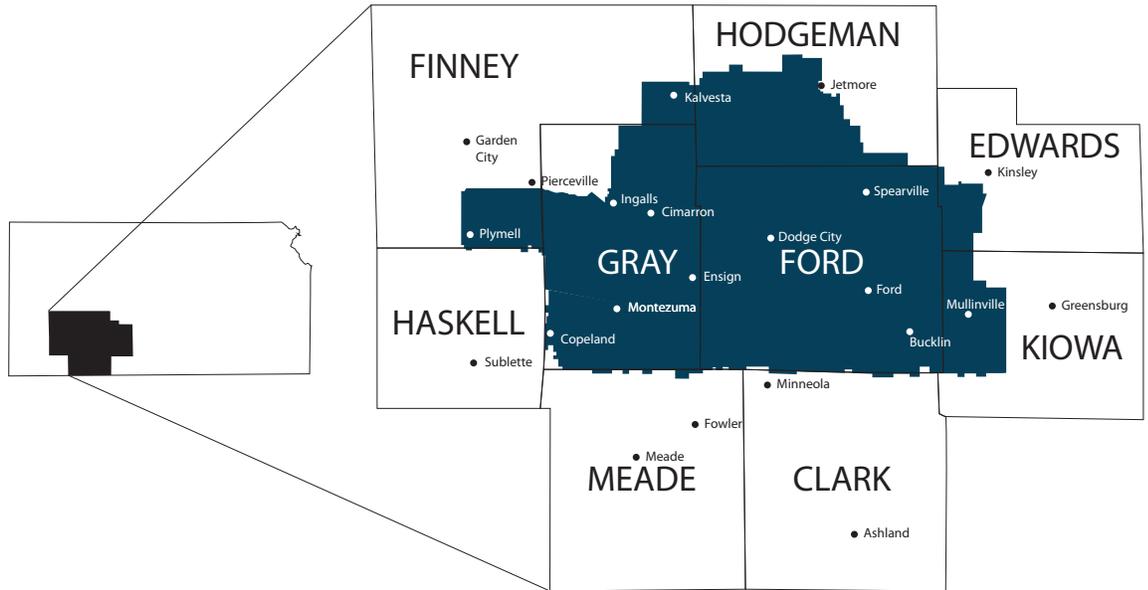
What is Touchstone Energy?

The Touchstone Energy brand represents a nationwide alliance of more than 750 local, consumer-owned electric cooperatives in 46 states. Touchstone Energy provides a unified face for the small businesses that own and service rural America's 2.5 million miles of power line.

As a Touchstone Energy Cooperative, members like Victory Electric have access to services that would normally require the resources of a national corporation. For more information, visit TouchstoneEnergy.com.

Victory Electric Service Territory

The majority of our service area is within the three counties of Ford, Gray and Hodgeman. Other counties partially served are Clark, Edwards, Finney, Haskell, Kiowa and Meade. We serve the members in all of the rural areas and cities with the exception of Montezuma and Cimarron, which are municipalities that we serve wholesale.



Victory Electric Board of Trustees

The business and affairs of the cooperative are directed by the board of trustees, which exercises the powers of the cooperative. The cooperative territory is divided into districts, all of which are represented by a trustee. Trustees are elected at the annual meeting for three-year terms of office.



John Leis
President
13 yrs. of service



Pat Morse
Vice President
11 yrs. of service



Daryl Tieben
Secretary/Treasurer
9 yrs. of service



Richard Lightner
Trustee
36 yrs. of service



Kenny Wehkamp
Trustee
21 yrs. of service



Jim Imel
Trustee
31 yrs. of service



Ken Schulte
Trustee
11 yrs. of service



Cedric Drewes
Trustee
9 yrs. of service



Randy Quint
Trustee
7 yrs. of service



Gary Gillespie
Trustee
6 yrs. of service



Terri Larson
Trustee
6 yrs. of service



Jim Ochs
Trustee
5 yrs. of service

Member Benefits | What does it mean to be a member?



As a member of Victory Electric, you are an owner, too. Member-owners can directly affect the operation of the cooperative on a one-member, one-vote basis by voting to elect trustees and by voting on changes to the bylaws at the annual meeting.

Each member-owner of Victory Electric is also eligible to receive capital credits. Capital credits are the margins (profits) the cooperative has each year. Your cooperative's margin is any money left after all operating expenses have been paid.

Annual Meeting of Members

In accordance with Victory Electric's bylaws, each year the cooperative holds a meeting of the members in April. At the annual meeting, Victory Electric members receive reports regarding the cooperative's activities and the results of the annual board of trustees election are announced.

Annual meeting is the day set aside for you to meet with your directors and cooperative employees.

As a member-owner of Victory Electric, each person receiving service should take an active part in the business by attending the annual meeting. This is your opportunity to have a voice in the business.

Capital Credits

Unlike investor-owned electric utilities, Victory Electric exists to make sure your needs are always met. As a member-owner, you have a share in the earnings of your not-for-profit electric cooperative. Victory Electric's rates are set to bring in enough money to pay operating costs, make payments on any loans, and provide an emergency reserve. Any revenues over and above the cost of doing business are considered margins and are returned to our members in the form of capital credits.

These margins represent a loan of operating capital by the membership to the cooperative. This capital allows us to finance operations with the intent that it will be repaid to you in later years.

Frequently Asked Questions About Capital Credits

- ▶ **What's the difference between allocated and retired capital credits?** Allocated capital credits appear as an entry on the permanent financial records of the association and reflect your equity or ownership in Victory Electric. When capital credits are retired, a check is issued to you and your equity in the association is reduced.
- ▶ **How are capital credits calculated?** The amount of capital credits you earn in a given year is based upon the yearly margins. The board of trustees allocates margins each year.
- ▶ **Will I receive a capital credit check every year?** Not necessarily. The board of trustees must authorize a retirement before you receive a check. When considering a retirement, the board analyzes the financial health of the coop and will authorize a retirement if Victory Electric's equity is within the requirements of RUS standards.
- ▶ **What happens to my capital credits when I leave the Victory Electric service area?** They remain on the books in your name until they are retired. You should always provide an updated and current address whenever you move to a new location.
- ▶ **How often will I receive an allocation notice?** You should receive an allocation notice annually after the finances for the previous years accounting period have been completed.

Your Electric Account

Setting Up an Account

For new members of Victory Electric, or existing members who have moved, setting up an account with Victory Electric is simple. A member has to visit Victory Electric's office in person to open an account.

You must have:

1. Copy of your contract or lease agreement
2. Valid state-issued ID
3. Social Security number for a soft credit check
4. Depending on credit, you may have to pay a deposit. $\frac{1}{4}$ of deposit is due upon connection.
5. A service agreement has to be completed for new builds.

Budget Billing

Victory Electric also has budget billing for those members who prefer to pay the same amount each month. Payments are set at your monthly average, making it easy to budget. An accurate 12-month history of your use at your current residence is helpful in determining payments. If you are interested, please call Victory Electric's office at 620.227.2139 or 1.800.279.7915 to see you if you qualify.

Deposit Policy

A deposit or deposit increase will be required for one or more of the following:

- ▶ Account disconnected for non-payment two or more times within the most recent 12 month period.
- ▶ Member has defaulted on a payment arrangement two or more times within the most recent 12 month period.
- ▶ Tendered two or more insufficient funds payments within the most recent 12 months.
- ▶ Fails to pay on undisputed bill before the bill due date for three consecutive billing periods.

Group Invoice Billing

Do you have multiple Victory Electric accounts and are tired of opening envelopes for all those accounts every month? We have a great option for you. You can sign up for group invoice billing and receive one combined, single page statement for ease in submitting your payment or ease of viewing or comparing multiple electric accounts. With group invoice billing, just because you receive one envelope and one statement, does not mean you lose access to each meter/account's detailed information. All of the individual electric statements will still be included in the monthly billing, but a summary statement will also accompany the individual statements. The summary statement will list each electric account number, the corresponding amount due for each account, and a combined total of the individual bills at the bottom on the payment slip. To remit payment on all of the included accounts, simply include the account summary payment slip and your payment. If you think group invoice billing is an option for you, sign up at our office or call us at 620.227.2139.

Bill Delivery Options

A paper bill mailed to your address is the standard bill delivery option. If you prefer to not receive a paper copy in the mail each month, you have the option to go paperless. When your bill is ready to view, you will receive an email. You can sign up for paperless billing by logging in to your Victory Electric SmartHub account or calling our office.

Billing Disputes

If you don't agree with a portion of your bill, please contact Victory Electric's member services department and we will do our best to answer your questions and address your concerns. You must contact us about your dispute prior to your bill's due date.

Your Victory Electric Payment Options

Victory Electric has several convenient payment options available for our members. We realize one method of payment does not fit every member's need, so we have multiple payment choices so you can choose what works best for you.

1. Mail



Victory Electric's monthly bill comes complete with a return envelope that you can insert your check and mail back to us at P.O. Box 1335 or P.O. Box 1398 Dodge City, KS 67801.

**** Please note, ALL mail goes to Wichita to be sorted, so please allow additional time if using USPS. Payments must be received in our office on or prior to the due date. We DO NOT use the mailing post date.**

2. Victory Electric's office



You may pay by check, cash, or credit/debit card at our office at 3230 N. 14th Ave. in Dodge City. Our lobby is open from 8 a.m. to 5 p.m. Monday - Friday, except for select holidays. (See our website for a complete list of holiday closings.)

3. Drop boxes



A drop box is available for your convenience just west of Victory Electric's main entrance. Payments left after 7:30 a.m., Monday - Friday are posted the next business day. Please pay inside to avoid broken pay arrangements or disconnection. A third drop box is in downtown Dodge City by the City of Dodge City building at **806 N. 2nd Avenue**. Payments left after 8:30 a.m., Monday - Friday are posted the next business day. Please pay at 3230 N. 14th Avenue to avoid broken pay arrangements or disconnection. Victory Electric is not liable for lost or stolen payments.

4. Phone

FREE Service | No Fees



Members can call **866-999-8494** and pay over the phone 24/7 with a credit/debit card or check. We recommend members use their account number when calling to ensure accuracy. Also, be prepared to create a 4-digit PIN number.
***** For security and to comply with federal Red Flag Rules, Victory Electric employees cannot accept payments over the phone.**

5. Online bill pay through SmartHub

FREE Service | No Fees



Online bill pay is also available 24 hours a day, 365 days a year. Click the online bill pay button at the top of Victory Electric's website or go directly victoryelectric.smarthub.coop/login.html. Members can also download the "Smart Hub" app from the Apple or Android marketplaces on any mobile device.

6. PowerMyWay

FREE Service | No Fees



PowerMyWay is a self-managed pay-as-you-go billing plan with no deposits, no late fees, no disconnect or reconnect charges. Just pay \$50 dollars toward future electricity and after that, you can pay as much or as little as you want on an as-needed basis. Every day your balance will adjust based on how much electricity you used the previous day and when you have less than \$25 left in your account, you will receive a text message, email or phone call reminder that you need to make a payment. Your account information and balance is available 24/7 on SmartHub.

7. Budget Billing



Victory Electric also has budget billing (also referred to as even-pay) for those members who prefer to pay the same amount each month. Payments are set at your 12-month average, making it easy to budget. An accurate 12-month history of your current residence electric use helps determine payments. This monthly average and billing amount is updated each year based on the previous year's average electricity use.

8. AutoPay



Paying your bill doesn't have to be hard to take a lot of your time. With AutoPay, your electric bill payment can be automatically withdrawn from a bank account or credit/debit card each month. Sign-up is available through SmartHub. Auto payments are automatically withdrawn on the due date of the bill, and no action is required from you. It can take up to 30 days to initiate the automatic withdraws on your account/card. Check your electric bill to ensure it reflects "bank draft" status. You will continue to receive a monthly bill, unless you opt to go paperless and receive your statement by email.

9. Group invoice billing



If you have multiple Victory Electric accounts, you can sign up for group invoice billing and only receive one bill in the mail. All individual account statements will still be included, but a summary statement will also accompany the individual statements that lists each electric account number, the corresponding amount due for each account, and a combined total of the individual accounts/bills at the bottom on the payment slip.

If you are interested or have any questions about any of the above payment methods or programs, more information can be found on our website at victoryelectric.net or by calling Victory Electric's office at 620-227-2139 or 800-279-7915.

***We do not accept starter/counter checks for bill payment.**



A Touchstone Energy Cooperative

Your Electric Bill

How Your Bill is Calculated

Victory Electric only charges you for the electricity you use. Bills are calculated on a monthly basis and the exact charges on your bill are determined by the type of service you receive. Common charges include:

- ▶ **A) Energy charge-** The kWh energy charge is designed to recover variable costs, including the cost of power from our power provider, environmental and conservation efforts, capacity requirements, and more. The energy charge is determined by multiplying the total amount of electricity consumed during the billing period, measured in kilowatt hours (kWh), by the energy charge rate. Wholesale energy and capacity costs are about 70 cents of every dollar that you pay.
- ▶ **B) Energy charge adjustment-** The ECA is a pass-through variable fee or credit for when wholesale power costs from our power provider either exceed, or fall below, the amount budgeted into energy rates. This allows the cooperative to respond to market fluctuations without implementing a rate change.
- ▶ **C) Service Availability Charge-** This charge covers fixed costs associated with getting electricity to your home. These fixed costs include poles, wires, transformers and substations. It also supports fleet, facility and member service functions, such as line maintenance, substation upgrades, property taxes, right-of-way clearing, and general administrative responsibilities. Regardless of how often you flip on the light switch or the TV, these costs are part of the bill you pay so electricity is available to you whenever you want it. It takes just as much equipment to deliver one kilowatt-hour as it does 100 kilowatt-hours of energy.
- ▶ **D) Demand Charges-** Charges used in some rates such as three-phase and commercial applications.
- ▶ **Services and Taxes-** Charges for additional services, such as security lighting, as well as any city franchise fees, city, county and state taxes that may apply.

Your Electric Utility Bill In Detail

Your monthly billing statement provides a great deal of information about your account.

1. **KWH use history-** Compare from previous months electric use.
2. **Special messages-** Notification of special events, office closings, or other notes.
3. **Monthly charges-** Prior payment information and calculation of total amount due.
4. **Map number-** Verifying the address and meter number.
5. **Remittance slip-** return this portion with your payment if paying by mail.*

*Other payment options are listed on page nine.

All rates listed on your monthly bill can be found on our website, victoryelectric.net.

Medical Necessity

For some electric cooperative members, service is more than a convenience; it is a necessity. Victory Electric realizes some homes are equipped with life-sustaining medical equipment that requires a reliable source of power. Our commitment to you is to provide electric service safely and with as few interruptions as possible. Unfortunately, it is impossible to guarantee uninterrupted power 100 percent of the time. Each year, events, some beyond our control, occur and cause power outages.

If your health or well-being depends on electric supply, please contact us and we will do our best to get power back to your home in a timely fashion.

We have forms available in our office for physicians to complete. Upon

receipt of this documentation, we can make a note of the medical need on the account. This way, our representatives will be aware of the condition in the event of an outage or if the account is scheduled for disconnection. The presence of critical medical devices does not exempt service from termination due to non-payment of bill. Anticipated payment delays should be addressed through our office.

We also offer these additional suggestions for your safety and strongly encourage you to implement them:

- ▶ Obtain a back-up source of power recommended by the manufacturer of any life sustaining or critical care equipment you may have in your home. For example, battery back-ups or standby generators can provide

you with electric power if service from the cooperative is interrupted. Call the office at 620.227.2139 or 1.800.279.7915 if you have questions or need assistance with this.

- ▶ Talk with relatives or friends today and devise a plan whereby the individual who relies on this equipment will have somewhere to stay in the event of a major power outage, or even for just a few hours.

Notifying the cooperative of your situation does not guarantee uninterrupted electric service, nor does it guarantee immediate attention to your individual service should the area experience a power outage. It does alert us to the situation. Letting us know your specific needs allows Victory Electric to better serve you.



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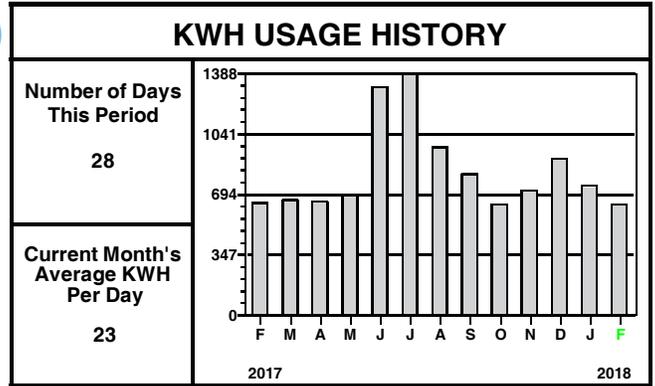
Victory Electric Cooperative Assoc., Inc
 3230 N. 14th
 PO Box 1335
 Dodge City KS 67801

Office & 24-HOUR EMERGENCY numbers: 620-227-2139 or 800-279-7915
 OFFICE HOURS 8:00 A.M. - 5:00 P.M. MONDAY - FRIDAY

Member Name
 Service Address
 City, State, Zip



1



Comparisons	Days	kWh	Avg Hi Temp	Avg Lo Temp
Current Month	28	636	49.0	20.0
Last Month	31	743	49.0	18.0
One Year Ago	28	644	59.0	28.0

2

If you have any questions regarding your bill please don't hesitate to call our office, or go to our website www.victoryelectric.net. Thank you

Bill Date: 03/09/2018 Account # 23 Page 1 of 2

A
B
C
D

CURRENT MONTH ENERGY CHARGE	AMOUNT	ACCOUNT SUMMARY	AMOUNT
Energy Charge 636 KWH @ 0.111778	71.09	Previous Balance	102.11
Energy Cost Adj 636 KWH @ 0.00121	0.77	Payment Received 02/19/2018	-102.11
Service Availability Charge	15.00	Total Current Month Energy Charge	93.16
Ford County Tax 1.15%	1.05		
Town Tax 1.0%	0.91		
Dodge City Franchise Fee 5.0%	4.34		
		Total Monthly Energy Charge	93.16
		Total Amount Due By 03/28/2018 Before 5 PM	93.16
		Late Payment Charge After 03/28/2018	1.74
		Total Amount Due After 03/28/2018	94.90
Current Month Energy Charge	93.16		

3

Meter Number	Pres Read	Prev Read	Mult	KWH Used	Days	Amount	Cycle
V11	87324	86688	1.0	636	28	93.16	3

4

Map Number	Pres Date	Prev Date	Bill Type	Rate Schedule	Rate Code	Voting Dist
1234 Main St.	03/01/2018	02/01/2018	Regular	Domestic - Urban	D3	10

KWH Used One Year Ago	644	Amount Billed One Year Ago	78.66
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Please detach and return bottom portion with payment.

Account Number: 2358303

Account Number	Meter Number	Service Address
2	V1	1234 Main St.

Total Amount Due Before 5 PM	93.16
If Paying After 03/28/2018 Pay	94.90
Amount Paid	

5



MemberName
 ServiceAddress
 City, State, Zip

180480002358303000009316000009490030920180

Track Your Energy Use



Cell phones and mobile technology are becoming more integrated into our work and personal lives every day. You can read the news, check social media sites, send and receive emails, surf the Internet, and so much more. Technology is advancing every day, and Victory Electric is stepping up and providing different outlets to manage your energy consumption and connect with us.

The SmartHub app transmits utility data enabling members to see their hour-by-hour or day-by-day energy use. Essentially, this app helps customers better understand how and when they use energy. SmartHub gives you the ability to view your electrical energy use in a variety of ways including on a monthly, daily or hourly interval. You can compare electrical usage, charges and temperature differences of any two months, side-by-side, to note seasonal or behavioral changes in usage. By using energy markers, you can track your household energy use over dates where changes

occurred, such as implementation of a programmable thermostat or when you have guests stay in your home. This is a great tool to help explain energy usage on your bill and assist you in making informed decisions about energy use.

SmartHub is available in both a mobile app and a web version to give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts, set up recurring payments, and report outages. The web version allows you to register your accounts to receive notifications for account milestones, such as an approaching or a missed due date. The profile page allows you to maintain your personal information, password, security pass phrase and stored payment methods. The apps allow you to find and get directions to office locations, payment drop boxes and payment kiosks using the map feature on your device.

CREATING YOUR SMARTHUB ACCOUNT IS EASY!

Things you will need before you start

1. Your account number • 2. Mailing zip code • 3. Access to your email account • 4. Bank account number and routing number (if setting up bank draft) or credit/debit card (of setting up auto pay).

Visit Victory Electric's website

At the top of the page, click on "Pay Your Bill" or navigate directly to victoryelectric.smarthub.coop and below the sign-in boxes, click on "New User." Fill Out New User Registration. Enter your Victory Electric billing account number, your last name, and an email address. You will receive a confirmation email with a link. Click on the provided link, enter your email address, create a password, and answer a security question.

Welcome to SmartHub!

You are now in SmartHub and can conveniently pay your bill online, sign up for auto pay, view and manage your energy use, report outages, sign up for outage text notifications, and much more.

If you need assistance, please call our office at 620.227.2139 or 800.279.7915 and we would be happy to guide you through set-up.



Energy Efficiency

Victory Electric is your home for energy efficiency tips and each home in your home has ways to save.

View and download the document *101 Ways to Save* at victoryelectric.net. Listed below are some of our favorite ways to save:

Basement

Water Heater - Reduce your water heating bill by 10 percent by lowering the water heater temperature from 140 F to 120 F. (Keep the temperature at 140 F if you use an older dishwasher without a temperature booster.)

Once a year, drain a bucket of water from the bottom of the water heater tank. This gets rid of sediment, which can waste energy by “blocking” the water in the tank from the heating element.

Bathroom

Sink - To conserve water, use sink stoppers instead of letting water run while brushing your teeth

Vanity Lights - One of the most used fixtures in the average home. Use energy-efficient lighting, which can provide bright, warm light while using less energy

and generating less heat than standard bulbs.

Shower - Install a new low-flow shower head to help you conserve water and save energy and save more than \$75 each year on energy costs.

Dining Room

Thermostat - Install a programmable thermostat to automatically adjust your home’s temperature when you’re away or sleeping. Set the thermostat at 78°F, or higher if you use ceiling fans. Ceiling fans can save you 3 to 5 percent on your air conditioning costs for each degree you raise the thermostat in the summer.

Heating - Locate the heating thermostat on an inside wall and away from windows and doors. Cold drafts will cause the thermostat to keep the system running even when the rest of the house is warm enough.

Lighting

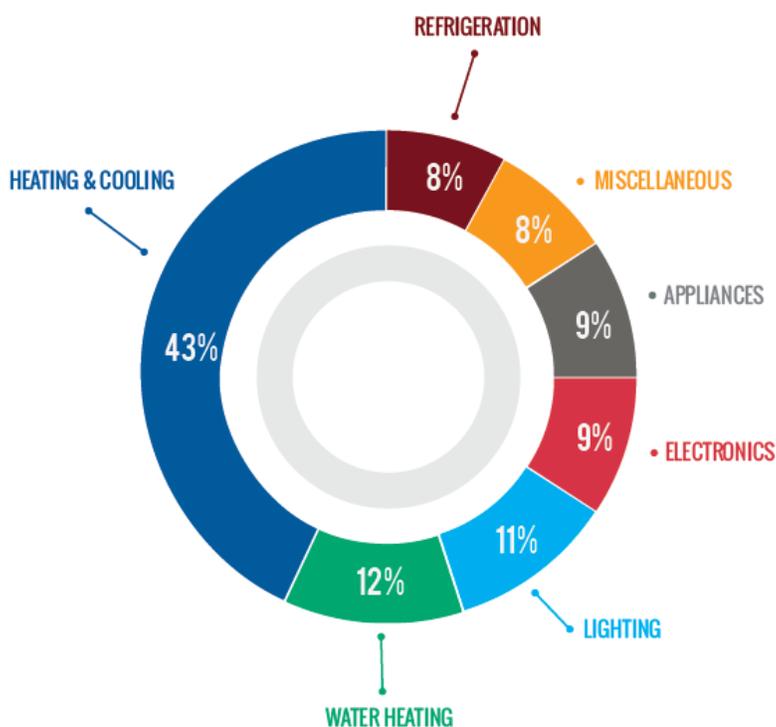
Switch to LED bulbs. LEDs make more light with less electricity. An LED light bulb uses only 12 watts to produce as much light as a 60-watt incandescent bulb.

Keep bulbs clean - Dust can cut light output by as much as 25 percent.

Open your curtains to let daylight in - Make use of natural light from the sun and turn off your lights to save energy. Also, allow the heat from the sun to warm a room in the winter to save even more energy costs.

HOME ENERGY USE

WHERE DOES YOUR ENERGY GO?



Laundry Room

Wash in cold water - More than 90 percent of energy used by washing machines is for hot water, so washing in cold cycle will save you money on your monthly bill.

Clean the dryer lint - Clogged filters drive up drying times and costs. Cleaning the dryer lint filter after every load is an easy way to save.

Kitchen

Decisions - Deciding what you want from the refrigerator before you open the door saves cool air from escaping.

Unplug your second, older refrigerator - On average, it can cost between \$100 and \$200 a year to keep a second fridge plugged in. These little savings add up.

Cold Weather Rule

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 cold weather rule applies November 15 through March 15.

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 bill in full.
- ▶ Members must apply to federal, state, local or other financial assistance programs for which they may be eligible to receive aid.
- ▶ State agencies and Dodge City area charities that help residents with their utility bills are:
 - ▶ State of Kansas SRS, Red Cross, Salvation Army, First Southern Baptist Church, First Christian Church, Our Lady of Guadalupe Catholic Church, Genesis Family Health, Grace Community Church, and Harvest America.
- ▶ Members and the cooperative will reach a mutually agreeable payment arrangement.

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

In no event will the cooperative disconnect a service if the temperature is forecasted by the local National Weather Service to fall below 35 degrees F, within 24-hours following the time of disconnection.

Victory Electric reserves the right to disconnect between 8 a.m. and 5 p.m. Monday through Friday when the temperature is at or above 35 degrees F.

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

Payment Guidelines

This cold weather rule payment arrangement is only available from November 15 to March 15, and during this time members are able to make a cold weather rule payment arrangement.

Each time a member comes into the office to establish a cold weather rule payment arrangement, the member will be required to pay 1/6 of total amount owed for the initial setup of the cold weather rule payment arrangement.

The cold weather rule payment arrangement has a maximum 11 months, with the 1/6 being the first payment installment, the remainder balance due is divided into the remainder of the installment months available. The installment months to pay off the arrangement decrease as the cold weather period progresses. The last payment installment will be no later than the October's bill due date if established on or before November 15.

Any arrearage balance that is not set up on pay arrangements or paid-in-full on or before March 15, the past due balance will be required to be paid in full on the following business day. In the event the account has been disconnected for non-payment, all past due balances will be required to be paid in full along with the reconnection fee prior to having power restored.

Payment arrangement installments are due on the current bill due date each month, and paying a current bill late, along with the pay arrangement, will constitute a broken pay arrangement. In the event of a broken arrangement, the account will then be subject for disconnection when the temperature is forecasted to be 35 degrees or above, within 24 hours following the time of disconnection.

Checks written to establish a cold weather rule pay arrangement and returned to Victory Electric for non-sufficient funds will be considered a default on the pay arrangement. A member is required to address the check to avoid possible disconnection of service.

Two or more broken payment arrangements will initiate a deposit or a modification of a deposit.

Please be mindful that Victory Electric is very strict with implementing the guidelines of the cold weather rule pay arrangements. Please make every effort to follow the guidelines to avoid a broken payment arrangement and avoid possible disconnection. If you have any questions, please call our office at 620.227.2139 or 800.279.7915.

Arrearage Average Payment Plan

The arrearage average payment plan is available March 16, with final payment installation required by the October current bill due date.

Arrearages from previous Cold Weather Rule period or from a previous arrearages payment plan must be paid in full before entering into this plan. 1/6 of the past due balance is required to be paid and the rest will be set up on the remaining months left, with a maximum of six months.

Current use that has been billed and is not yet past due and is not subject for disconnection will not be eligible to be included in the arrearage average payment plan, only the past due amount subject for disconnection is eligible.

The arrearage average payment is available up to six months with the final payment installment required to be paid on the October's current bill due date, arrearage balances are not to be carried into the

next Cold Weather Rule period. Once the arrearage average payment plan is broken, the account is not eligible for another payment plan and is subject for disconnection the next business day with no further notice. To restore power after disconnection, the past due arrearage, reconnection fees and deposit if applicable, will be required to be paid.

In the event a check is issued to establish an arrearage average payment plan and the check is returned to

Victory Electric for non-sufficient

funds, this will result in a default of payment and the account is subject for disconnection. The account will not be eligible for another Arrearage average payment plan and will be placed on cash, debit/credit card basis for a 12 month period.

In the event the arrearage payment plan is not broken and has been paid in full in advance, the account would be eligible to be set up on another plan for the remaining months left in the arrearage average payment plan period.



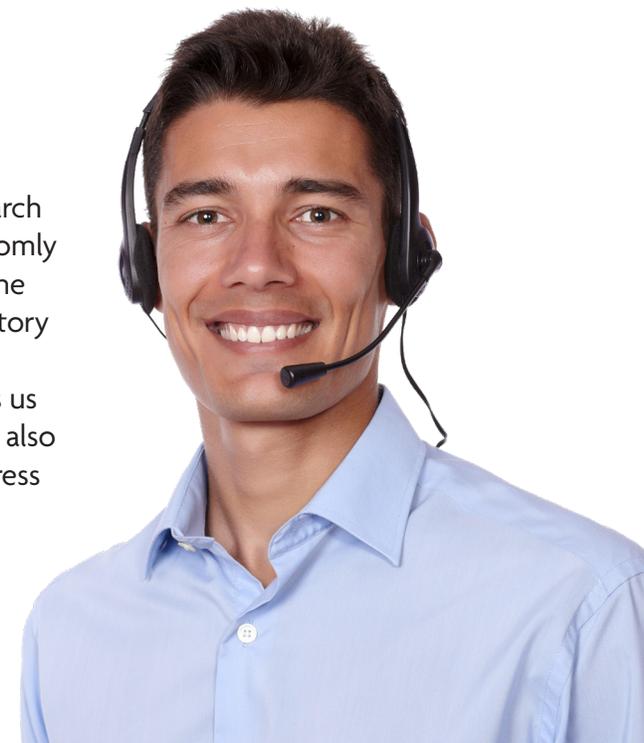
Your Satisfaction Matters to Us

Your opinion and satisfaction matter to us. We want to ensure our members have a positive experience and are happy with their electric service provided by the cooperative.

Victory Electric is working with TSE Services, an independent research company to conduct satisfaction surveys. On a quarterly basis, a randomly selected group of Victory Electric members will be contacted by phone to participate in a survey. The results will be compiled and sent to Victory Electric. Your input will help us better serve you.

Having real-time and instant feedback - both good and bad - helps us identify issues we need to address to better serve our membership. It also allows us to contact an unsatisfied member immediately. We can address a member's concerns quickly, and that's important to us.

Part of our job is to ensure that all our members feel they have a voice in the future of their cooperative. If you are called for the survey, we would appreciate your participation.



Your Electric Service

At Victory Electric we provide a safe, reliable service; however interruptions can occur. Several factors can affect your electric service and cannot be predicted.

Point of Interconnection

The cooperative owns and operates the electric system up to the point of interconnection. At the point of interconnection, any service is the responsibility of the member.

For single-phase service fed by overhead line, the typical point of interconnection is the weather head (1). For single-phase service fed by underground line, the point of interconnection is usually the meter socket (2).

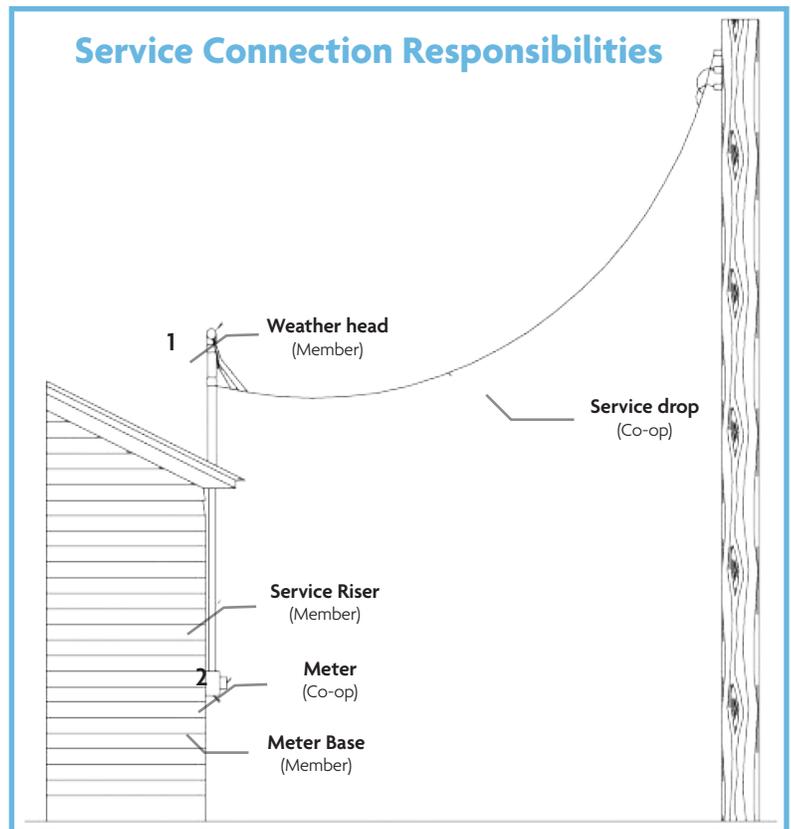
Membership

Purchasing electricity from Victory Electric, makes you a member. New members may be required to pay a deposit and other applicable fees at the time of connection.

Transferring and Disconnecting Service

Members can transfer service from one location to another in the service territory without an additional deposit— provided you are in good standing with Victory Electric. Your original deposit is transferred to a new location.

To terminate service, the cooperative must be notified by the member. We request a forwarding address at the time of notification. Disconnections are completed during regular business hours. Any refund or deposits will be processed after the final bill amount is deducted.



What to do if the lights go out

Check your breakers. Your first step should include checking the breakers inside your home. If all the breakers are on, the next step is to check outside breakers. If your meter seal is missing, please contact the office at 620.227.2139. or 1.800.279.7915.

Call 620.227.2139. or 1.800.279.7915. If you still do not have power, call Victory Electric's number to report the outage. Don't assume others have already called in. You may be the only one without power.

You can also report outages online through the SmartHub app or online site.

Medical Priority List. The cooperative maintains a medical priority list for member with special needs. This is not a guarantee your power will be restored first. Every effort will be made to restore your power as quickly and as safely as possible.

Like us on Facebook. Victory Electric is on Facebook and uses social media to relay information concerning outages. Updates about the power restoration progress are made. Please keep in mind, Facebook is NOT the official outage notice. Call the office to report an outage.

Power Restoration | How it Works

Co-op lineworkers maintain an intricate system of power lines around the clock.

We often take electricity for granted. It makes our homes comfortable day-in and day-out, and it's at the ready with little more than the flip of a switch. But what goes on behind the scenes once that switch is thrown is far more complex. The power grid, which can be described as the largest, most complex machine ever built, involves an intricate network of power lines crisscrossing neighborhoods and open country, over mountains and through cities, which has evolved over the last century to supply consumers with safe, reliable and affordable electricity.

The tricky thing about electricity is that it must be used, or moved to where it can be used, the second it's produced; it generally can't be stored like water or gas. What's more, electricity moves at the speed of light along the path of least resistance. This basic principle calls for a carefully monitored, intricate system to move the electricity 24 hours a day.

Literally millions of miles of power lines span the United States in a complex series of "highways." These lines can be broken into two main categories: transmission, the high-voltage "interstates" supported by steel towers and other similar structures that move electricity over vast distances; and distribution, the "local roads" that run through small towns and neighborhoods and into homes and businesses. Electric cooperatives own and maintain roughly 65,000 miles, or 6 percent, of the nation's transmission lines and 2.5 million miles, or 42 percent, of its distribution lines. This co-op-system could cover the distance to the moon and back five times.

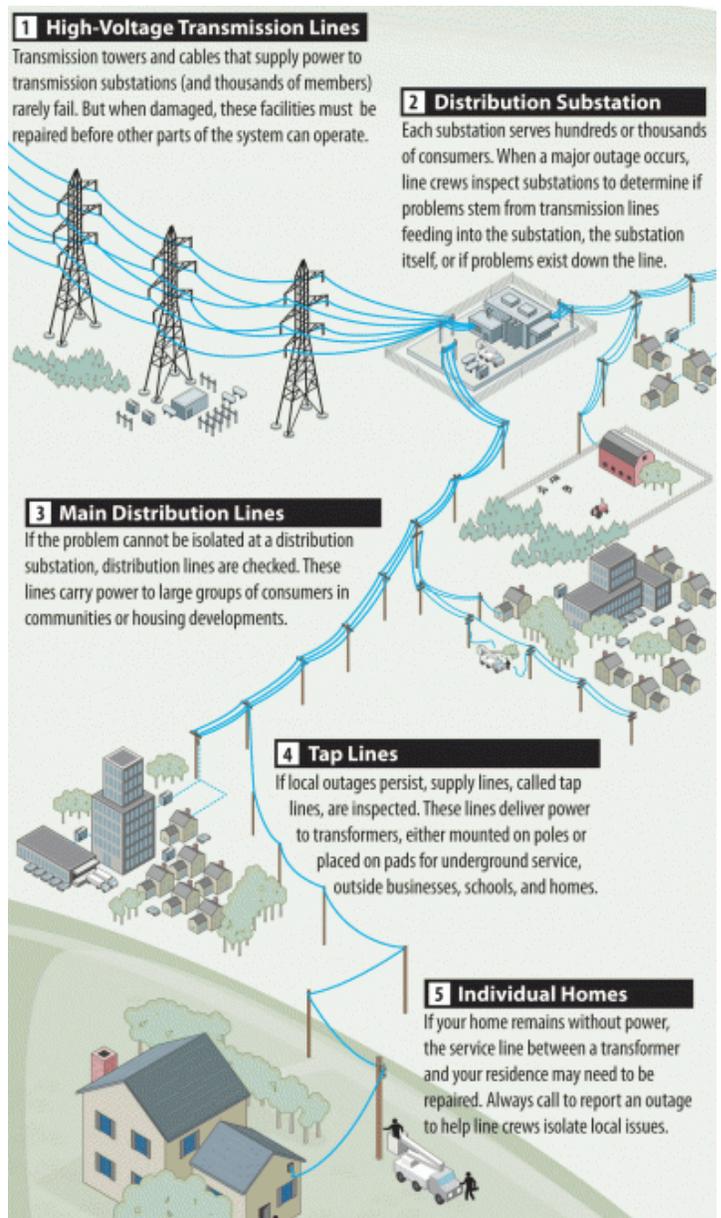
Victory Electric alone has its own sizable distribution system to maintain: our lineworkers stay busy keeping more than 2,800 miles of line up and running, 24/7.

When there's a problem somewhere on our system, a power outage typically results. Pinpointing the cause of an outage among those thousands of miles of line may seem a like trying to find a needle in a haystack, but Victory Electric's line crews largely boil it down to a science.

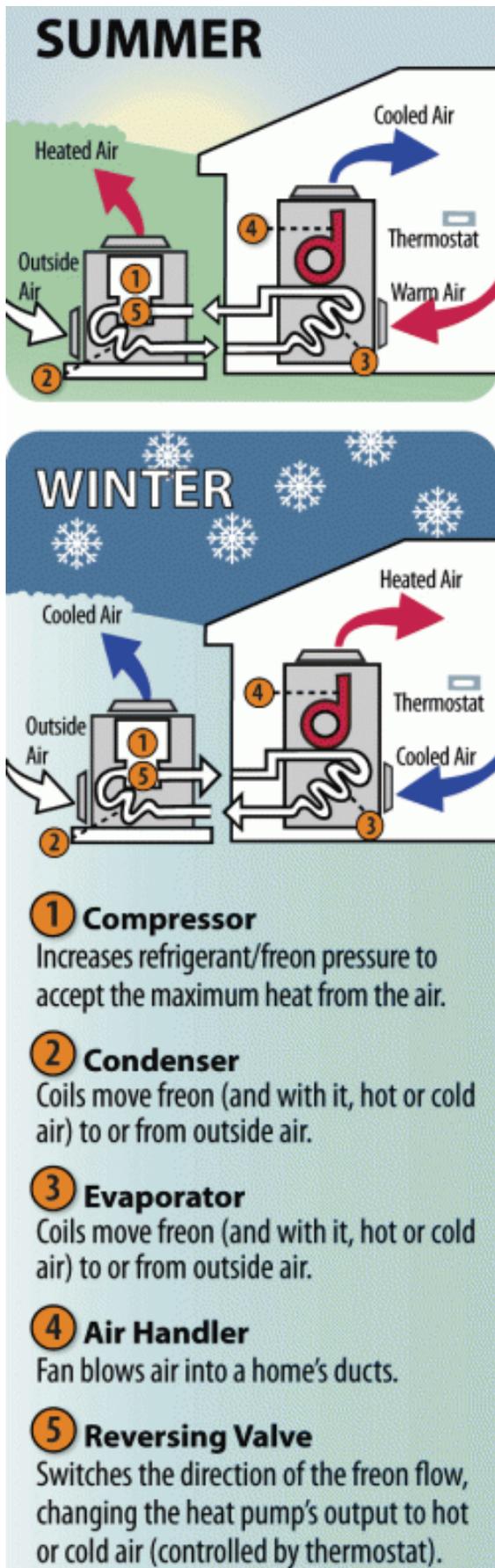
To understand how co-op staff restores power during an outage, think of electricity distribution like a river in reverse. It originates at a single ocean

of power—a generation plant—and diverges from there into a series of transmission lines, substations, and smaller feeder lines until it reaches homes and businesses at a trickle of its original strength. So when we start assessing storm damage, we work to fix the biggest problems first (those starting near the "ocean"), prioritizing repairs according to how they can get the most homes back in service the fastest.

It's a big job, but our line crews are up to the challenge. If there is an outage in your area, you can help crews pinpoint damage by calling us at 620.227.2139 or 800.279.7915. Even if your neighbors have already called, every bit of information we have helps get the river flowing smoothly again.



Energy Rebates from Victory Electric



The Victory Electric Cooperative Association, Inc., provides a heat pump/water heater rebate program that is available to all our members.

Heat pumps move heat into residences during winter and out of them in summer, trimming overall home heating and cooling costs by as much as 40 percent, according to the U.S. Department of Energy.

The objective of the heat pump rebate program is to encourage energy efficiency and conservation by encouraging you to install qualified air source heat pumps or geothermal heat pumps to heat and cool your home or business. In a national study, the Cooperative Research Network, a division of the National Rural Electric Cooperative Association that monitors, evaluates and applies energy technologies, revealed 11 percent of homes use a heat pump as their primary heating/cooling system. For all-electric homes this jumps to 29 percent.

The rebate is \$200/ton for an air or ground source heat pump. The minimum requirements for an air source heat pump are a SEER (Seasonal Energy Efficiency Ratio) of 14.5 and an HSPF (Heating Seasonal Performance Factor) of 8.2 For a geothermal heat pump, the minimum requirements are a COP(Coefficient of Performance) of 3.3 and an EER (Energy Efficiency Ratio) of 14.1 (closed loop) and a COP of 3.6 and an EER of 16.2 (open loop). Both must have a minimum unit size of 2 ton. Heat pumps must be permanently installed and dual-fuel units do not qualify for the rebate. If you have any questions about installing a heat pump in your home, contact your local heating and air specialist.

The objective of the water heater rebate program is to promote energy efficiency and conservation by encouraging you to install energy efficient water heaters.

The rebate is \$200 towards an electric water heater. Electric water heaters must have a minimum capacity of 40 gallons and a maximum connected wattage of 5500 watts. It must have a minimum efficiency rating of 93 percent and equipped with a safety pressure relief valve.

By taking advantage of the rebates, you can also qualify for our all-electric tariffs. To receive these tariffs, you must provide proof that your home is completely electric through a home inspection by Victory Electric personnel. Also, for proof that the unit meets rebate qualifications, we need a copy of the heating/air/plumbing contractors invoice.

A heat pump system can deliver value to your home and when properly applied, can make a world of difference to your monthly bill as well as your comfort. If you have any additional questions about the rebates offered above, please contact Josh at 620.227.2139 or 800.279.7915.

WARNING: Be Aware of Common Electric Bill Scams

Victory Electric is always sending out warnings about utility scams.

The scam is always the same story. A member receives a phone call from someone who said their payment had been denied, or never received, and demands immediate payment or they would shut off their power. There are three main utility scams:

► Scam #1 – The Green Dot

Card Scam: Scammers insist they need to pay their bill immediately or they will be disconnected. They tell them to purchase green dot money cards and call them with the verification codes.

► Scam #2 Phishing– Scammers insist they need to pay their bill immediately or they will be disconnected. They ask them to verify the credit card or bank account they used to pay their bill.

► Scam #3 – Door-to-Door Collections: a person comes to your home demanding payment or they will pull your meter.

If you receive a call or a visit from someone telling you Victory Electric will disconnect your power unless you provide a debit or credit card or a personal financial account number, close the door or hang up and contact us.

If a Victory Electric employee contacts you by phone, it is the policy of Victory Electric to NEVER request confidential, personal financial information – like a credit card number or checking/savings routing and account numbers. Only give your confidential financial information to the cooperative if you have contacted us directly to make a payment. Chances are, anyone contacting members asking for a payment is not employed or authorized by Victory Electric.

We want Victory Electric members to know about possible scams. We encourage you to play it safe and always contact Victory Electric directly. Never give anyone who contacts you your credit card or bank account information.”

Prepaid debit cards are a popular method of payment for scammers. Wire transfer services have tightened their security, so crooks have turned to these prepaid cards instead. The cards are difficult to trace,

you do not need photo identification to collect or spend the money and transactions cannot be reversed.

Tips for Spotting a Scam:

Because Victory Electric does sometimes contact members by phone, it can be difficult to tell a scammer from a member representative. Here are some tips:

- If a caller specifically asks you to pay by prepaid debit card, this is a red flag.
- If you feel pressured for immediate payment or personal information, hang up the phone and call the customer service number on your bill. This will ensure you are speaking to a real representative.
- Never allow anyone into your home to check electrical wiring, pipes or appliances unless you have scheduled an appointment or reported a problem. Also, ask employees for proper identification.

These types of scam continue to make their way around the country on a regular basis. All utility industries have been on alert for this scam previously and as long as the scammers continue to make money, it will unfortunately continue to be an issue for all industries.

If you receive a suspicious call, capture as much information about the caller as possible. After calling Victory Electric directly to confirm we did not contact you, notify your local authorities. However, if the person is at your home, please be safe and contact the local authorities for assistance.



Protect Your Home with Surge Protection

Victory Electric has joined in partnership with TESCO to bring our members quality surge protection products. We have four products in stock at the office, but we can order any TESCO product of your choice.

TESCO is a leading designer and manufacturer of quality lighting and surge protection equipment, with more than 700 business partners all over the United States. TESCO was founded in 1983. TESCO puts its best efforts in providing ultimate protection for any electronic equipment from lightning and electrical surges. They are dedicated to continuous improvement and exploration of latest technologies in transient management, altogether with providing full customer service.

Protect Against Power Surges

Power surges are responsible for millions of dollars of property damage each year, and, over time, they can cause cumulative damage while decreasing the lifespan of TVs, computers, stereo equipment, and anything else plugged into a wall outlet. Being educated is the key to choosing the best surge protection for your home.

What is a surge?

“A surge is a boost in the electrical charge over a power line,” explains Josh Schmidt, supervisor of key accounts and business development at Victory Electric. “This can be caused by lightning, but it’s more commonly caused by motor-driven electrical devices, such as air conditioners and refrigerators, that require a lot of energy for starting and stopping compressors. Some surges can also be caused by faulty wiring.”

Frequent, small power surges tend to shorten the life of home appliances and electronics. “Power surges come in all shapes and sizes—the most extreme case being a lightning strike because it can destroy equipment and sometimes set your house on fire,” comments Alan Shedd, director of residential & commercial energy programs for Touchstone Energy Cooperatives, the national brand for America’s electric cooperatives. “But less severe power surges are rooted in hundreds of different causes.”

He continues: “The severity of a surge depends not only on the voltage and current involved but how long the event lasts. Most surges are very short in duration. It’s important for people to realize that surges can happen through any connection on your equipment. If there is a wire connected to your equipment, then it provides a path for a surge.”

How can I protect my property?

A surge protection device mounted at your home’s main electrical panel or the base of your electric meter protects equipment inside your house or business from surges coming through “ports of entry,” such as an outside electric, telephone, and cable TV or satellite dish line.

Point-of-use surge protection devices do not suppress or arrest a surge but divert it to ground. They’re designed to protect your sensitive electronic appliances, like a computer, and resemble a regular plug strip. However, don’t assume your plug strip offers surge protection unless it specifically

says so. You can also install special electrical outlets that offer surge protection, which can be helpful in places like kitchen counter tops.

“My computer is plugged into an uninterrupted power supply with surge protection,” Shedd notes. “We had a lightning strike, and a surge came in over the phone line. But the surge protector stopped it.”

One of the most effective ways to protect your property is a two-tiered approach. A service entrance surge protection device reduces power surges to a lower level that protects large appliances, such as your stove or clothes dryer, while point-of-use surge protectors defend your sensitive electronics.

Remember to be cautious when shopping for surge protection equipment. “Some items claim that they can save energy, and these claims are generally false,” Shedd concludes. “Surge protection is a valuable tool for protecting your home or business but not for saving energy.”

Call the office at 620.227.2139 or 800.279.7915 for information.



Play Safe Around Electricity

Safety is the number one priority at Victory Electric. Because of the dangerous nature of electricity, educating you, our members, about the hazards associated with electricity and power lines is paramount.

Working Near Power Lines

Take extra care when working near overhead power lines. Maintain a safe distance of ten feet or more from overhead power lines. If you need to be closer, contact Victory Electric's office for more information on safe limits of approach. Be careful with ladders, cranes, diggers and tractors.

Keep kites and other flying toys away from lines. In the event a kite or flying toy becomes entangled in electrical wires, do not attempt to untangle. Please be sure to never climb electrical utility poles or towers. Contact the office at 620.227.2139 or 800.279.7915 if need arises.

Electrical Safety Demonstrations

Victory Electric takes every opportunity to educate the public about electrical safety. Our operations department has a large trailer that demonstrates the hazards connected with high voltage power lines. Schools, law enforcement and public workers are just a few who might be interested.

Any organization has the opportunity to have the demonstration come to you. Any interested organizations interested in this demonstration should contact the office for scheduling.

Right of Way Clearing

Plant trees far away from power lines to make sure they won't grow into electrical lines. When a tree grows into a power line, one of two scenarios may occur. First, a broken branch could fall onto the line, breaking the electrical wire. Another potential injury could occur if someone tries climbing a tree extending into a power line.

To help alleviate these scenarios, Victory Electric has right-of-way (ROW) clearing. A ROW refers to a strip of land underneath or around power lines that Victory Electric has the right and responsibility to maintain and clear.

Clearing ROW is critical to keeping your power on. An average of 15 percent of power interruptions occur

when trees, shrubs or bushes grow too close to power lines.

If a tree encroaches on this safe distance of at least 15 feet, Victory Electric's tree trimming crew will trim back branches and brush using chainsaws, bucket trucks, tree climbers, brush chippers and mowers.

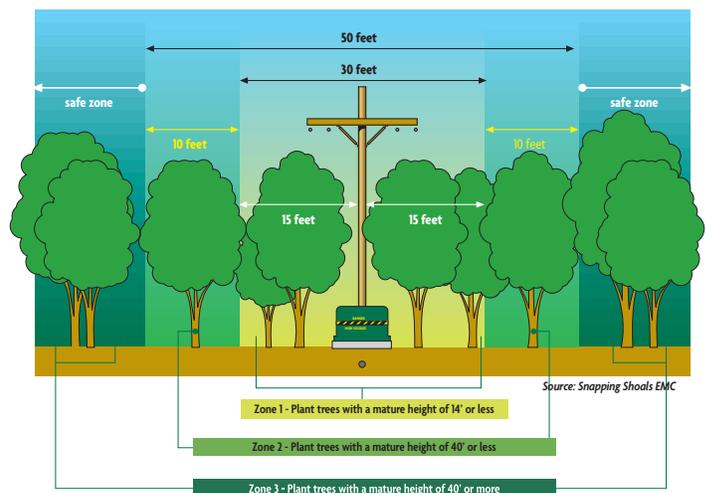
Call Before You Dig

A federally-mandated national "Call Before You Dig" number, 811 was created to help protect you from unintentionally hitting underground utility lines while working on digging projects. People digging often make risky assumptions about whether or not they should get their utility lines marked due to concerns about project delays, costs and previous calls about other projects. These assumptions can be life-threatening.

Every digging job requires a call – even small projects like planting trees or shrubs. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

Before you dig or excavate for any planting or improvement project, protect yourself and avoid costly utility interruptions. Call the toll-free hotline for no-cost location of all underground utilities, including electric, gas, phone, water, sewers, cable TV and fiber optics.

**Kansas One-Call:
1-800-DIG-SAFE (1-800-344-7233)**
In Kansas allow two full working days. It's one call that can save your life.



Co-op Connections Card Program

The cooperative's commitment to members goes beyond its mission to balance rates with safety, reliability, service quality and the financial strength of the cooperative. We're always looking for ways to provide value to our members and our community, especially during tough economic times. Victory Electric's Co-op Connections Card is a money-saving tool we're proud to offer our membership. The card connects you with discounts on everything from hotel stays to prescription drugs. The Co-op Connections program has proven successful and valuable to members at hundreds of other cooperatives across the nation, so Victory Electric is excited to offer this program locally to its members as well.

The Co-op Connections program is a member discount program for Victory Electric members and members of Touchstone Energy electric co-ops throughout the nation. This means that in addition to Victory Electric, cooperative members throughout the nation carrying the Co-op Connections card will be able to use their card at local businesses – a great tool to reach vacationers and tourists!

This program is unique to Touchstone Energy Cooperatives. The program is entirely free to co-op members with no strings attached. It's our way of saying thank you for being a co-op member and extending valuable discounts at participating businesses. This program will connect you with discounts at participating local and national businesses. Members will also receive discounts on prescription drugs at participating pharmacies as well, which have proven to be the most successful part of the program. Nationally, co-op members have saved \$31.3 million on prescriptions since June 2011.

The card can be used anywhere Co-op Connections cards are taken. More than 350 electric cooperatives all across the United States participate in this program, with thousands of businesses offering discounts so the cards can be used while visiting other states or other parts of Kansas. Look for window and/or register stickers to identify participating businesses.

For a complete list of businesses, visit connections.coop and start clicking on the many national benefits listed. New businesses are added monthly, for a complete list of local discounts, visit victoryelectric.net.

Local Co-op Connection Card Discounts

- ▶ **ACKERMAN COMPUTERS**–10% off labor costs
- ▶ **AUTOSURE**–20% off any tax return
- ▶ **HUMBLE FLOWERS**–Free delivery in Dodge City
- ▶ **B CARPET CLEANING**–10% off
- ▶ **THE BAD HABIT SPORTS BAR AND GRILL**–5% off (excludes alcohol)
- ▶ **BAILEYS BODY SHOP**–5% off parts and labor
- ▶ **BELLA ITALIA**–10% off
- ▶ **BOOT HILL BED AND BREAKFAST**–15% off
- ▶ **B&S TRAILER SALES**–FREE YETI with the purchase of any flat bed or trailer
- ▶ **CHRISTIAN BOOK HOUSE**–10% off
- ▶ **COLOR BAR**–10% off any service. Not valid with any other coupon
- ▶ **DEPOT THEATER COMPANY**–\$3 off dinner theater ticket
- ▶ **DODGE CITY YMCA**–Corporate rates
- ▶ **DULCE LANDIA**–5% off piñatas and bounce houses
- ▶ **EL KORITA RESTAURANT**–Dollar menu Monday, Wednesday and Thursday 11 a.m. to 9 p.m.
- ▶ **FLATLAND GRAPHICS**–Free digitizing on pocket-sized embroidery
- ▶ **FLOWERS BY IRENE**–20% off (excluding wire orders)
- ▶ **GREAT PLAINS VISION**–20% off sunglasses
- ▶ **HARDROCK SAND & GRAVEL, LLC**–10% off materials, excluding delivery
- ▶ **HODGEMAN COUNTY MEDICAL CLINIC**–\$90 office visit (cash)
- ▶ **IDOCs OF DODGE CITY**–\$10 off any sunglasses or 20% off any second pair of prescription glasses.
- ▶ **JIM'S AUTO SALES & SALVAGE**–5% off towing services
- ▶ **JOHN'S BODY SHOP**–5% discount on deductible up to \$50
- ▶ **K. MARTIN JEWELER**–10% off regular priced merchandise (this does not include items already on layaway)
- ▶ **KELLY'S CORNER GROCERY**–Discounts vary daily.
- ▶ **LA QUINTA INN AND SUITES**–10% off BAR rate. No discounts for 3i Show/Roundup Rodeo events
- ▶ **LANG DIESEL, INC.**–10% off parts
- ▶ **MARY KAY**–Free roll-up travel bag with purchase of any treatment set
- ▶ **MY-D HAN-D., INC.**–10% off grain, hay and cattle equipment
- ▶ **MY STUDIO.**–20% off massage and 10% off first month yoga membership
- ▶ **PREMIER MOTORS**–\$500 off regular price
- ▶ **ROBERT'S AUTOMOTIVE**–Three free oil changes with purchase
- ▶ **REGIS SALON**–10% off
- ▶ **SALON EXOTICA**–10% off
- ▶ **SCOTT'S AUTO SHOP**–10% off oil, filter and lube. 10% discount on Traxxas radio controlled vehicles and Traxxas parts.
- ▶ **SOLIS INCOME TAX**–10% off for new customers
- ▶ **STARR COMPUTER SOLUTIONS**–Three months free for new alarm monitoring contracts (standard service)
- ▶ **SUNFLOWER CREATIONS**–7.45% off any new BERNINA sewing machine or 10% off regular fabric, books, notions, patterns, and embroidery supplies
- ▶ **TIANGUIS CARNICERIA**–10% off
- ▶ **TROPICAL ISLAND TAN AND FITNESS**–No enrollment fees on fitness
- ▶ **WATERS TRUE VALUE**–\$5 off a \$30 or more purchase

Kansas Country Living: Monthly News to Your Mailbox

Every month a *Kansas Country Living* magazine comes to your home.

The magazine is published by Kansas Electric Cooperatives (KEC), the statewide association of Kansas member cooperatives, like Victory Electric. Inside each magazine is a centerfold Victory Electric newsletter with community news, energy efficiency

tips, and more.

The magazine is a great way to stay up-to-date with Victory Electric happenings and is free for all members.

If you do not start receiving your magazine within the first month of electric service from Victory Electric, call the office at 620.227.2139 or 800.279.7915.

Your Electric Co-ops Kansas Country Living

BROUGHT TO YOU BY DONIPHAN ELECTRIC CO-OP

BACKYARD GARDENING

Growing Mind
Sprout a bumper crop of life lessons

Ultimate Recycling
Improve your garden soil on the cheap

SMART METERING

Advantages are Many
Reliability and Savings are Improved

Youth Tour
Trips to D.C. Have Gone on for 55 Years

HEALTHY LIVING

RX Pet
Role pets play in human health

Stable Condition
Rural hospital prescribes holistic approach

MARCH 2018 WWW.KEC.COOP

FEBRUARY 2017 WWW.KEC.COOP

FEBRUARY 2016 WWW.KEC.COOP

Your Partner in the Community



As an active member of the southwest Kansas community since 1945, Victory Electric has created some deep roots. It is important to not only provide you with electricity, but also to better the quality of life for our members. Victory Electric is committed to cooperative principle number seven, "Concern for Community."

Victory Electric strongly supports economic development efforts to improve the communities we serve. In an effort to support these economic development opportunities, we are involved in Dodge City/Ford County Economic Development, Dodge City Area Chamber of Commerce, Dodge City Main Street and many other important organizations.

We often support those entities in projects aimed at increasing opportunities in our area. For example, we provide services to prospective industry and commercial businesses interested in relocating to our area. We do this knowing new jobs and an expanded tax base will not only help our communities prosper, but they will also attract new talent and keep the talent we already have here at home.

Our concern for community reaches far beyond economic development. Victory Electric is very active in organizing and sponsoring various events in the community, educating today's youth, and supporting local organizations.

Health Fair

One of the largest events Victory Electric hosts is the Victory Electric Community Health Fair. In the past eight years, the event has helped thousands of people in our community receive free health services they might not have otherwise had access to or been able to afford.

Pumpkin Painting and Carving Festival

Each October, Victory Electric sponsors the Pumpkin Painting and Carving Festival. Held at our office, more

than 800 kids get a free pumpkin to paint or carve and have a safe place to play games and enjoy Halloween.

Christmas Parade of Lights and Chili Cook-off

To get citizens in the holiday spirit, Victory Electric and other local businesses host a Christmas Parade of Lights and Chili Cook-off between Thanksgiving and Christmas. The chili contest is free and open for anyone to enter. It is also free to the public to come sample the chili entries. The lighted parade directly follows the chili contest.

Vittles for Vets

The Vittles for Vets program was launched in June 2015 to benefit veterans at Fort Dodge Soldiers Home.

Joining forces with the local Dodge City VFW and Ford Dodge Soldiers Home, Vittles for Vets is a food and supply drive aimed at stocking the shelves of the food pantry in Nimitz Hal at Fort Dodge with much needed non-perishable items.

In its first year, members donated more than 1,750 items to the cause. Victory Electric takes donations at our office from June to August. For every three items a member donates, their name is entered into a \$100 bill credit drawing.

For more information about what to donate and when, visit our website at victoryelectric.net.

These activities are only a small sampling of community events and organizations we help sponsor. Others include Dodge City Days, 4-H clubs, Ladies Community Outreach Easter Egg Hunt, Rotary Club children's dictionary project, Big Brothers Big Sisters, little league sports teams, and more.

Youth Tour

The most visible youth program Victory Electric sponsors is the Electric Cooperative Youth Tour program. Every year, Victory Electric sponsors two



all-expense paid trips to Washington, D.C., and two all-expense paid trips to Cooperative Youth Leadership Camp in Steamboat Springs, Colorado. Both trips are one week long and open to any high school junior in our service territory.

To apply, students must fill out an application with a resume and essay. Students will then be chosen for an interview in front of a panel of judges.

Youth Tour winners are chosen each fall.

Lightner Community Spirit Scholarship

Victory Electric is proud to sponsor a scholarship program for high school seniors and current college students. Each spring, Victory Electric will award ten \$1,000 scholarships. The Lightner Community Spirit Scholarship is designed to recognize students who have demonstrated academic success and have shown a commitment to community.

To be eligible, applicants must be an active member of Victory Electric in good standing with the cooperative, or a dependent of a member. Applicants must be a high school senior entering an accredited college or university or a college student. Applications and deadlines can be found on our website.

Co-Bank Sharing Success

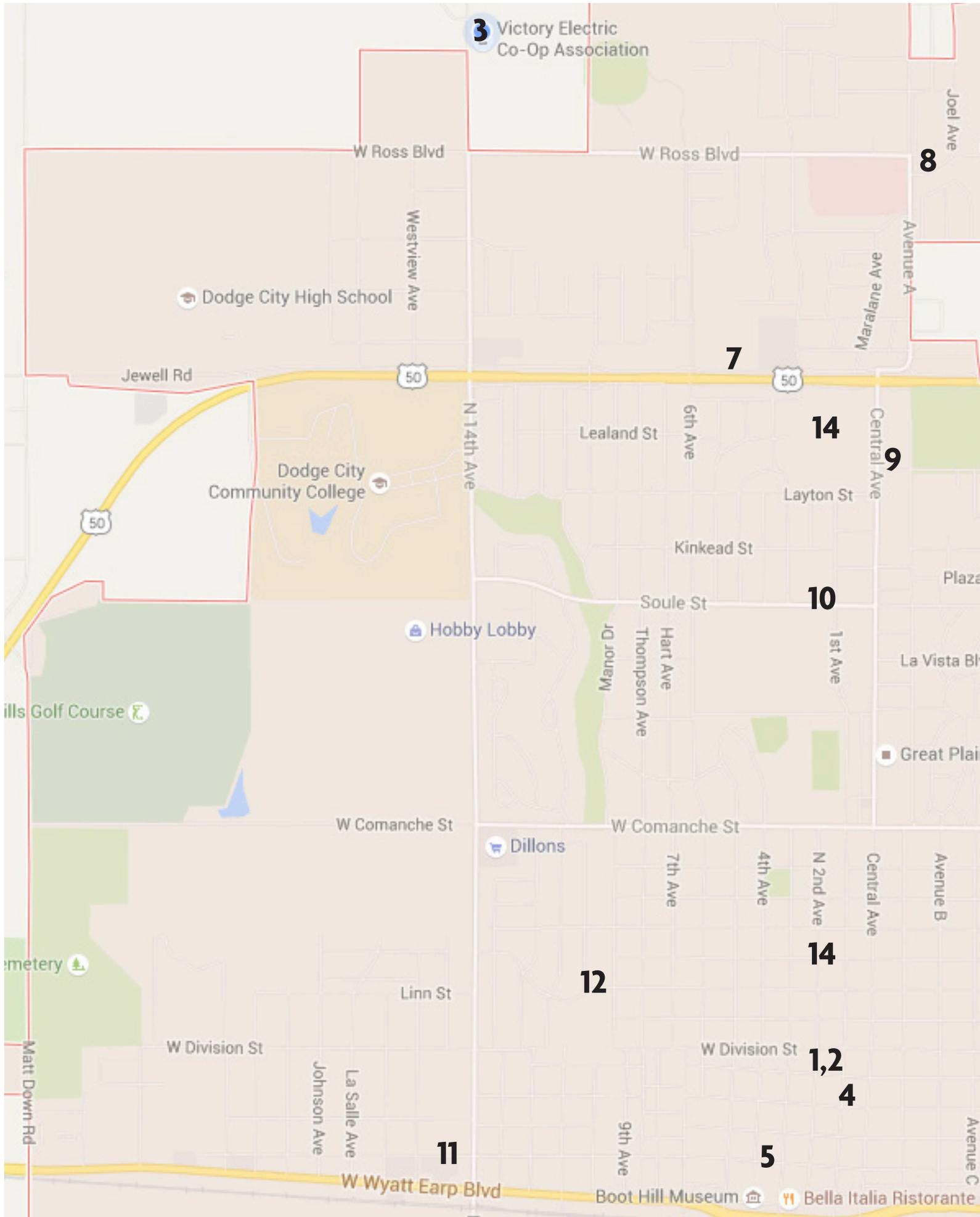
Another unique program Victory Electric participates in is the CoBank Sharing Success grant program. The

annual Sharing Success grant opportunity, capped at \$10,000, is made possible by Victory Electric's governing board of trustees, in partnership with CoBank—a national nonprofit cooperative bank owned by the rural American cooperatives it services, including Victory Electric.

The grant program is designed to celebrate the vital role cooperatives play in communities across the country. Applicants must be federally recognized as 501(c)(3) nonprofit organizations.

2018 was the seventh year Victory Electric awarded "Sharing Success" grants to local non-profits. The Bucklin Library received the grant in 2012 to help fund the construction of their new library building. In 2013, the Mission of Mercy dental clinic in Dodge City was awarded \$10,000. The project funded in 2014 was the Stauth Memorial Museum in Montezuma for their "Suits in Space" exhibit. In 2016, local shelter and food bank, the Manna House, was awarded the grant to repair and upgrade their facilities. And last year, the Depot Theater to upgraded their theater sound system. In 2017, the Ford County Historical Society make repairs and restore the Home of Stone – Mueller-Schmidt House. In 2018, the Ford County Sheriff's office upgraded security measures.

At Victory Electric, we strive to be your community partner and we're here to help with your needs.





Community Guide

City Offices

1. City of Dodge
City Hall Office
806 N. 2nd Ave.
620.225.8100

Utilities and Services

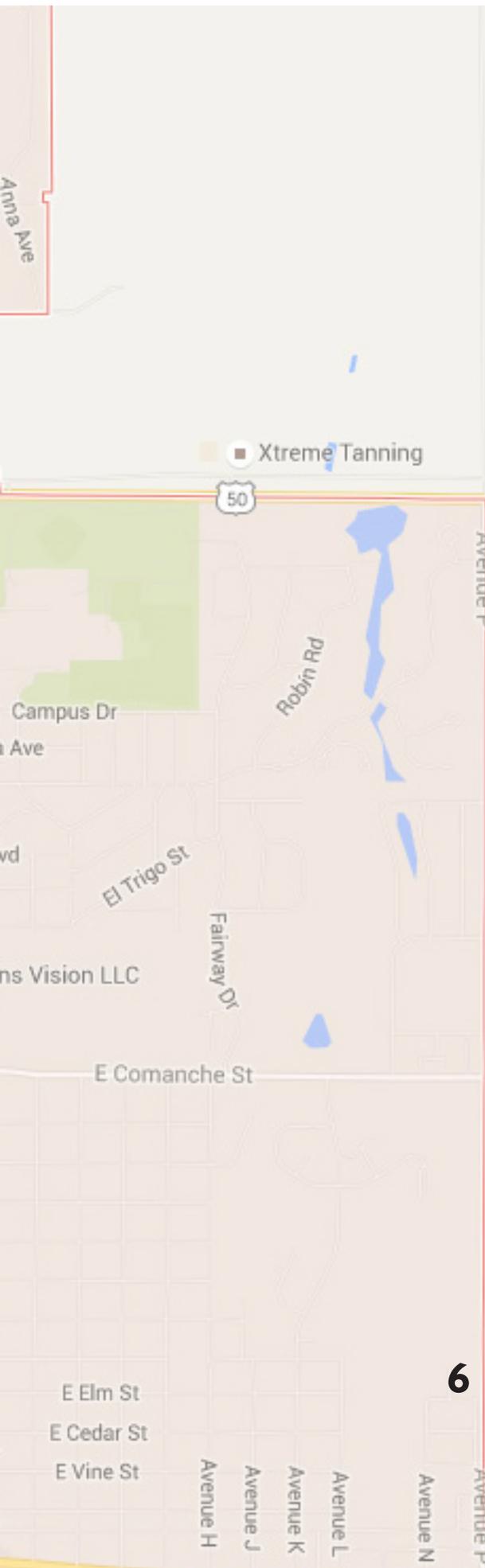
2. City of Dodge City
Water Division
City Hall, 806 N. Second Ave.
620.225.8111
3. Victory Electric
3230 N. 14th Ave.
620.227.2139
4. United States Postal Service
700 Central Ave.
620.227.8618
5. Motor Vehicle Department
100 Gunsmoke
620.227.4530
6. Recycling
716 E. Military
620.225.8148
- Black Hills Energy
888.890.5554 (calls only)

Emergency Contacts

8. Hospital, Western Plains
Medical Complex
3001 Ave. A
620.225.8400
9. Dodge City Medical Center
2020 Central
620.227.1371
10. Fire Station One
201 Soule St.
620.225.8187
11. Fire Station Two
709 S. 14th
620.225.8185
12. Dodge City
Police Department
110 W. Spruce St.
620.225.8126
13. Library
1001 N. 2nd Ave.
620.225.0248
14. Dodge City DMV
2601 Central Ave. #3
Mall basement
620.227.3944

Education

7. Enrollment
308 W. Frontview
620.227.1763





This institution is an equal opportunity provider and employer.
V3-January 2019