



What Is AMI?

You may have heard the acronym AMI, but what does it mean?

Automated Metering Infrastructure (AMI) includes technologies and software applications that provide communication with meters to the cooperative. One component of AMI, simply allows meters to record and report electric use directly to the office. AMI meters also record power quality information as electricity is delivered.

The communication gives operators the ability to pinpoint outages and check on the health of equipment to improve reliability and reduce the length of outages. Finally, meters can be directly queried, which is a helpful tool in pinpointing distribution system problems and reducing distribution system losses.

AMI is becoming a useful metering tool among electric cooperatives to improve the quality and reliability of service for members.

THANK YOU!

As a consumer/member of Ark Valley, the actions you take during the summer to assist in voluntary load-management programs are greatly appreciated. Not only do you help promote greater efficiency, but you also help hold the line on the growing peak demand for electricity - which contributes to the rising costs for electrical service.

Thank you for your help in holding the line on electricity costs the past couple of months.



New Payment Option For Non-Commercial Accounts

In an ongoing effort to protect our members' personal information, Ark Valley Electric is implementing a new way to pay your bill. To make payments over the phone using your credit card, debit card, or checking account, you will now be required to do so through a separate toll free number. Payments over the phone can no longer be taken by AVEC personnel.

This new system is automated and payment information will be entered by you. You may hang up at any time to discontinue the call. These changes will take effect no later than October 1st, and more details will be provided in next month's newsletter as they are finalized.

So why can't we take your payments over the phone anymore? The move to this automated system is necessary to be compliant with the Payment Card Industry Data Security Standard (also known as PCI Compliance). These worldwide requirements are designed to help companies that process payments prevent credit card fraud through increased data controls. Moving to this system ensures our continued ability to accept debit and credit card payments.

If you prefer not to use the phone option for credit card, debit card, and checking account payments, you can pay online through SmartHub. Visit www.arkvalley.com for more information and to sign up. And of course we still have the option to pay by monthly auto-draft, mailing in a check, and cash payments made in the office.



Moving From Your Current Residence?

1. Contact Ark Valley's office, and inform them that you are moving.
2. Provide Ark Valley with the date you are moving and a final reading.
3. Provide the Cooperative with your new address. The new address is where you will receive your final bill or a refund if you had a security deposit larger than your final bill. The new address is also used for capital credit refunds.

4. If you know the name of the person moving into the residence, please provide that information to Ark Valley.
5. If you know the new consumer, let them know that they need to contact Ark Valley's office to establish service.
6. Check back with the Cooperative, to see if the new consumer has changed the service into his or her name. If they have not, you can request that the meter be pulled so that the service will stop under your name.

We have no way of knowing that you want your service discontinued if you do not contact us with the information we need to close your account. The bill will continue in your name, and you will be responsible for those charges until your account is closed.



ATTENTION High School Juniors & Seniors

Don't Miss this FREE Trip of a Lifetime!

Ark Valley Electric Cooperative is offering two scholarships and one all-expense-paid trip to the Cooperative Youth Leadership Camp for qualified juniors or seniors.

Eligibility

The student's parent(s) must be a member of Ark Valley Electric and either a junior or senior in high school to apply. Ark Valley members may nominate students that they know are eligible.

You Could Win

- **First Place:** A \$1,000 College Scholarship and an all-expense-paid trip to Steamboat Springs, CO.
- **Second Place:** A \$500 Scholarship.



45 Kansas students attended the 2015 camp

To Apply

Applicants must complete an application and submit a written copy of a five to ten minute speech on the present and future value of the electric cooperative to its members and community. Finalists will be asked to present their speech to a panel of Board Members and Co-op staff.

Essays are due to Ark Valley by December 1, 2015.

For More Information

Contact Misty Merideth, Youth Tour Coordinator, at (620)-662-6661 before November 25, 2015.

What Will You Do at Camp?

- Day One** - Meet the bus; dinner at Dave & Buster's and overnight stay in Denver.
- Day Two** - Visit Lookout Mountain. Check into cabins. Meet students from Kansas, Colorado, Oklahoma, and Wyoming. Form a cooperative.
- Day Three** - Participate in the legislative activity. Build a transmission line competition. Visit Steamboat Springs and Fish Creek Falls. Attend a high-voltage demonstration.
- Day Four** - Rafting trip on the Colorado River. Attend camp dance.
- Day Five** - Leadership workshop and live raptor presentation by Hawk Quest. Play in the volleyball tournament. Camp talent show!
- Day Six** - Tour Trapper Coal Mine and Craig Generation Plant. Visit Mt. Werner for banquet and vote for Ambassadors.
- Day Seven** - Return home.

Ark Valley Hires New Lineman



Ark Valley Electric Cooperative has recently hired a new lineman, Aryn Walton, of Lyons, Kansas.

Walton grew up in Sterling and graduated from college with an Associates Degree in Applied Science in Electrical Power Technology. He was previously employed as a lineman at Midwest Energy, Inc. in Lyons, Kansas.

When asked why he came to Ark Valley, Walton replied, "The size of Ark Valley is a lot of why I chose to come work here and the amount of line is a lot less stressful."

Ark Valley is excited to welcome Walton to the team.

Drawing Winner

PAT MALONEY is the winner of our \$25.00 readership drawing.

Pat, to claim your prize, please contact Ark Valley by September 30, 2015 & give us the account number from your electric bill.

Board Meeting Highlights

The Board of Trustees for the Ark Valley Electric Cooperative Association held its regular meeting for the month of July on July 27, 2015 at 7:30 pm.

The Board was briefed on the July 13th tornado that struck portions of the Cooperative's distribution system in the southern portion of Rice and the northern portion of Reno Counties. The tornado destroyed 23 poles, which totaled approximately \$150,000 in damages.

Over the past several years, Ark Valley has spent considerable time reviewing the status of its existing meter infrastructure and determining whether it's time to update the system. Currently, approximately one-third of Ark Valley's customers are served with meters that remotely communicate the customers' usage to the Cooperative Office instead of having to send meter readers out to a customer's property. With advancements made in metering infrastructure, newer metering would allow for all the meters to be read remotely, and they could be used to assist linemen in locating outages.

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.