

Polk County Power 'The Livewire'



PO Box 465 Stromsburg NE 68666

June 2018

Young Ladies to Represent District at Annual Youth Energy Leadership Camp



Avery Hanson
Cross County High School

Each year the Nebraska Rural Electric Association works with Nebraska's rural public power districts from across the state to organize one of the top leadership camps in the state for high school youth.

Some of Nebraska's most talented, academic and involved youth join together to spend a week at the Halsey National 4-H Camp, near Halsey, NE.

This year is no exception when three local ladies (who already know each other) are very excited to learn more about this once in a life-time experience.

All three young ladies are Honor Roll students, are high achievers and are in the top ranks of their

class. They are either current or past 4-H members, band participants, and excel in speech, drama and one-act, FCCLA or FFA.

Each of the gals participate in at least three sports activities, do volunteer work in their respective communities and work part-time jobs. College plans are in each of their futures.

During the week long, all-expense paid camp the youth have opportunities to grow socially, become involved in voting for a board of directors who then select a general manager to give them insight as to how a public power district operates. These camp leaders have opportunities to oversee events



Bailey Urkoski
High Plains Community School



Kenzie Pinney
Osceola High School

throughout the week.

Team building skills are learned through things like building and racing an electric car, participating in talent contests, learning about how public power works and the many job opportunities it offers, both for inside and outside employees.

Campers will tour the Kingsley Hydro Station at Lake McConaughy and Gerald Gentleman Station, a coal-fired power plant near Sutherland, NE. After a long day a cook-out and an evening of sports activities finalize the fun day at camp.

Congratulations to these outstanding students who will represent Polk County RPPD at the leadership camp July 9-13, 2018.

Customer Satisfaction Results on the Increase

by Barb Fowler, Director of Technical Services

Customer surveys play an integral role in the development of PCRPPD's Strategic Plan.

Customer surveys are a valuable tool because by gaining insight into our customers' needs and wants, we can implement change to increase customer value and financial performance.

Touchstone's Balanced Scorecard helps us measure and benchmark our key performance indicators and establish performance goals.

In 2015, General Manager, Phil Burke initiated PCRPPD's Strategic Plan process to identify our performance gaps and ensure our resources were focused, and remain focused, on what is important. With input from the Board of Directors and employees, PCRPPD defined our core values, our vision, and re-affirmed our mission statement. Next employee and customer surveys were conducted to determine what areas needed focus and attention and goals were developed over four mission critical areas, Employee Effectiveness, Operational Excellence, Financial Strength, and Customer Satisfaction. Employees volunteered to serve on the Strategic Initiatives Committee to develop, measure, and complete initiatives to accomplish these goals.

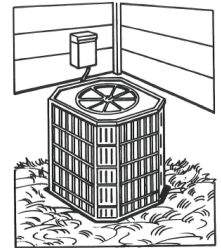
As we enter our third year of our current Strategic Plan, we have implemented initiatives that focus on communication, cross-training, wellness, education, safety, cost reduction, and customer services. In 2017 we conducted our second customer survey to ensure we continue moving in the right direction.

With the Balance Scorecard, we identify performance gaps and set targets in each of our mission critical areas. We implement specific initiatives to close those gaps. Most importantly, we have given each of these critical areas the attention they require.

It's Tune-Up Time!

When was the last time you had your home's cooling system tuned up?

If it has been a few years, now is the time to have your heating and cooling contractor inspect, service and clean your system. Typically tune-ups on cooling systems that have been neglected for a few years can provide 5-15% energy savings, or more. Not to mention the unit can better perform from a comfort and equipment longevity stand point.



Through the EnergyWise™ program you can receive a \$30 check toward the cost of a tune-up. Please note, you can have your system inspected more often, but the \$30 incentive is only available every three years.

Be proactive! Don't wait until your system quits in 95 degree heat. Contact your heating and cooling contractor today or call Polk County RPPD at 402/764-4381 for program information.

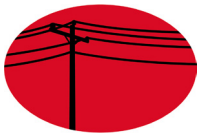
HANGING ONTO SAFETY!

Polk County RPPD's last lost-time, work related OSHA recordable injury was June 9th, 2008

District employees are nearing 400,000 hours since the last occurrence.

We hang proud of this accomplishment.
"Work safe, home safe"





BALANCED SCORECARD ~ 2017 Polk County RPPD



Customer Satisfaction

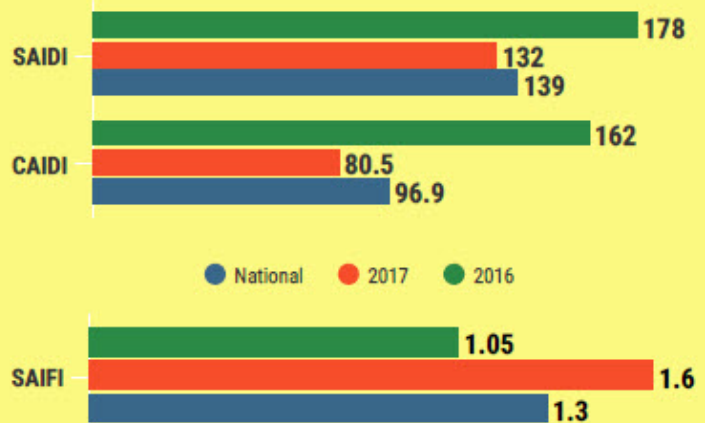
ACSI Score
American Customer Satisfaction Index



Reliability

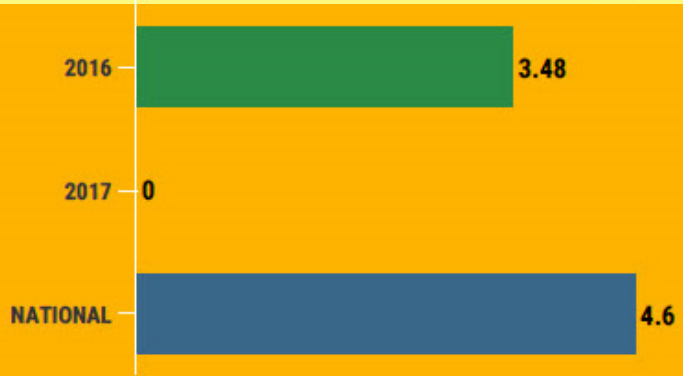
System Average Indexes:

SAIDI - Average outage duration (mins)
CAIDI - Restoration response (mins)
SAIFI - Outage frequency (annual)



Safety

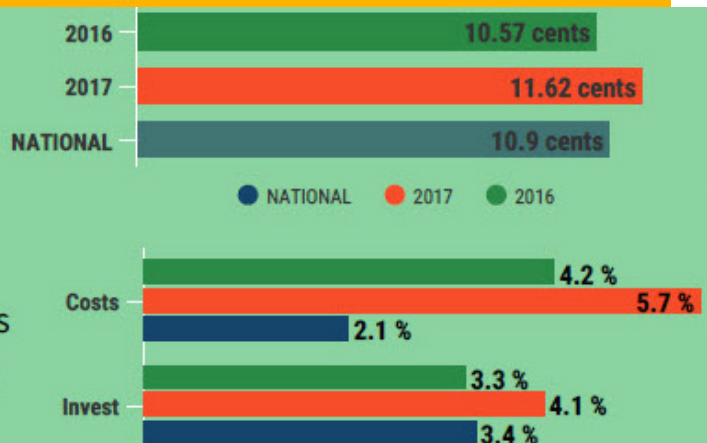
All Injury Incident Rate
OSHA recordable injuries



Cost

System Average Indexes:

Cost per kWh sold (cents)
Annual % change in controllable costs
Annual % change in plant investment per mile



Policy Reminder to Irrigators

Any irrigation customer requesting to change to a lesser control during the pumping season will be charged the difference in the rate for the year, plus a fee of \$60.00 per year, per well.

Any tampering, or bypassing of PCRPPD load management equipment or otherwise manipulating pumping equipment in order to allow a controlled irrigation system to operate during control periods without prior approval from district personnel, will void the current "Interruptible Agreement" and incur a \$250.00 penalty, per occurrence.

The affected service(s) will be disconnected until a "No Control" agreement is signed and all billing adjustments, including penalties are paid to the district. PCRPPD reserves the right to further

recoup any loss due to added or unexpected demand to the system or damage done to District equipment.

Annual Horsepower Bills Past Due June 10th

If you have not yet paid the 2018 horsepower charges, please do so as soon as possible to avoid late fees. You may contact us, if you would like to set up recurring bank draft or credit card payments, please notify us no later than June 7th.

For those of you who are not receiving load management text messages, and would like to begin receiving them, please call as soon as possible.

Any billing questions should be addressed prior to the June 10th delinquent date. Thank you.

Polk County RPPD News
115 W 3rd St.
Stromsburg NE 68666-0465
Phone 402/764-4381

Board of Directors

Mardell H. Johnson - President
Vernon A. Kuhnel - Vice President
Gary Allison - Treasurer
James D. Carlson - Director
Gene Urkoski - Director
Robert Lindburg - Director
Greg Kuhnel - Director
James Papik - Attorney/Secretary
Phil Burke - General Manager

Meetings

In accordance with Nebraska Statute, notice is hereby given that the regular meetings of the Board of Directors of Polk County Rural Public Power District are held on the 8th day of each month, commencing at 8:30 A.M. at the district office located at 115 W 3rd St., Stromsburg Nebraska. In the event that the 8th falls on a Saturday, the meeting will be held on Friday the 7th. If the 8th falls on a Sunday or observed holiday, the meeting will be held the following business day. The meeting date shall be set by the Board of Directors and published in the Legal Notices of local newspaper. An agenda for each regular meeting of the board is available for public inspection during business hours at least three (3) days prior to each meeting; provided however, that the Board of Directors shall have the right to modify the agenda to include any type of emergency item.

Office Hours

8:00 A.M to 5:00 P.M.
www.pcrppd.com

Through SmartHub™ you can register for recurring payments, make payments, monitor usage, review past payments, billing history and more.

You can also make mobile payments using Interactive Voice Response (IVR). You can simply enter the number #844/859-5977 in your phone contacts and make payments at any time. You can safely store payment methods and follow the prompts to complete payment.

Watch for updates and posts on our Facebook page.

"Owned by those we serve"

Congratulations to all the area

high school and college graduates. We wish you life's best as you venture out into the world with new hopes, dreams and career goals. Good luck!



You're invited to 'like' and follow us on Facebook!

Ask the Expert - This message brought to you by Touchstone Energy Cooperatives™

LED stands for light-emitting diode. They are becoming very popular because of their many advantages, including high energy efficiency, long operating, durability and excellent color quality. Here's how they work.

An LED is a semiconductor diode, which is a small chip of silicon treated with chemical elements that create a positive-negative (p-n) interaction. The positive side contains electron holes while the negative side contains free electrons. When connected to a power source, the holes and electrons are forced into the middle p-n junction. When an electron meets a hole, it releases energy in the form of a light photon. Unlike traditional light sources, LEDs emit colors directly without a chemical chain reaction with mercury or filaments. The color of the LED depends on the chemical element in the diode.

LED fixtures consist of multiple rows of diodes. Each diode is about 1/4 inch in diameter and can be grouped together tightly for high-intensity uses, such as parking lot lighting. Conventional lamps shine light in all directions; a light fixture is needed to point the light where it is needed. LED lamps are directional by nature, pointing light in one direction with little waste.

