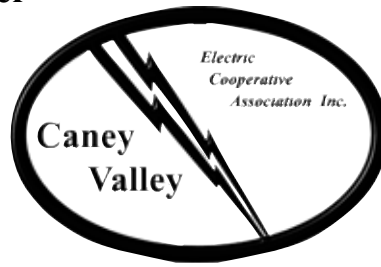




December  
2007



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

**Board of Trustees**  
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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

The Board and staff of Caney Valley wishes you a Merry Christmas and Happy New Year!

To observe the holidays our offices will be closed December 25 and January 1.

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

### Power Cost Adjustment

The Power Cost Adjustment (PCA) for December is \$.01476/kilowatt-hour. This calculates to an additional \$14.76 per 1,000 kilowatt-hours used.

### Operating Statistics Sept 2007

For Month Ending	September 2006	September 2007
Customers Billed	5,365	5,407
Kilowatt Hours Sold	6,370,007	6,161,319
Total Revenue	\$ 879,231	\$ 801,603
Purchased Power	\$ 242,118	\$ 317,122
Operating Expenses	\$ 148,542	\$ 165,739
Depreciation Expenses	\$ 43,387	\$ 46,680
Interest Expenses	\$ 37,970	\$ 36,399
Other Expenses	\$ 708	\$ 100
Operating Margins	\$ 406,505	\$ 235,563
Non-operating Margins	\$ 3,808	\$ 23,148
Total Margins	\$ 410,314	\$ 258,711
Margins Year-to-Date	\$ 424,152	\$ 136,442

### From the Manager's Desk... Holding On

Looking at the overall cost of electricity charged to Caney Valley's members in 2007 provides interesting results.

For January through October, the average cost charged per kilowatt-hour was 12.3¢ compared to 12.7¢ for the same period in 2006. This translates to your monthly electric bill being \$4 less for 1,000 kilowatt-hours compared to last year.

The main reason for the lower costs is due to lower wholesale power expenses. Using a power cost adjustment (PCA) charge added to the regular electric rates facilitates obtaining only the amounts necessary to recover increased power costs not designed

to be covered by the regular electric rates which were established in 1993.

The PCA enables the volatility of wholesale power costs to be tracked, accounted, and paid in a timely manner. If the power costs go down, the member's electric bill is promptly lowered accordingly. It is one of many practices and strategies which your cooperative is using to help hold the line on your electric bills during these challenging times.

On behalf of the Board of Trustees, the staff of dedicated employees, and myself, I wish you all a Merry Christmas and a great 2008!

*Allen A. Zadorozny, Manager*

### Outages for October 2007

Occasionally, a part or parts of the delivery system fail and an outage occurs. The following is a summary of the larger outages and their causes that occurred during October.

Date	Area	Consumers Affected	Duration	Cause
10/1	Southeast of Sedan	100	1 hr 45 min	Accident in Sedan
10/2	South of Chautauqua	50	30 min	Lightning
10/17	Chautauqua area	300	1 hr 45 min	Tree on line
10/17	Sedan substation	1590	1 hour	Bad switch in substation
10/31	Burden, Cambridge	40	4 hr 15 min	Accident

## Have a Complaint? We Want to Know About It

The goal of Caney Valley Electric Cooperative is to provide you and all its members with the very best electric service possible at the least practical cost.

Caney Valley is a non-profit, member-owned corporation established to provide electric and other related services to its members.

It is the practice of your cooperative to work closely with its members to resolve any disputes or complaints regarding electric service. We are required to follow specific rules, regulations, and policies administered by the Board of Trustees of Caney Valley Electric. A copy of these are on file in the cooperative's office.

In some instances you may have a complaint against the cooperative which cannot be resolved to your satisfaction. It is very important that the following steps be taken in attempts to resolve a dispute.

**Step 1** – Contact a customer service representative or the Manager of Member Services to discuss your complaint.

Our staff will make every effort to resolve the problem to your satisfaction, if possible, under the cooperative's rules and regulations, by-laws, general policies

and practices.

**Step 2** – If our staff is unable to resolve your problem to your satisfaction, you may request a meeting with the General Manager of Caney Valley. The General Manager will make every effort to resolve the problem to your satisfaction.

**Step 3** – If the problem remains unsolved, you may request an audience before the Board of Trustees of the cooperative at any regularly scheduled Board meeting, upon the following conditions:

1. Submit a written request to the General Manager to attend a Board meeting at least 15 days prior to the meeting.

2. State in the request the business to be discussed.

3. State the names and addresses of all persons attending, limited to five members of the cooperative, including counsel.

Decisions by the Board of Trustees of Caney Valley Electric will be final.

We will make every effort to resolve your complaint as expeditiously as possible. The staff, Manager and Board of Trustees of Caney Valley are here to serve you, our members.

## Kansas Weatherization Assistance Program

Cold weather is on its way. The Kansas Weatherization Assistance grant program works on homes to reduce energy use, and to make sure households have a safe furnace to use at no cost to the resident.

The program will pay for furnaces to be repaired or replaced, insulation installed in attics and walls, replacement and repair of broken windows,

and weather stripping for exterior doors.

Homeowners and renters can apply to receive grant funds. Apartment buildings are also eligible if all renters apply and landlord(s) give written permission.

To find out more information about the grant program call (800) 658-1742 or visit [www.sckedd.org](http://www.sckedd.org).

## Prioritizing Home Efficiency Improvements

The best way to lower your energy consumption is to improve the efficiency of your home. But what should you do first?

Your choice of energy improvement projects should be based upon the type and condition of your home. Consider these questions:

- What is the condition of the exterior of your home? Repair any broken windows, loose siding, or missing trim before you do anything else. You'll spend extra money on energy each month if outdoor air is whistling through your home.
- How much insulation do you have in your attic? Attic insulation keeps your home warm in winter and cool in summer.
- Has your furnace or air conditioner been serviced lately? These hard-working appliances are the largest consumers of energy in most homes. Periodic service can improve their efficiency.
- How many incandescent lights do you have? These traditional bulbs use three times more electricity than modern compact fluorescent lamps (CFLs). Buy and install CFLs in any light fixtures you use more than a few hours a day.
- How old is your refrigerator? The newest refrigerators take advantage of technology that cuts their consumption to one-quarter that of older units. Shop for an ENERGY STAR® rated refrigerator to get the most efficient models. Buy a smaller unit than you currently have for added savings.