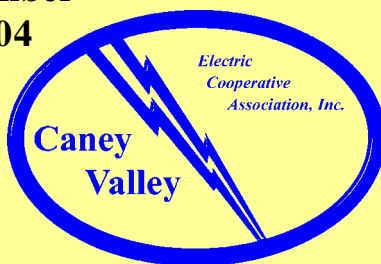


December
2004

A Communication
Service To Our Members

OICE



Website: caneyvalley.com • E-mail: cve@caneyvalley.com
In Case of an Outage, Please call 1-800-310-8911

Board of Trustees

Ron Lenington, DVM, President
Richard Craft, Vice-President
David Evans, Secretary/Treasurer
Floyd Montgomery, Sam Wilson,
William McCormick, Dwane Kessinger,
P.J. Buck, Mack Chrisman

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

Do You Need Services Left at a Vacant Site?

Let us know

Is there **any** chance that you may need that old service site or spans of electric line not serving anything at this time?

If so, **please** let us know.

Contact our office to make arrangements to keep vacant electric service facilities from being removed. It would be most efficient for is all to avoid removing facilities that will be used in the near future.

As time allows, we remove old, vacated electric services and electric lines to reduce the Cooperative's liability exposure and taxes. Unfortunately, there have been several instances lately, and through the years, which have caused difficult situations when the old facilities were removed; and then someone comes forward saying that they had a need for those lines.

Let us know if this message affects you or might affect any of your acquaintances. We certainly want to work with you as we continue our vacant service retirement program.

Best wishes for a most enjoyable holiday season!

Allen Zadorozny, Manager

Hey... It's Only Money

But, it's your money and we'd like to help you hold on to it. So tighten your grip on your wallet by taking advantage of Caney Valley's rebate program.

Cash rebates are available for the purchase and installation of electric water heaters, heat pumps, dryers and ranges. We also have Marathon water heaters available free to cooperative members replacing a non-electric unit or in new construction. These water heaters carry a lifetime guarantee against leaking to the original purchaser.

These appliances provide year-round efficient, comfortable and economical service, and our re-

bate program will help keep your money where it's supposed to be...in your pocket! Call us today at 758-2262, and let us show you how to hold on to your energy dollars!



Caney Valley Electric
will be closed on December 24, 2004
for the Christmas Holiday.
Our office will also be closed on
December 31, 2004 for New Year's Day.
We wish all of our members and families a
very Merry Christmas
and
Happy New Year!

Have a Complaint?

Caney Valley Wants to Know About It

The goal of your local rural electric cooperative is to provide you and all its consumer-members with the very best electric service possible at the least cost practical. Your cooperative is a non-profit, member-owned corporation established to provide electric and other related services to its consumer-members.

It is the practice of your cooperative to work closely with its members in resolving any disputes or complaints regarding electric service. Your cooperative is required to follow specific rules and regulations and policies on file and 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. You will need to contact the Customer Service Representative or Manager of Member Services to discuss your complaint. This person will make every effort to resolve the problem to your satisfaction, if possible, under the cooperative's rules and regu-

lations, by-laws, and general policies and practices.

Step 2. If staff is unable to resolve your problem to your satisfaction, you may wish to request a meeting with the General Manager of the cooperative, who will also make every effort to resolve the problem to your satisfaction.

Step 3. If the problem remains unresolved, 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 of the Board of Trustees of Caney Valley Electric will be final.

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

Keeping You Informed...

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 in October, 2004:

Consumers				
Date	Area	Affected	Duration	Cause
Oct. 3	No of Caney	25	2 hours	OCR failure
Oct. 8	Burden	40	2hr 15min	Cat on the line
Oct. 11	E of Chautauqua	130	30min	Rain – reset OCR in substation
Oct. 13	Longton/Elk Falls	339	30min	Scheduled maintenance in substation
Oct. 29	Chautauqua	80	30min	Bird on transformer

Power Cost Adjustment

The Power Cost Adjustment (PCA) for December is \$.00628. This calculates to an additional \$6.28 per 1,000 kilowatt hours used.

Operating Statistics

For Month Ending:	September 2003	September 2004
Customers Served	5,213	5,211
kWh Sold	5,774,134	4,687,318
Revenue	\$730,408	\$599,542
Purchased Power	\$220,669	\$265,796
Operating Expenses	\$137,435	\$138,349
Depreciation Expenses	\$41,289	\$45,028
Interest Expenses	\$27,191	\$25,905
Other Expenses	\$50	\$100
Operating Margins	\$303,774	\$124,364
Non-operating Margins	\$2,487	\$2,316
Total Margins	\$306,261	\$126,680
Margins Year-to-Date	\$365,901	\$63,373