



A Touchstone Energy® Cooperative 

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**LANE-SCOTT
ELECTRIC COOPERATIVE**

Connections

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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.

October is Co-op Month The Cooperative Difference

Every October since 1930, not-for-profit cooperatives have celebrated Cooperative Month. During this time, it makes sense to highlight the qualities that make electric cooperatives different from other types of utilities and business.

For starters, electric co-ops are owned by those they serve. That's why those who receive electric service from us are called members, not customers. Without members, there would be no Lane-Scott Electric.

Members maintain democratic control of our co-op, which means they elect fellow members to represent them on the board of trustees every July at our annual meeting. We also return margin's (profits) to our members every spring and fall in the form of capital credits.

One principle that sets us apart from other businesses is our concern for community. As a cooperative, we have a special responsibility to support the areas in which our members live and work. From sponsoring



a local school's baseball team to supporting new jobs and industry through economic development efforts, we stand as a driving force in our community.

Of course, co-ops span all industries, including credit unions, dairy operations, health care, housing, and much more. There are more than 29,000 co-ops across the nation. And not all are small or rural. Just look at nationally known co-ops like Sunkist, Ace Hardware, and Land O' Lakes.

Overall, co-ops are more accessible than other types of businesses. We give our members a voice, and we are local-living and working alongside those we serve.

That's the cooperative difference.



Energy Efficiency

Tip of the Month

When buying a new appliance, check the black and yellow EnergyGuide label. This label provides an estimate of the product's energy consumption and efficiency. It also shows the highest and lowest energy efficiency estimates of similar models. Most major appliances—such as refrigerators, dishwashers, and clothes dryers—are required to have these labels.

Source: U.S. Department of Energy

Cold Weather Rule Summary

Effective November 1 - March 31

The Cold Weather Rule (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 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.

Member Must Not

- ▶ Violate any rule that affects the safety of the member, other persons, or the utility's delivery system.
- ▶ Bypass the 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.