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Electronews



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Victory Electric Proactively Responding to COVID-19



Shane Laws

Victory Electric's concern for community extends to the health and welfare of each and every member, neighboring friends and all those we

do business with each day. As news emerges regarding the spread of the Coronavirus/COVID-19, Victory Electric is joining cooperatives and other utilities around the nation in taking appropriate measures to promote the health and safety of our members, employees and the general public.

Office Closed to the Public

With the news that Ford County now has a confirmed case of COVID-19 and in an effort to minimize the risk of spreading COVID-19 and preserve public health, Victory Electric's office is closed to the public until further notice.

Members have the ability to conduct business with Victory Electric from anywhere. Payments and management of your account may be conducted

through SmartHub, our online account management portal and mobile application. Payments may also be set up on AutoPay, mailed or placed into our after-hours drop boxes. If members need information on payment choices, we encourage you to visit <https://www.victoryelectric.net/payment-choices> or contact our member service department at 620-227-2139 or 800-279-7915.


Members may call our office or visit our website and Facebook page for the most recent announcements and information.

Annual Meeting

Amid growing global concern over the spread of the novel coronavirus (COVID-19), the board of trustees made the decision to postpone Victory Electric's annual meeting originally scheduled for April 14, 2020. Victory Electric will continue to monitor the situation and make a determination on a new date for the annual meeting.

The Centers for Disease Control's "All of Community" approach to slowing the transmission of COVID-19 includes

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10 REASONS WE APPRECIATE LINEWORKERS

Although we appreciate each and every co-op employee, it takes a special kind of person to be an electric lineworker. Here are the top 10 reasons we appreciate our lineworkers.

- 10 They are specially trained to work on power lines and related equipment.
- 9 They are dedicated to safely and efficiently restoring power following weather or outages.
- 8 They work overtime, many holidays and get up in the middle of the night to help restore power.
- 7 They enjoy serving our communities.
- 6 They aren't afraid of heights.
- 5 They help other electric co-ops with major outages at a moment's notice.
- 4 They lend their talents in many ways, including educating the public about electrical safety.
- 3 They have each other's backs.
- 2 They are trained to work safely on both dead and live power lines.
- 1 We couldn't provide excellent service without them or any of our other dedicated employees.

On April 13 Remember to #ThankALineworker

Lineworkers serve on the frontlines of our nation's energy needs, and on April 13, 2020, Victory Electric, along with other electric cooperatives across the country, will honor the brave men and women who work hard to keep the lights on every day.

Line crews work around the clock, sometimes in difficult and dangerous conditions, to keep power flowing to our local communities. Whether they're restoring power after a major storm or maintaining critical infrastructure to our electric system, lineworkers are at the heart of our co-op.

When a storm hits, they set aside

their personal priorities because Mother Nature doesn't work around holidays, vacations and birthdays. A service-oriented mentality is one of the many admirable characteristics of an electric lineworker.

Victory Electric is proud to honor the lineworkers who maintain the miles of power lines in our service territory.

Victory Electric invites all co-op members to take a moment and thank a lineworker for the important work they do. On April 13, you can use #ThankALineworker on social media to show your support for the brave men and women who power our lives.

Gillespie Earns Certification

Victory Electric board member, **GARY GILLESPIE**, recently earned his Director Gold certification.

The Director Gold credential recognizes board members who have continued their education during the course of their service on the board.

The credential is the final piece of a three-step certificate program, hosted by the National Rural Electric Cooperatives Association. The credential process helps trustees stay current on the issues affecting the future of cooperatives and prepare them to make informed business decisions in the boardroom.

Gillespie fulfilled the first two pieces of the credential process by completing courses and attending conferences that focus on basic governance knowledge and in-depth industry and governance issues.

Help us congratulate Gary on his achievement and leadership.



CEO Shane Laws (left) presents board member Gary Gillespie with his Director Gold certification.

Respect the Orange Signs and Cones

Many people say they can't find enough hours in the day to complete all their tasks. For that reason, they try to use drive time to be productive. They might call their boss, text their best friend or apply mascara.

Multitasking can be an effective use of time — but not while driving.

In 2017, 799 people died in work zone accidents, according to the U.S. Department of Transportation's Federal Highway Administration (FHWA).

Although this reflects incidents that took place in road construction zones, know that accidents, injuries and deaths can happen in any roadside work zone, including utility work zones.

We ask you to help keep our crews safe by slowing down and following work zone instructions — including moving over to give them space — anytime you see orange warning signs and cones leading up to a work zone.

Cars or trucks that speed through a

work zone not only endanger workers on the ground, but they can also threaten workers in the air. Driving too fast or not moving over can endanger a lineworker elevated in a bucket truck by causing the bucket to move or sway.

Lineworkers already face enough hazards to contend with by working high up on power lines while battling the elements. Their profession consistently ranks on the Bureau of Labor Statistics most dangerous jobs. Do your part — please don't add noncompliant drivers to the mix.

Other 2017 statistics released by U.S. DOT's FHWA show there were:

- ▶ 203 fatal crashes where speeding was a factor
- ▶ 222 fatal work zone crashes involving large trucks or buses
- ▶ 132 worker fatalities in road construction sites

Do us a favor and please drive safely and undistracted.

Victory Electric Proactively Responding to COVID-19

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minimizing social contact and avoid gatherings of 50 or more people. With that in mind, Victory Electric's board of trustees decided that postponing the annual gathering of several hundred members and guests is prudent in helping to slow the transmission of the virus that has been reported active in all 50 states.

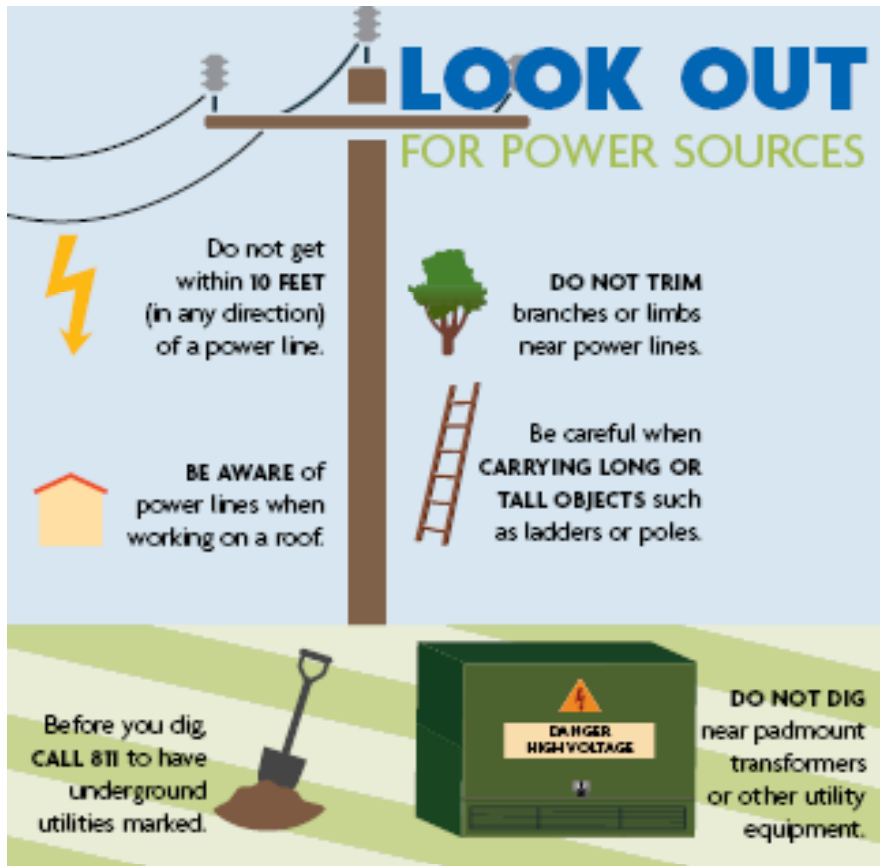
Disconnect Procedures

Due to potential hardships caused by COVID-19, Victory Electric is suspending electric disconnect procedures for non-payment until further notice.

"We recognize electricity is an essential service that our members rely on for quality of life," said Shane Laws, Victory Electric CEO. "We hope this temporary moratorium on disconnects will lessen the strain on members who might be facing unexpected or unusual financial strain due to COVID-19."

Victory Electric is committed to proactively taking steps to be prepared and prevent the spread of the coronavirus in our communities. We are focused on maintaining a healthy workforce, and keeping key personnel — such as line workers and member service representatives — available so that we can continue to provide the excellent service you expect from us.

THANKS, SHANE



Your Victory Electric Payment Options

Victory Electric has several convenient payment options available for our members. We realize one method of payment does not fit every member's needs, so we have multiple payment choices so you can choose what works best for you.

1. Mail



Victory Electric's monthly bill comes complete with a return envelope you can insert your check and mail to us at P.O. Box 1335 or P.O. Box 1398 Dodge City, KS 67801. **** Please note, ALL mail goes to Wichita to be sorted, so please allow additional time if using USPS. Payments must be received in our office on or prior to the due date. We DO NOT use the mailing post date.**

2. Drop boxes



A drop box is available for your convenience just west of Victory Electric's main entrance. Payments left after 7:30 a.m., Monday - Friday are posted the next business day. The other dropbox is in downtown Dodge City by the City of Dodge City building at **806 N. 2nd Avenue**. Payments left after 8:30 a.m., Monday - Friday are posted the next business day. **PLEASE DO NOT PUT CASH IN THE DROP BOXES** ****Victory Electric is not liable for lost or stolen payments.**

3. Phone



Members can call **866-999-8494** and pay over the phone 24/7 with a credit/debit card or check. We recommend members use their account number when calling to ensure accuracy. Also, be prepared to create a 4-digit PIN number. **** For security and to comply with federal Red Flag Rules, Victory Electric employees cannot accept payments over the phone.**

FREE Service | No Fees

5. Online bill pay through SmartHub

FREE Service | No Fees

Online bill pay is also available 24 hours a day, 365 days a year. Click the online bill pay button at the top of Victory Electric's website or go directly **victoryelectric.smarthub.coop**. Members can also download the "Smart Hub" app from the Apple or Android marketplaces on any mobile device.

6. SmartHub Quick Bill Pay

FREE Service | No Fees

Don't have time to create a SmartHub account but you want to pay online, click the Quick Bill Pay button at the top of Victory Electric's website or go directly **<https://victoryelectric.smarthub.coop/PayNow.html>**.

7. PowerMyWay

FREE Service | No Fees



PowerMyWay is a self-managed pay-as-you-go billing plan with no deposits, no late fees, no disconnect or reconnect charges. Just pay \$50 dollars toward future electricity and after that, you can pay as much or as little as you want on an as-needed basis. Every day your balance will adjust based on how much electricity you used the previous day and when you have less than \$25 left in your account, you will receive a text message, email or phone call reminder that you need to make a payment. Your account information and balance are available 24/7 on SmartHub.

8. Budget Billing



Victory Electric also has budget billing (also referred to as even-pay) for those members who prefer to pay the same amount each month. Payments are set at your 12-month average, making it easy to budget. An accurate 12-month history of your current residence electric use helps determine payments. This monthly average and billing amount is updated each year based on the previous year's average electricity use.

9. AutoPay



Paying your bill doesn't have to be hard to take a lot of your time. With AutoPay, your electric bill payment can be automatically withdrawn from a bank account or credit/debit card each month. Sign-up is available through SmartHub. Auto payments are automatically withdrawn on the due date of the bill, and no action is required from you. It can take up to 30 days to initiate the automatic withdraw on your account/card. Check your electric bill to ensure it reflects "bank draft" status. You will continue to receive a monthly bill unless you opt to go paperless and receive your statement by email.

10. Group invoice billing



If you have multiple Victory Electric accounts, you can sign up for group invoice billing and only receive one bill in the mail. All individual account statements will still be included, but a summary statement will also accompany the individual statements that lists each electric account number, the corresponding amount due for each account, and a combined total of the individual accounts/bills at the bottom on the payment slip.

If you are interested or have any questions about any of the above payment methods or programs, more information can be found on our website at victoryelectric.net or by calling Victory Electric's office at 620-227-2139 or 800-279-7915.

***We do not accept starter/counter checks for bill payment.**

