

The CIRCUIT

Ark Valley Electric Cooperative



*** Proudly Serving Rural Kansas for Over 75 Years

June 2017

Holiday Office Closing

In observance of Independence Day, the Ark Valley office will be closed on Tuesday, July 4th. If you experience an outage, please call 888-297-9212.



Happy Father's Day!

Happy Father's Day from everyone at Ark Valley Electric. We hope your day is filled with many special blessings!

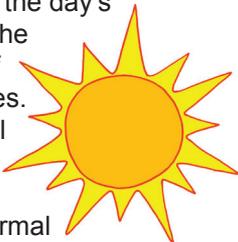


Summer Line Crew Hours

Ark Valley's line crews will begin working summer hours when we experience extreme heat.

Each year, during this period, the line department will begin work at 7 a.m., continuing until 3:30 p.m. We change the schedule in an effort to complete most of the day's work before the major heat of the day arrives. The office will remain open and operating on the normal 8 a.m. to 5 p.m., Monday through Friday schedule.

The after-hour emergency telephone numbers are not affected by this in any way. If you need assistance, please give us a call at 620-662-6661 or 888-297-9212.



PLAN TO HARVEST SAFETY

As summer harvest approaches, Ark Valley Electric would like to remind everyone to be safe when operating farm equipment around power lines. Please allow 10 feet of clearance between equipment and power lines when operating machinery. Also watch for power lines hidden in trees. If equipment gets hung up on a power line, don't get off of the machine unless there's fire or other immediate danger. If you touch the ground and the equipment at the same time, you can become a deadly channel for electricity. If you must get off the equipment, jump clear of the vehicle and keeping your feet close together, hop away. Call us at 620-662-6661 to report the problem. Don't touch any machine connected to a power line and keep others away until the line is disconnected. For more ways to stay safe on and off the farm, visit SafeElectricity.org.

Roadside Crew Safety

When the power goes out, so do Ark Valley Electric's line crews. Lineworkers are the first to respond after an outage occurs, and they work tirelessly to restore power to the communities we serve.

If you're traveling and see one of our crews on the side of the road, we kindly ask that you move over if possible and give them a little extra space to work. We deeply care about the safety of all, and this precaution ensures just that.

If you approach a crew while traveling on a two-lane road, moving over to the next lane might not be an option. In this case, we simply ask that you slow down when approaching roadside crews. If you approach a crew while traveling on a four-lane road and safety and traffic conditions allow, we ask that you move over into the far lane.

Utility crews aren't the only ones who could use the extra space. Emergency responders, such as police officers, firefighters and emergency medical technicians, often find themselves responding to emergency situations near busy roadways. We ask that you follow the same procedures mentioned above to help keep these crews safe.

There's plenty of room for all. Let's work together to keep everyone safe on our local roadways.

Drawing Winner

JUNE COMBS is the winner of our \$25.00 readership drawing.

June, to claim your prize, please contact Ark Valley by June 30, 2017 & give us the account number from your electric bill.

Tip of the Month

Periodically inspect your dryer vent to ensure it is not blocked. This will save energy and may prevent a fire. Manufacturers recommend using rigid venting material - not plastic vents that may collapse and cause blockages.



Ark Valley Electric Cooperative
10 East 10th Avenue, South Hutchinson, KS 67505

(620) 662-6661
www.arkvalley.com

Bill Payment Options

Ark Valley Electric offers multiple ways for you to pay your monthly bill. Along with the standard mailing of a check with your bill stub, there are many electronic options available as well. Some of these options may not be available for all commercial accounts.

Our website, arkvalley.com, utilizes SmartHub technology to pay via bank account or credit/debit card. You can access our mobile phone app for payments through our website under Services, SmartHub Online Billing, or by searching for SmartHub on your app store.

If you prefer making payments over the phone, we have an automated phone system at 844-262-2443 that accepts bank accounts and credit/debit cards. Please see the quick reference guide below for menu options. We highly recommend that you choose to save your payment information for faster service. PIN numbers are required for bank account payments only and must be set up first (option 4).

Don't want to worry about your bill every month? How about setting your account up on automatic monthly payments from your bank account or card? This option automatically pays your bill on the last business day of every month, taking the hassle away from you. Get your account set up for recurring payments through SmartHub or our automated phone system. If you prefer filling out a form for bank account debits, contact our office at 10 E. 10th Ave. in South Hutch or call 620-662-6661.

If you prefer to drop your cash or check payment off at our office, that's ok too! We are here Monday-Friday 8:00-5:00 with an after hours drop box located on the front of our building.

Ark Valley's Pay-By-Phone Quick Reference Guide

(844) 262-2443

MAIN MENU

- | | |
|-------------------------|---------------------------------|
| 1 - Make a Payment | 4 - Create or Update PIN |
| 2 - Inquire on Account | 5 - Edit Recurring Payment Info |
| 3 - Update Phone Number | 6 - Edit Stored Payment Info |

Board Meeting Highlights

The Board of Trustees for the Ark Valley Electric Cooperative Association held its regular meeting for the month of April on April 24, 2017.

Staff and Trustees reviewed the 2017 Annual Meeting of Members, which was held on April 11th, and considered it to be a success. Approximately 595 people were in attendance, and many members complimented the meal, which was catered by Ray's Country Catering. Evaluations that were completed by attendees had been summarized and presented to the Trustees. The State Fair provided several dates to Ark Valley for next year's Annual Meeting. The Board agreed it would be held on April 17, 2018 again at the Sunflower North Building on the Kansas State Fairgrounds.

The results from a recent CPA Audit prepared by Kevin S. Kelso, CPA, P.C., P.A., was presented by General Manager, Jackie Holmberg. The audit covered financial activity from December 31, 2015 to December 31, 2016. The auditor issued the best audit opinion available, an unmodified report with no identified material weaknesses or significant deficiencies. After the Trustees asked questions and discussed the audit report, a motion was made and seconded to accept the audit. The motion passed. Additionally, the Board chose to contract with Kevin S. Kelso, CPA, P.C., P.A. for the next two audit years.

Annual Meeting Evaluation

This article is the second of a series to provide responses to feedback and comments that were given by the members on the annual meeting evaluation form.

This month's response is to a comment that a member did not receive a ballot.

As each member registered they were given one ballot. The annual meeting notices that are mailed to each member include the registration card for each membership. The registration process for the meeting is expedited if members bring their registration card with them. If a member forgets to bring their registration card with them, they are still allowed to register after their account information is verified.

The By-Laws state that "each member shall be entitled to only one vote." If an account has a joint membership, such as a husband and wife, they would still only be given one ballot. Although some members have multiple meters, they still only have one membership and are only allowed to receive one ballot. One Membership = One Vote.

Summer Rate in Effect

Just a reminder...summer rates begin with your **June usage**, which will show on the bill you receive next month.



The Ark Valley Electric Cooperative Association, Inc. is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.