A Touchstone Energy® Cooperative

P.O. Box 758
410 S. High Street, Dighton, KS 67839
620-397-5327
www.lanescott.coop

LANE-SCOTT
ELECTRIC COOPERATIVE

Connections

Lane-Scott Electric Cooperative, Inc.

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In Case of an Outage

If your electricity is off for more than a few minutes, call 800-407-2217. Office hours are 8 a.m. to 5 p.m. After- hours calls will be answered by the dispatch and standby personnel.

24-hour Electrician Service

If you are without electricity or have an electrical emergency on your side of the meter, we have a master electrician on staff available 24 hours a day.

Scam Artists Target Utilities

All Lane-Scott employees carry identification. Remember, to always ask for identification or an employee identification number. When approached by someone claiming to work for the cooperative.

Electric co-op members and customers of investor-owned utilities are receiving telephone calls from scam artists demanding immediate credit card payment to avoid disconnection of service.

In one instance, a member reported that they provided a credit card number, but suspecting something didn't seem quite right, they immediately reported it to the credit card company.

"We encourage all members to protect themselves from fraudulent callers," said Bob Venters, Director of Member Services at Lane-Scott. "We urge members to use extra caution if they're asked for personal information or access to their home."

Lane-Scott recommends the following tips to customers who are approached or contacted by someone claiming to be a Lane-Scott employee.

- **If you are not certain a telephone call is coming from Lane-Scott or one of its contractors, do not provide any personal or banking information.** Lane-Scott recommends asking the caller to provide their employee number and to verify the customer's account number, or simply hang up and call Lane-Scott customer service at 620-397-5327.
- **Always ask for company identification or an employee identification number.** All Lane-Scott employees, and employees working for companies contracted by Lane-Scott, carry company-issued photo identification and can provide this information immediately.
- **Lane-Scott employees may, on occasion, be dispatched to a customer's home for unscheduled routine maintenance.** If a visitor or caller is unable or unwilling to provide their name or employee identification number, please call Lane-Scott customer service at 620-397-5327 and report it to local law enforcement authorities.

Thank You Notes to Lane-Scott

Dear Lane-Scott,

We would like to take this opportunity to give you our sincerest thanks for helping sponsor the 9th Annual Lane Co. Cruise-In. It was a very successful year with 99 registrations. Our biggest year ever! The City Park was packed to the brim with so many vehicles. It was a wonderful sight! We are busy planning for next year already. It will be our 10th Annual and we hope that you will help sponsor this event again.

Once again THANK YOU! We look forward to having you back next year!

Sincerely,
Lane Co. Cruise-In Committee

Dear Lane-Scott,

Thank you so much for providing the market swine award. This is my seventh year in 4-H. This was my second year in swine and I got grand champion in the swine project.

Sincerely,
Marta Payne

Dear Lane-Scott,

The Bazine Picnic committee would like to say a big 'thank-you' to Lane Scott Electric in sending the equipment and employees to help us install the speaker system for the annual picnic. Your employees were very professional and informational in helping us with this project.

Without home-town businesses like yourself, this task would've been much more difficult to achieve. Our hats are off to you and your employees.

Sincerely,
Tonetta Stieben
Pat Showalter

Dear Lane-Scott,

Thank you for supporting 4-H. It makes all our hard work worth it.

Sincerely,
Rachel Cofer

Dear Lane-Scott,

I want to thank you for your monetary donation to the American Red Cross, Dighton Chapter! Without your help, our usual meal of sloppy joes and extras wouldn't of been provided to our wonderful donors.

Your donation made our July drive a true success! Again, many, many thanks, for everything!

Sincerely,
Katina Russell
American Red Cross Dighton Chapter, Coordinator

Dear Lane-Scott,

We thank you for remembering Larry with the beautiful flower arrangement. He always enjoyed working with all of the employees and Board of Trustees at Lane Scott Electric. He was looking forward to this being his 30th year on the board of trustees.

Our family appreciated all your thoughtfulness during his illness and death. I will always remember the wonderful people I have met because Larry was on the board at Lane Scott Electric.

Sincerely,
Virginia Jasper and family

Dear Lane-Scott,

Thanks for all the help during the fair. A big thanks to the guys who get the tent up and down and for your assistance.

Sincerely,
Lane Co. Fair Board

Dear Lane-Scott,

Thank you for donating to the 4-H Livestock Pool, and for supporting Ness County 4-H. Without you, the fair wouldn't be possible.

Sincerely,
Nathan Felder

Dear Lane-Scott,

Ness County 4-H 'ers want to thank you for your ongoing support of the 4-H Youth Program!

Sincerely,
4-H members, parents, club leaders and staff

Lane-Scott Awards Scholarship

Marcus Goebel, a student at Manhattan Area Technical College was awarded a $500 scholarship from Lane-Scott Electric.

Goebel is in his second year of studies to become a lineman. He is a graduate of Jetmore High School and is the son of Lynn and Cindy Goebel of Jetmore.

Marcus Goebel

Cold Weather Rule Summary

Effective November 1 - March 31

Member Responsibilities

- Agree to pay 1/12 or the overdue amount of their bill, plus 1/12 of their current bill, all disconnection and reconnection fees, and applicable deposit (deposit to be spread evenly over the length of plan), and agree to pay the remainder in equal payments over the next 11 months.
- Other payment plan as negotiated with company (can be less than 12 months).
- Must pay future bills in full while paying off the overdue amount.

The CWR ensures you will have electric and gas service for your home during the winter. You must make pay arrangements with Lane-Scott to use the CWR.

Member Must Not

- Violate any rule that affects the safety of the member, other persons, or the utility's delivery system.
- Bypass meter.
- Misrepresent identity to obtain or retain service.
- Tender NSF check as initial or installment payment and not cure the insufficient payment within 10 days after NSF letter is mailed.

Under 1, company can disconnect member immediately.

Under 2 and 3, company can disconnect, regardless of temperature, 48-hours after tagging door or making phone call to member.

Under 4, company must send NSF letter giving 10 days to cure NSF check, then disconnect is allowed regardless of temperature.

Company Responsibilities

A 48-hour window required where temperature will remain above 35° F.

In first 24 hours, company must call or tag door of member notifying them of disconnect next day.

On the second day (day of disconnect), company must receive forecast that temperature will remain above 35° F for 24 hours, before disconnect can be worked. If forecast indicates temperature will fall below 35° F, disconnect must be canceled and company must wait for new 48-hour window.

Company must inform member they have the right to enter a level payment plan for arrear paid thru an initial payment and equal installments over 11 months. If member still wants plan with fewer months, document that 12 months was offered to and refused by member. Plans with fewer than 12 months are considered to be CWR plans.

Default of Plan

- Member must pay cash or money order to cure a NSF check within 10 days of NSF letter issued or will be in default of payment plan.
- Outside of the CWR plan (April 1 through Oct. 31), a member who defaults on a CWR plan is not eligible for another payment plan until the pay all arrearages from prior CWR plan.
- Inside of the CWR period, a member who defaults on a CWR plan is eligible for a new CWR plan after making initial payment of at least 1/12, as explained above under Member Responsibilities.

Renegotiation of Payments

If member receives lump sum assistance (i.e. LIEAP), the member is encouraged to renegotiate their CWR payments.

Statement of Nondiscrimination

Lane-Scott Electric Cooperative, Inc. has filed with the Federal Government a Compliance Assurance in which it assures the Rural Utilities Service that it will comply fully with all the requirements of Title VI of the Civil Rights Act of 1964, Section 504 of the rehabilitation Act of 1973, the Age Discrimination Act of 1975 and the Rules and Regulations of the Department of Agriculture issued thereunder, to the end that no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the conduct of its program and the operation of its facilities.

Under this assurance, this organization is committed not to discriminate against any person on the grounds of race, color or national origin in its policies and practices relating to applications for service or any other policies and practices relating to treatment of beneficiaries and participants including rates, conditions and extension of service, use of any of its facilities, attendance at and participation in any meetings of beneficiaries and participants or the exercise of any rights of such beneficiaries and participants in the conduct of the operations of this organization.

Any person who believes himself, or any specific class of individuals, to be subjected by this organization to discrimination prohibited by Title VI of the Act and the Rules and Regulations issued thereunder may, by himself or a representative, file with the Secretary of Agriculture, Washington, D.C., 20250 or the Rural Utilities Service, Washington, D.C., 20250 or this organization, or all, a written complaint. Such complaint must be filed not later than 180 days after the alleged discrimination, or by such later date to which the Secretary of Agriculture or the Rural Utilities Service extends the time for filing.

Identity of complainants will be kept confidential to the extent necessary to carry out the purpose of the Rules and Regulations.

I THOUGHT I WAS TIGHT WITH MY MONEY. NOW I'M AIRTIGHT.

All it took was a tube of caulk and half an afternoon. Now, I'm saving $212 a year by sealing a few cracks around the house. What can you do? Find out how the little changes add up at TogetherWeSave.com.

Touchstone Energy℠

TOGETHERWESAVE.COM