

## THE VICTORY ELECTRIC CO-OP

# electronews



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### FROM THE MANAGER

## October is Co-op Month

### Get Acquainted with Your Co-op's New CEO

On behalf of the co-op, I would like to introduce myself to the members of Victory Electric. My name is Shane Laws, the new CEO, and I would like to thank you for your continued confidence in Victory Electric. I am positive it will be a smooth transition for the membership.

Previous to accepting the CEO position at Victory Electric, I served as director of retail programs for CoServ Electric, an electric co-op located in the Dallas/Fort Worth metroplex area. September 2013 marked 18 years of service in the electric co-op industry and I couldn't be happier continuing that service to the members of Victory Electric.

My background includes multiple roles in marketing and communications, energy management, engineering, cost-of-service studies and rates. I hold an undergraduate degree in business administration from The University of Texas-Arlington, and a master of business administration degree from Texas Woman's University. I also completed the National Rural Electric Co-op Association's Management Internship Program.

My wife of 12 years, Ali, and 11-year-old son, Shalor, will be accompanying me to Dodge City. We are looking forward to becoming a part of the local community.

Over the years, Victory Electric has created a reputation for providing safe, reliable power to our members, but we take that a step further. We also have a responsibility to support our members, enrich schools, and enhance our communities.



Shane Laws

Every October, co-ops are recognized for the qualities that make the business model unique: local democratic control, commitment to supporting the communities they serve and improving quality of life, special benefits and services, and the return of margins (the co-op term for profits) back to members in the form of capital credits.

Electric co-ops were formed because rural communities were struggling due to lack of investment. Neighbors banded together and lit up the countryside when no one else would. That's what we celebrate each October.

I am extremely grateful for this opportunity and honored to be a member of the Victory Electric family, and I look forward to meeting the membership of Victory Electric. I would welcome you to introduce yourself or contact Victory Electric or myself with any questions.

**Thank you, Shane Laws**

## How Co-op's Are Special

### The co-op principles guide co-ops to be stewards of their communities

Every October since 1930, not-for-profit co-ops of all kinds have recognized National Co-op Month as a way to educate the public about how co-ops work and to appreciate their many members.

This year, Victory Electric highlights the notions that guide all co-ops: the seven co-op principles. These notions lead electric co-ops like Victory Electric to do business in a better way every single day. Here are real-life examples of how the principles affect your co-op.

#### **No. 1: Voluntary and Open Membership/ No. 2: Democratic Member Control**

Co-ops are open to anyone who is able to use its services, which means any person who moves onto Victory Electric lines is allowed membership. Annual meetings serve as a way for members to get to know the people who run their co-op, and it's where members are updated on business matters. Every year in April, Victory Electric convenes for its annual membership meeting.

"Democratic member control" means members vote for a trustee who represents them on a board, which governs the co-op. Annual meetings also serve as the forum for electing trustees. Ballots are mailed with the official meeting notice prior to each annual meeting.

#### **No. 3: Members' Economic Participation**

Because electric co-ops are owned by its members, they do not create profits for distant shareholders. Any excess revenue—called "margins"—is allocated back to the membership in the form of capital credits, or patronage capital. Capital credits are "retired" and then paid back to members each year based on their purchases (in the case of electric co-ops, electricity) from the co-op. Margins are used by the co-op as working capital for a period of time,

then paid back to individual members.

Victory Electric has retired \$2,275,212.55 in capital credits to members since we were founded in 1945.

Capital credits are calculated by Victory Electric for every member that purchased electricity during a year in which the utility earned margins. No special action is required to start a capital credits account. Your membership activates your capital credits account. A membership starts when you establish electric service in your name. The board of trustees must authorize a retirement before you receive a check. When considering a retirement, the board analyzes the financial health of the coop and will authorize a retirement if Victory Electric's equity is within the requirements of RUS standards.



"Allocating and retiring excess revenue to members helps distinguish co-ops," points out Karla Durrant, CFO of Victory Electric. "We're proud to support our communities by putting money back into the local economy—and into the pockets of those we serve. It makes our business model special."

#### **No. 4: Autonomy and Independence**

Electric co-ops form a vast network across America. They're found in 47 states, and co-op-owned electric lines cover 42 percent of the nation's land mass. But what's unique is that each co-op is an autonomous, independent business.

"We work with our co-op neighbors, but Victory Electric members are the sole governors of Victory Electric," explains Jerry King, director of

marketing and communications. "Our member-elected board of trustees approves policies and resolutions that inform the way we do business."

#### **No. 5: Education, Training, and Information**

Co-ops have a charge to keep their members informed—not just about co-op business, but also about topics like energy efficiency, safety, and community contribution. For example, the Kansas Country Living magazine is one way Victory Electric keeps its members up on relevant news.

You can also stay informed via our website and Facebook page.

#### **No. 6: Cooperation Among Co-ops**

Even though co-ops are independent entities, they still rely on one another to share resources, information, and, in some cases, manpower.

Electric co-ops have long relied on one another to get power restored more quickly after severe weather emergencies. Called "mutual-aid agreements," it works just as it sounds: When Victory Electric needs extra hands after an ice storm or natural disaster, co-ops from neighboring towns and states help out. And when neighboring co-ops need help, Victory Electric sends crews to them.

#### **No. 7: Concern for Community**

Possibly the most visible of all the co-op principles, the last is what drives electric co-ops to be good stewards of the communities they serve.

Victory Electric undertakes a variety of projects, from the Victory Electric Community Health Fair to the Pumpkin Painting and Carving Festival to the Christmas Parade of Lights.

"Even if there were no 'concern for community' principle, every person who works at Victory Electric lives here, too," King said. "We're friends and neighbors first."



6th Annual Victory Electric Community

# HEALTH Fair

We invite **YOU** to join us

**Saturday, October 5, 2013 • 8 a.m. to 12 p.m.**

Now located at the Western State Bank Expo Center

*(Entrance C at 11133 US Hwy 283, Dodge City)*



## More than 70 doctors, health care professionals, and vendors

### \$15 flu shots

200 flu shots available on a first-come, first-served basis

### \$10 complete blood screens

For lipid profile, please fast after midnight on Oct. 4 for test accuracy. You must be at least 18 years of age.

### FREE skin cancer screenings

### FREE pap smears & pelvic exams

### FREE breast exams

### FREE bone density screenings

### FREE oral cancer screenings

### FREE fluoride treatments

### FREE spinal screenings

### FREE blood pressure checks

### FREE blood sugar checks

### FREE vision acuity checks

### FREE eyeglasses adjustments

### FREE CPR & first aid basics

### FREE hearing screenings

### FREE chest & lung congestion screenings

### FREE car seat installation and inspections

### FREE child ID badges

### FREE child development and vision screenings

### **ALL NEW!!!** Kid's Corner

A play and educational area for kids to stay while parents receive services.

### **ALL NEW!!!** Educational presentations

Doctors and organizations will be giving presentations on various medical and health topics.

And much more!

Support local food banks this  
holiday season!



Bring a canned food item  
to the health fair Oct. 5

**Health fair sponsored by:** Victory Electric, Dodge City Medical Center, Western Plains Medical Complex, Western State Bank Expo Center, Dodge City Public Schools, Dodge City Daily Globe, Peterson Labs, Rocking M Radio, Q97-Western KS Broadcasting, United Food & Commercial Workers Union (UFCW), Landmark Bank, Western Beverage, The Inn Pancake House, Tacos Jalisco's, Panaderia y Tortilleria Madero, Dillons, Tianguis Carniseria, Kriz-Davis, and many more.

## No Facturas Domésticos por Correo en Noviembre

Victory Electric leerá los metros en Octubre por los honorarios de la cerca eléctricas y cargadores pequeños de cargas de riego (entre otros pequeños cargas rurales eléctricas), que clasificamos como servicios no domésticos.

Estas facturas se envían anualmente y constan de los kilovatios hora consumidos en el año anterior desde Noviembre de 2012 a Octubre de 2013.

Si tiene alguna pregunta o problema con cualquiera de estas facturas, pase o llámenos al 800-279-7915.

## Visite Sitio Web y Únase a Nosotros en Facebook



Visite nuestro sitio web [www.victoryelectric.net](http://www.victoryelectric.net). En nuestro sitio Web, usted encontrará un calendario de eventos, con frecuencia pregunta, pago de factura y energía calculadora sólo por nombrar algunas herramientas!

También puede ser una fan de Victory Electric en Facebook buscando Victory Electric Cooperativa Assn, Inc. Consulte nuestra página en Facebook para actualizaciones, información de interrupción y consejos de eficiencia de energía. Facebook es una excelente forma de mantenerse en contacto con nuestros miembros.

# ¿Cómo Somos Especiales?

Los principios guían cooperativas para ser mayordomos de sus comunidades

Cada mes de Octubre desde 1930, las cooperativas sin ánimo de lucro de todas las clases han reconocido el mes Nacional de Cooperativa como una manera de educar al público acerca de cómo funcionan las cooperativas y a apreciar a sus numerosos miembros.

Este año, Victory Electric destaca las nociones que orientan todas las cooperativas: los siete principios cooperativos. Estas nociones llevan las cooperativas eléctricas como Victory Electrico para hacer negocios de una manera mejor cada día. Estos son ejemplos reales de cómo los principios afectan su cooperative.

### No. 1: Membresía Voluntaria y Abierta / No. 2: Control Democrático del Miembro

Las Cooperativas son abiertas a todo aquel que es capaz de utilizar sus servicios, lo que significa cualquier persona que se mueve en las líneas Victory Electric está permitida a la membresía. Reuniones anuales sirven como una manera para que los miembros llegar a conocer a las personas que dirigen su co-op, y es donde se actualizan los miembros en asuntos de negocios. Cada año en Abril, Victory Electric convoca para su reunión anual de la membresía.

"Control democrático del miembro" significa miembros voten por un síndico que los representa en la junta directiva, cual gobierna la cooperativa. Reuniones anuales también sirven como foro para elección de Síndicos. Las boletas se envían con el aviso de reunión

oficial antes de cada reunión anual.

### No. 3: Participación Económica de los Miembros

Porque las cooperativas eléctricas son propiedad de los miembros, no crean las ganancias para los accionistas distantes. Cualquier exceso de ingresos—llamado "márgenes"—se asigna a los miembros en forma de créditos de capital, o capital de patrocinio. Créditos de capital son "jubilados" y luego devuelto a miembros cada año basado en sus compras (en el caso de las cooperativas eléctricas, electricidad) de la cooperativa. Los márgenes son utilizados por la cooperativa como capital de trabajo

por un período de tiempo, entonces devolvió a los miembros individuales.

Victory Electric ha retirado \$2,275,212.55 en créditos de capital a los miembros desde que fue fundada en 1945.

Los créditos de capital se

calculan por Victory Electric para cada miembro que adquirir electricidad durante un año en el cual la utilidad había ganado los márgenes. Ninguna acción especial es necesaria para iniciar una cuenta de capital de créditos. Su membresía activa la cuenta de capital de créditos. Una membresía comienza cuando usted establecer servicio eléctrico en su nombre. La Junta Directiva debe autorizar un retiro antes de que usted reciba un cheque. Al considerar un retiro, la Junta Directiva analiza la salud financiera de la cooperativa y autorizará una jubilación si equidad de Victory Electric está dentro de

Estamos orgullosos de apoyar a nuestras comunidades poniendo dinero en la economía local, y en los bolsillos de aquellos que servimos. Hace nuestro modelo de negocio especial.

los requisitos de las normas RUS.

"La asignación y retirando el exceso ingresos a miembros ayuda a distinguir las cooperativas," señala Karla Durrant, CFO de Victory Electric. "Estamos orgullosos de apoyar a nuestras comunidades poniendo dinero en la economía local, y en los bolsillos de aquellos que servimos. Hace nuestro modelo de negocio especial."

A nivel nacional, las cooperativas eléctricas han retirado \$11 billones en créditos de capital desde 1988--\$768 millones en el 2012 solo.

#### **No. 4: Autonomía e independencia**

Las cooperativas eléctricas forman una enorme red en toda América. Se encuentran en 47 Estados, y las líneas eléctricas son de propiedad cooperativa cubren 42% de las tierras de la nación masiva. Pero lo único es que cada cooperativa es una empresa autónoma e independiente.

"Trabajamos con nuestros vecinos de Co-op, pero Victory Electric lo integran los administradores exclusivo de Victory Electric," explica Jerry King, director de mercado y comunicaciones. "Nuestra Junta Directiva aprueba resoluciones que informan la manera de hacer negocios y polísis."

#### **No. 5: Educación, Formación e Información**

Las cooperativas tienen a cargo mantener sus miembros informados--no sólo de cooperación empresarial, sino también sobre temas como la contribución comunitaria, seguridad y eficiencia energética. Por ejemplo, la revista *Kansas Country Living* es una manera que Victory Electric mantiene a sus miembros sobre noticias relevantes.

También pueden estar informado vía nuestra página web y la página de Facebook.

### **Victory Electric vive aquí, también. Somos amigos y vecinos primero.**

#### **No. 6: Cooperación Entre Cooperativas**

Aunque las cooperativas son entidades independientes, todavía dependen el uno del otro para compartir recursos, información y, en algunos casos, mano de obra.

Cooperativas eléctricas han confiado mucho el uno al otro para obtener energía más rápidamente después de las emergencias meteorológicas. Llamados "acuerdos de ayuda mutua", que funciona como suena: cuando Victory Electric

necesita ayuda después de una tormenta de hielo o desastres naturales, las cooperativas de los Estados y ciudades vecinas ayudan. Y cuando vecinos de las cooperativas necesitan ayuda, Victory Electric envía equipos a ellos.

"Ayuda mutua asistencia obtiene electricidad mucho más rápido de lo que podemos con sólo nuestros equipos," dijo Tom Lowery, director de operaciones de Victory Electric.

#### **No. 7: Interés por la Comunidad**

Posiblemente la parte más visible de todos los principios cooperativos, es lo que motiva las cooperativas eléctricas a ser buenos administradores de las comunidades que sirven.

Victory Electric esta comprometido en varios proyectos con la comunidad. Feria de Salud, Pintura de Calabaza y el Desfile de Luces de Navidad.

"Mientras nuestra primera prioridad es entregar electricidad segura, confiable y asequible a los que servimos, también creemos firmemente en apoyar y contribuir al desarrollo de nuestras comunidades," subraya King. "Incluso si no hubiera ninguna"interés por la comunidad", cada persona que trabaja en Victory Electric vive aquí, también. Somos amigos y vecinos primero.

## **Regla de Clima Frío: Efectivo 1 de Noviembre al 31 de Marzo**

Los miembros cooperativos que no pueden pagar sus facturas de electricidad durante el periodo de clima frío pueden calificar para este programa, siempre que cumplan con ciertos requisitos de buena fe al intentar pagar.

- ▶ Los miembros deben cumplir con requisitos para calificar para el programa se resumen a continuación.
- ▶ Los miembros deben notificar a la Cooperativa

indicado su incapacidad de no pagar sus facturas de servicio en su totalidad.

- ▶ Los miembros deben aplicar a programas de asistencia financiera federal, estatal o local que pueden ser elegibles para recibir ayuda en el pago de facturas de servicios públicos.
- ▶ Los miembros y la cooperativa llegarán a un acuerdo de pagos mutuamente aceptables.

Tenga en cuenta que si no se siguen los requisitos, desviar ilegalmente servicio de utilidad, recibiendo servicio por manipulaciones o incumplimiento de un acuerdo de pago, le descalificará de recibir las prestaciones en virtud de la regla de clima frío.

En ningún caso la cooperativa desconectará un servicio si la temperatura es de previsión a caer por

dentro de 35 ° Fahrenheit, o estar en mediados de los años treinta o más frío dentro de 24 horas tras el tiempo de desconexión.

La regla de clima frío es garantizar la salud y seguridad no están amenazadas injustificadamente durante los meses de frío.

Si tiene preguntas sobre la regla de clima frío, póngase en contacto con Sandy en 620-227-2139.



# 6th Annual Pumpkin Painting & Carving Festival

**October 26, 2013  
from 9 to 11 a.m.  
at Victory Electric  
(3230 N. 14th Ave, Dodge City)**



Photos from the 2012 Pumkin Carving Festival.

Join us for a few hours of fun! Pumpkin painting and carving, face painting and games! Pumpkin and kits will be provided free of charge. Children age 13 and under. All children must be accompanied by an adult.

**Reservations are required.  
Please call  
620-371-7744 to  
reserve your space today!**

**Sponsored by Victory Electric, Ladies Community Outreach and Dodge City Community College**

## Cold Weather Rule Begins Nov. 1

Co-op members who are unable to pay their electric bills during the cold weather period may qualify for this program, provided they fulfill certain good faith requirements when attempting to pay.

The requirements members must meet to qualify for the program are summarized below.

- ▶ Members must notify the co-op and state their inability to pay their service bill in full.
- ▶ Members must apply to federal, state, local or other financial assistance programs for which they may be eligible to receive aid in paying utility bills.
- ▶ Members and the co-op will reach a mutually agreeable payment arrangement.

## ProCore Provides Outage & After Hours Support

With the recent storms moving through the area, many of our members have been asking questions about our outage management system.

### Who answers outage calls after hours?

Victory Electric has a contract with a customer service center called ProCore Solutions. Their customer service representatives take your calls and dispatch a member of the Victory Electric line crew to diagnose and fix any issues causing outages.

### Who is ProCore Solutions?

ProCore Solutions is a U.S. based, live-operator customer service based out of Atlanta, GA. They have em-

ployees who are trained to provide valuable, reliable, flexible customer service, to clients like Victory Electric.

Please note that failure to follow the requirements, illegally diverting utility service, receiving service by tampering, or defaulting on a payment agreement, will disqualify you from receiving the benefits under the Cold Weather Rule.

In no event will the co-op disconnect a service if the temperature is forecast to fall below 35 degrees F, or be in the mid 30s or colder within 24-hours following the time of disconnection.

The Cold Weather Rule is to ensure human health and safety are not unreasonably endangered during the cold weather months.

If you have questions on the Cold Weather Rule, please contact Sandy at 620-227-2139.

It is very cost-prohibitive to have an employee on-site 24/7. We do not have outages every night and the cost per phone call is increasingly higher when we are paying someone to be on-call at all times. Because we are based on a co-op, non-profit business model, we work hard to provide you with the lowest cost, most reliable power. By contracting out our after-hours, outage calls, we are saving you money.

### Why doesn't an employee of Victory Electric answer the phone after hours?

It is very cost-prohibitive to have an employee on-site 24/7. We do not have outages every night and the cost per phone call is increasingly higher when we are paying someone to be on-call at all times. Because we are based on a co-op, non-profit business model, we work hard to provide you with the lowest cost, most reliable power. By contracting out our after-hours, outage calls, we are saving you money.

## How to File a Complaint

When you have a problem with your electric, natural gas or telephone service, it can be time consuming and frustrating. The Kansas Corporation Commission (KCC) wants to help you with the complaint to correct the problem as soon as possible. If you have a question or complaint about your utility service the KCC can help. The KCC has jurisdiction over all local telephone, natural gas, and investor-owned electric utilities. Check which utilities the KCC regulated and review your rights as a consumer.

### Before you contact the KCC:

Call Victory Electric at 620-227-2139 and provide the co-op with the facts. We will investigate and let you know what action can be taken.

If you do not hear from Victory Electric within a reasonable time, or if you are not satisfied with the co-op's resolution, you can file a complaint with the KCC.

### Filing a Complaint with the KCC:

Informal complaints may be made by phone or in writing. No special form is needed, but statements should include all the facts.

The complaint should include your name as the customer of record, mailing address or service address, home and work phone numbers, name of utility, your account number, and the facts about what the utility did or did not do. Include dates, times, location and persons involved, the resolution you expect, and sign and date the form.

If you have a complaint or inquiry, you can call 800-662-0027, TDD Kansas relay center 800-766-3777, Fax: 785-271-3111; email public.affairs@kcc.ks.gov. Or write: KCC-Consumer Protection, 1500 SW Arrowhead Rd, Topeka, KS 66604.

**The following notice is being published in accordance with the rules and regulations of the Kansas Corporation Commission**

## Non-Domestic Bills Mailed in November

Victory Electric will read the meters in October for the fence chargers and small watering loads (among other small rural electric loads), which we classify as non-domestic services.

These bills are mailed annually and consist of the kilowatt-hours consumed in the previous year from November 2012 to October 2013.

If you have any questions or problems with any of these billings, come by or call us at 800-279-7915.

**CFL Charlie Says,  
"Come Get Your  
Free CFL Bulb!"**

And this month's winners are...  
Javier Alvarez, Raymibd Fagen, Melissa R McCoy, Juan A Nieto, Julieta Sandoval, Ponda Soze, Ben Thomas, and Jody G Vigness. Come by Victory Electric, talk to Josh or Jerry and get your free compact florescent light bulb (CFL). Every month Victory Electric will be giving free CFL light bulbs.



**Congratulations winners!**

**Visit our Website & Join  
Victory Electric on Facebook**

Visit [www.victoryelectric.net](http://www.victoryelectric.net) and you will find a calendar of events, frequently asked questions, bill pay and energy calculators—just to name a few tools!

You can also become a fan of Victory Electric on Facebook at [facebook.com/VictoryElectric](http://facebook.com/VictoryElectric) or by searching for The Victory Electric Co-op Assn., Inc.

Check for updates, outage information and energy efficiency tips.

Facebook is a great way to stay in touch and stay apprised of co-op events and news.



**Check out these Local Discounts with Your Co-op Connections Card**

- ▶ **4 ANGELS BOUTIQUE**—10% off jewelry
- ▶ **ACKERMAN COMPUTERS**—10% off labor
- ▶ **THE BAD HABIT SPORTS BAR AND GRILL**—5% off (excludes alcohol)
- ▶ **BAILEYS BODY SHOP**—5% off parts and labor
- ▶ **BELLA ITALIA**—10% off
- ▶ **BOOT HILL BED AND BREAKFAST**—15% off
- ▶ **CARLOS BOOTS**—10% off
- ▶ **DEPOT THEATER COMPANY**—\$3 off dinner theater ticket
- ▶ **DODGE CITY YMCA**—Corporate rates with proof of being a Co-op Connections card holder
- ▶ **DULCE LANDIA**—5% off piñatas and bounce houses
- ▶ **FLATLAND GRAPHICS**—Free digitizing on pocket sized embroidery
- ▶ **FLOWERS BY IRENE**—20% off (excluding wire orders)
- ▶ **HARDROCK SAND & GRAVEL, LLC**—10% off materials, excluding delivery
- ▶ **JIM'S AUTO SALES & SALVAGE**—5% off towing services

- ▶ **JOHN'S BODY SHOP, INC.**—5% discount on deductible up to \$50
- ▶ **K. MARTIN JEWELER**—20% off regular priced merchandise (this does not include items already on layaway)
- ▶ **LA QUINTA INN AND SUITES**—10% off the BAR rate. Not discounts for 3i Shows/Roundup Rodeo events
- ▶ **LANG DIESEL, INC.**—10% off parts
- ▶ **MY-D HAN-D., INC.**—10% off grain, hay and cattle equipment
- ▶ **PREMIER MOTORS**—\$500 off regular price
- ▶ **REGIS SALON**—10% off
- ▶ **RIDDLES JEWELRY**—10% off
- ▶ **SCOTT'S AUTO SHOP**—10% off oil, filter and lube. 10% discount on Traxxas radio controlled vehicles and Traxxas parts.
- ▶ **SOPHIA'S**—10% off handbags
- ▶ **STARR COMPUTER SOLUTIONS**—Three months free for new alarm monitoring contracts (standard service)
- ▶ **SUNFLOWER CREATIONS**—7.45% off any new BERNINA

sewing machine or 10% off regular fabric, books, notions, patterns, and embroidery supplies

- ▶ **THE MATTRESS HUB**—20% off bed sets \$399 and up. Not valid with any other rebates, discounts or special offers. (Offer excludes Tempur-Pedics) Dodge City and Garden City locations only
- ▶ **TROPICAL ISLAND TAN AND FITNESS**—No enrollment fees on fitness
- ▶ **WATERS TRUE VALUE**—\$5 off a \$30 purchase

The Co-op Connections Card is just one benefit of being a member of Victory Electric. To get your card please call our office at 620-227-2139.

