



WHEATLAND ELECTRIC COOPERATIVE

NEWS

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620-896-7090

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P.O. Box 966
Leoti, KS 67861
620-375-2632

Scott City—Main
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P.O. Box 230
Scott City, KS 67871
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P.O. Box 1010
Syracuse, KS 67878
620-384-5171

Tribune
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P.O. Box 490
Tribune, KS 67879
620-376-4231

In Case of an Outage

After-hours and emergency reporting call
1-800-ON AGAIN.

FROM THE MANAGER

Exceeding Expectations Every Day

I hope each of you (our members) had a Merry Christmas and Happy New Year. As we start the new year we at Wheatland Electric Cooperative are going to strive to “Exceed Your Expectations” for 2014.

My kids (Trent and Shelby) always combed their grade-school report cards for EEs, which signified they had attained the coveted “exceeds expectations” rating. As they grew, EEs turned into (we hoped) A’s and B’s—especially now as they both are in college. Yet, I don’t think any of them lost that desire to exceed expectations.

At Wheatland, we also strive for EEs, every single day. We don’t want to do what you only expect us to do—provide you with competitively priced, affordable, safe, and reliable electric service. We want to do better and go one step further, from providing superior member service to offering programs that help you save time and money.

Wheatland line workers provide the public face of our mission to exceed expectations. They routinely work in rough weather and put in long hours. They do it gladly, because they care about doing an exceptional job for you.

However, we have many people behind the scenes who also make our cooperative the best it can

be. Our engineering personnel continually explore new technologies to improve service reliability. Our finance/accounting department works to make bill pay easier and more convenient with methods like our new online bill pay. Our consumer service and member services representatives want to make sure you have a positive and satisfying experience when you call our office for help. Our information technology and broadband employees work tirelessly behind the scenes to make sure all our communications’ flow seamlessly.

Because we’re a cooperative, we have a special responsibility to support the communities we serve and exceed expectations there, too.

Whether it’s a power outage or energy audit, a billing question or community event, we’re working hard to achieve those EEs from you every day.

If you hear from us, asking for you to participate in a member satisfaction survey, please do so. This way, we’ll know if we’re meeting your expectations, exceeding them or need to improve in a specific area.

Until next time, take care.



Bruce Mueller

Mulligan Receives Power and Hope Award

Wheatland Electric, Inc., employee Bryan Mulligan was recently selected as a recipient of the Kansas Power and Hope award. The newly established award was created by the Kansas Touchstone Energy Executive Council to highlight cooperative employees who have made a significant contribution to the betterment of their communities. Based on the national program of the same name, established by Touchstone Energy, the Kansas Power and Hope award recognizes individuals who routinely go above and beyond the call of duty.



BRYAN MULLIGAN

Nomination applications for the Kansas Power and Hope were reviewed by the Kansas Touchstone Energy Executive Council at their November 19th business meeting. The Council selected Mulligan as one of two inaugural recipients of the Power and Hope award, citing:

Bryan Mulligan was part of a relief effort that assisted the tornado victims of Moore, OK last May. Mulligan was part of a team of volunteers

who traveled to Oklahoma to join Operation BBQ Relief. Before heading to Moore to join the relief effort, Mulligan and his team spent a day gathering up donations. The team left Scott City stocked with over 3,000 pounds of meat donated from local feed yards, nearly a pallet of bottled water donated by Wheatland Electric and other supplies, as well as \$5,000 dollars that had been donated from local community members and businesses, including Wheatland Electric. Once in Moore, Mulligan spent five days helping in the cooking, preparation and serving of thousands of bbq meals to the tornado victims and other volunteers assisting in the relief efforts. In the week following the devastating tornado, Operation BBQ relief prepared and delivered over 143,000 meals. Wheatland Electric is happy to have supported Bryan in this endeavor and proudly supports all employees who show concern for and a willingness to help those in need.

Kansas Electric Cooperatives, Inc., plans to recognize and present Mulligan with the award at their Annual Meeting on Monday, January 27th at the Maner Conference Center in Topeka. As part of the award, the Kansas Touchstone Energy Executive Council will make a \$500 donation in Mulligan's name to a charity of his choosing.

Volunteers Lend a Cheerful Hand



From left: Gary Fair, Joe Thomeczek, Wayne Parks, Colton Green and Matt Riley. These Wheatland employees have taken part in the Christmas Parade in Syracuse for many years.

Wheatland Electric participated in the 4th annual Christmas Parade November 30th. All Employee volunteers were gladly accepted, especially with such short notice.

With the help of Anita McCollum, Kathy Hoeme and her husband, Larry Hoeme, Shawn Powelson, Lynn Freese, Quinten Wheeler, his wife Julie, and their children, the truck was decorated and ready for the parade. Powelson and the Wheeler family threw candy to the kids watching along Main Street. The weather was perfectly calm and warm for people at the parade and shoppers.

While Santa Claus

and Mrs. Claus entertained children before the parade, Anita McCollum helped in the Relay for Life booth, selling hot cocoa and popcorn. Wheatland Electric employees participate in their communities!



Santa received many gift requests before the parade.

40th Year of UOM School Set for February

The 40th year Underground Overhead Metering School will be held Feb. 4-6 in Garden City. Sponsoring the event which educates employees in the electric field are Wheatland Electric, City of Garden City, Kansas Electric Cooperatives and Pioneer Electric. Vendors will also be present to share changes in technology. For more information, Visit the webpage at www.uomschool.org.

ENERGY EFFICIENCY TIPS

A Comforting Thought BY DOUG RYE

No, it can't be. It can't possibly be time to write a column for a new year. It seems like I just wrote one for 2013 a few weeks ago. Unless you are a teenager, you know exactly what I am talking about. Well, time really flies when you are having fun. Of course, the frog says that time is really fun when you are having flies. Please smile.

As I think of a new year, I also think of the past. I just love it when you tell me that you were helped by something that you read in this column. I have received a lot of calls lately from folks with comfort problems in their homes. Some have older houses, and others have fairly new ones. It really doesn't matter, because if you are not comfortable, you are not happy. I can tell you that the subject of comfort has changed over the years.

My first bedroom as a youngster was six feet by nine feet. I had my own bunk bed, a place for my electric train, and I didn't have to share it with three older sisters. The problem was that I had to go through their room to get to my room. And my room had no source of heat whatsoever, except what seeped into my room through the curtain [door] from the big non-vented gas heater in the girls' room, and they didn't have to share the heat with me.

On many cold mornings, I would draw pictures in the frost on the window before I would jump out

of bed and run through their bedroom to get to the non-vented gas heater in the living room. Think of it. My room was freezing; their room was smothering hot; the temperatures of the other rooms were anybody's guess, and basically we were all thankful and happy just to have a house with heat.

What a difference a few years can make. Now, we expect every room in our house to be the same comfortable temperature. I know of a case this past year where the homeowner threatened to file suit against the builder of his new house because upstairs was always a few degrees hotter than downstairs in the summer. We have proven many thousands of times that there is no excuse for a new house not to have affordable comfort. It is not always possible that every room will have the exact same temperature 24/7, but it can be very close. All you have to do is build it like the electric cooperatives and I have been teaching you to do for the last 20 years. It is easy and affordable, and it works every single time. Just ask us for help.

I recently received a call from a lady in Illinois who said that she and her family had been in their new house for seven months and the house was cold.

I said, "I assume that you meant cold in the winter." She said, "Yes, it was just great in the summer." I said, "You should have built the house to my standards." She replied, "We did."



Doug Rye

“Some problems don't have such easy solutions, but I am confident I can help all of you.”

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Payment Options

Wheatland Electric Offers Members Several Ways to Pay

The following are the authorized bill payment options available to Wheatland Electric members. Payments by cash, credit card (for residential members only), money order, personal check, certified check or bank draft will be accepted. A fee of \$3.50 will be charged for every credit card transaction. All payments must be in a Wheatland office before 5 p.m. on the Delinquent After Date printed on your billing to avoid late payment penalties.

Drop box: Deposit your payment, including payment stub and check or money order, in the payment drop box at any of the locations listed below or at Scott City Hall, 221 West 5th in Scott City.

In person: Pay your bill at any of our offices in:

- ▶ Caldwell—City Offices, 14 W. Central
- ▶ Crystal's DVDs—111 W. Spring St, Suite B
(Open Tues., Wed. Thurs. & Fri. from 3-9 p.m., Sat. from 2-9 p.m.)
- ▶ Deerfield—City Hall, 622 Main Street
- ▶ Garden City—2005 W. Fulton
- ▶ Great Bend—2300 Broadway
- ▶ Harper—302 W. 6th Street
- ▶ Leoti—N. Highway 25
- ▶ Scott City—101 Main
- ▶ Syracuse—206 ½ Main
- ▶ Tribune—310 Broadway

Mail: Enclose your bill payment stub along with a check or money order and mail in the envelope provided with your bill. Please allow three to five days for delivery.

Online: Visit www.weci.net and click on Online Bill Pay. Sign up for service and enter an e-mail address for receipts. Please make sure we have your e-mail address on file for your electric or internet account.

Phone: Call any Wheatland office to pay by phone.

All other payment options are considered "unauthorized pay agents." Unauthorized pay agents have no contractual requirement with Wheatland Electric to operate under rules approved by the Kansas Corporation Commission (KCC). Wheatland Electric provides no assurance as to the timeliness or accuracy of payments made via unauthorized agents.

Using Energy Efficient Cooking Methods

Many people enjoy cooking and getting the most out of their kitchen appliances. They can still make the most of the cooking tools at their disposal while conserving energy use.

With a little planning and some handy tips from your electric cooperative, you can select the best ways for you to make your cooking more energy efficient:

- ▶ **Resist the temptation to peek in the oven**—as often as you can. The heated air in the oven is an important part of the cooking process. Each time that warm air escapes, the temperature decreases, and your oven uses more energy to raise the temperature back up.
- ▶ **Make use of residual heat.** You can turn the heat off just a few minutes early when cooking on the stovetop or in the oven by letting the residual heat finish the cooking process.
- ▶ **As always,** when it comes time to shop for new appliances look for more energy efficient models that will provide savings in lower energy use.

A Comforting Thought Continued from page 16-C

My heart skipped a beat and I asked her every question I could think of. Did you caulk; did you use cellulose; did you use good windows, etc.? And yes, they even installed geothermal. I couldn't imagine what the problem might be, so I asked the age-old question. "What is the thermostat setting right now?"

Her answer was 60 degrees. I told her to turn it up to 75 degrees. She said that if she did, her husband would come through and turn it back down to 60 degrees. I told her to go whack her husband upside the head and tell him who was boss, and if that didn't work, stop cooking his meals. She laughed and said that might work.

This is a true story, and it has what appears to be an easy solution. Some problems don't have such



easy solutions, but I am confident I can help all of you. See you next month when I will give you more ways to make your house more comfortable. In the meantime, Happy New Year!

DOUG RYE is a licensed architect and the popular host of the "Home Remedies" radio show. You can contact Doug at 501-653-7931. Source: Arkansas Electric Cooperatives Corporation.

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