

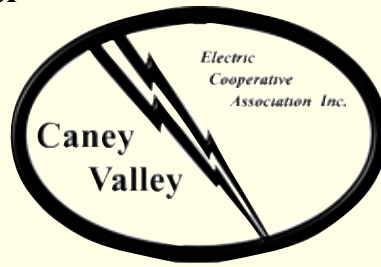


November  
2007

A Communication  
Service To Our Members

**OICE**

Website: [www.caneyvalley.com](http://www.caneyvalley.com) • E-mail: [cve@caneyvalley.com](mailto:cve@caneyvalley.com)  
In case of an outage, please call 1-800-310-8911



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**The Caney Valley Electric Cooperative Assn., Inc.**

P.O. Box 308, 401 Lawrence  
Cedar Vale, Kansas 67024  
Phone (620) 758-2262 • Fax (620) 758-2926

**Caney Valley Office Closings**

Caney Valley's office will be closed Monday, November 12, for Veteran's Day and Thursday and Friday, November 22 and 23, for Thanksgiving.

As always, if you have trouble or an outage, please call 1-800-310-8911, and our dispatcher will notify our line personnel.

For billing questions, please contact our office on the following business day. Thank you!

**Power Cost Adjustment**

The Power Cost Adjustment (PCA) for November is \$.01687/kilowatt hour. This calculates to an additional \$16.87 per 1,000 kilowatt hours used.

**Operating Statistics August 2007**

For Month Ending:	August 2006	August 2007
Customers Billed	5,296	5,392
kWh Sold	5,778,309	5,112,644
Total Revenue	\$ 776,354	\$ 634,508
Purchased Power	\$ 496,352	\$ 487,021
Operating Expenses	\$ 146,868	\$ 203,040
Depreciation Expenses	\$ 43,391	\$ 46,913
Interest Expenses	\$ 35,773	\$ 32,845
Other Expenses	\$ 358	\$ 83
Operating Margins	\$ 53,612	\$(135,394)
Non-operating Margins	\$ 24,098	\$ 4,465
Total Margins	\$ 77,710	\$(130,929)
Margins Year-to-Date	\$ 13,838	\$(122,269)

**From the Manager's Desk...**

During November, we take time to officially recognize Veterans Day and Thanksgiving. In many ways these two holidays go hand-in-hand as they remind us to take time to honor those who have sacrificed so much through the years to enable us to enjoy the opportunities we have today.

Almost all of us can relate to friends and relatives who have

served in the armed forces and in other capacities to provide possibilities for improved living conditions for everyone. The Caney Valley Electric Cooperative extends our appreciation and recognition to all those who have done, and are doing, so much on our behalf.

Have a safe and happy holiday season.

*Allen A. Zadorozny, Manager*

**Thinking of Installing a Heat Pump This Fall?**

As of June 1, 2007, Caney Valley Electric revised the requirements for rebates on air source and ground source heat pumps to match those of our power supplier, Kansas Electric Power Cooperative (KEPCo).

If you are thinking of replacing your heater or air conditioner soon, and are interested in installing a heat pump, you might keep the following for future reference:

**Air Source Heat Pump**

- Minimum size two tons
- Must have a minimum Seasonal Energy Efficiency Ratio (SEER) of 14.
- Must have a minimum Heating Seasonal Performance Factor (HSPF) of 8.2.

KEPCo provides rebates of \$100 per ton for a 14 SEER, \$150 per ton for a 15 SEER, and \$200 per ton for 16 SEER and above.

Caney Valley Electric provides \$200 (total) in addition to the KEPCo rebate.

**Ground Source Heat Pump**

- Minimum size is two tons.
  - Open Loop Pumps – must have a minimum Coefficient of Performance (COP) of 3.6, and a minimum Energy Efficiency Rating (EER) of 16.2.
  - Closed Loop Pumps – must have a minimum COP of 3.3 and a minimum EER of 14.1.
- Rebate amount is \$125 per one-half ton, plus \$200 (total) from Caney Valley Electric.

## Cold Weather Rule Begins Nov. 1

The Kansas Corporation Commission (KCC) adopted a statewide, uniform Cold Weather Disconnection Rule on March 20, 1989, which governs termination or restoration of utility service when consumers are financially unable to pay utility bills from November 1 to March 31 annually.

Caney Valley Electric has adopted this Cold Weather Disconnection Rule with certain modifications to accommodate our consumers.

Cooperative members who are unable to pay their electric service 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 cooperative 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 must make an initial minimum payment equal to one-third of the total amount due the cooperative which includes any arrearage. (Example: If a customer owed an arrearage of \$200 and a current bill of \$40, they would owe the cooperative a total of \$240. The initial payment under the Cold Weather Rule would be equal to \$240 divided by 3, or \$80.) All previous arrearage average payment plans must be paid off before entering into another plan.
- Members will be required to enter a level payment plan

agreement for past, current and future charges for electric service, with arrears paid in equal installments over the next two months. A consumer and the cooperative may negotiate other payment arrangements mutually agreeable, individualized to the consumer's situation, providing the most appropriate terms, after the consumer has been informed that he or she has at least two months in which to pay under the Cold Weather Plan.

- Members will be required to provide sufficient financial information to enable the cooperative to determine an appropriate payment agreement.

Please note that consumers may be ineligible for the benefits under the Cold Weather Disconnection Rule if they fail to follow the above requirements, illegally divert utility service, receive service by tampering as defined by KCC rules or default on a payment agreement.

During the cold weather period, Caney Valley Electric will do the following:

- Inform you of agencies or organizations which may provide financial assistance in paying utility bills;
- Not disconnect service until the consumer is personally contacted or a notice is posted on the consumer's premises the day before disconnection is to take place.

In no event will Caney Valley Electric disconnect service if the temperature is forecast to fall below 30° F. within 24-hours following the time of disconnection.

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

## Reminder to Our Members

In the past few months, there has been some confusion on our billings regarding past due bills, especially those for our rural customers.

On rural bills, if you receive a billing with a large amount on the "Add" line, please be aware that this is not always just your power cost adjustment (PCA). It will also include any arrears from the previous month. If we did not receive a payment for your previous month's bill, your usage is estimated (if you did not turn in a reading), and the amount charged will show up on the "Add" line along with your PCA charge. This amount is due and payable by the date on the disconnect notice you should also receive. You will need to calculate and submit payment for your current bill, which is due by the due date on your billing card, which is usually the 25<sup>th</sup> of each month.

On town bills, any past due amount will show on the "Previous Balance" line. If this previous balance is over \$30, you will receive a disconnect notice, and that amount is due and payable by the date on the notice (not by the date on the billing card).

Please be advised that our computer system automatically prints disconnect notices for any arrears over \$30. If you receive a disconnect notice and know that payment was submitted, please contact our office. The disconnect notice may be just a signal that an error was made in posting a payment at our office, and that can be checked and corrected immediately. It may also be a signal that we simply did not receive your payment by mail, and you may need to check with the bank to see if your check cleared or submit another payment.

As always, if you have any questions, please contact our billing department at 620-758-2262 or 1-800-310-8911. Thank you!