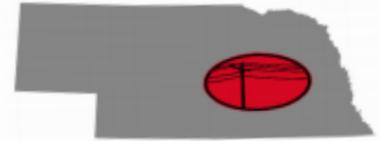


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# POLK COUNTY RURAL PUBLIC POWER DISTRICT

‘The Livewire’

“Committed to enhancing the lives of our customers by providing safe, reliable and economical energy through excellence in customer service and innovation”



April 2022

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## Watt Matters

By Barb Fowler - General Manager

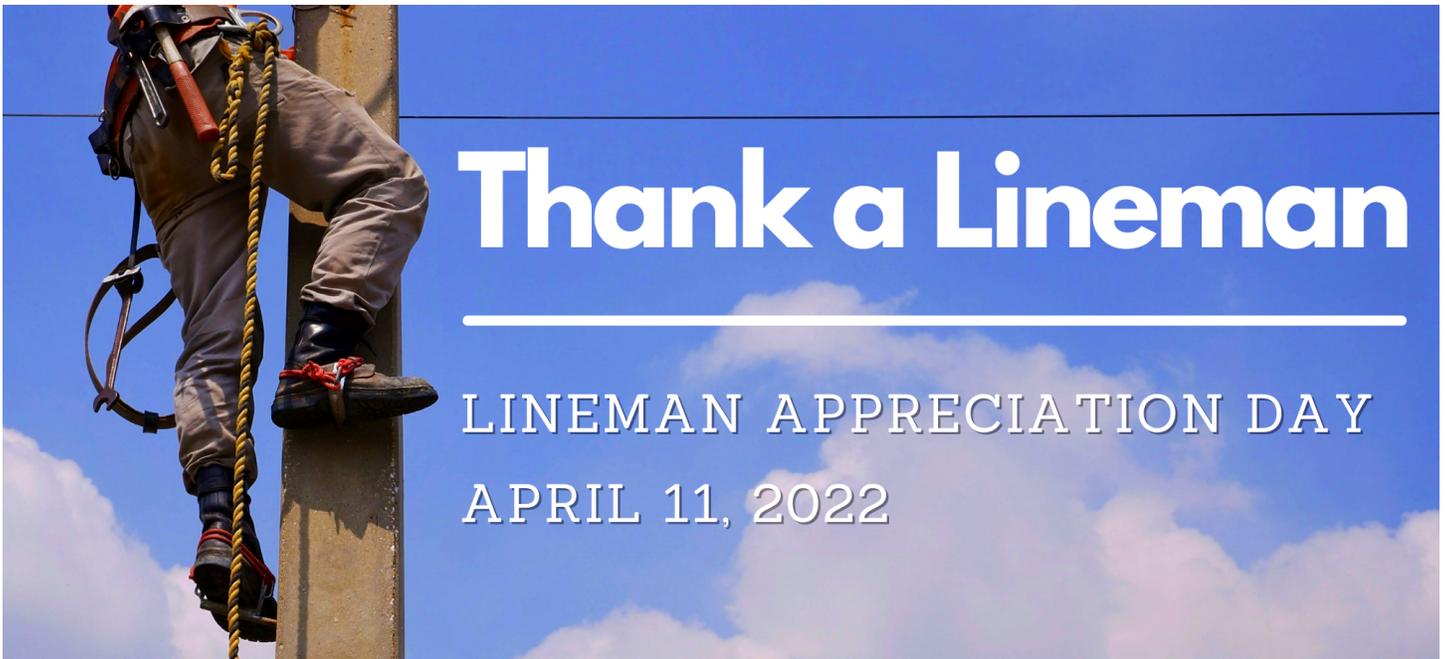
Appreciation matters. We are taught to show gratitude at a very early age. My granddaughter could sign ‘Thank You’ before she could say it. My mom taught me to always send thank you notes (THANK YOU, Mom!). Thank You is one of the first conversational phrases you learn in a Babel course (obrigada).

Appreciation is a habit we sometimes lose sight of, but it’s so very important to practice. Gratitude is a choice, and it changes how you look at life, at the world and how others look at you.

Practice gratitude even during disappointment. It doesn’t matter who you are or what you do; everyone likes to be appreciated. So, look for opportunities to thank others for their work, for their effort, and for helping other people. I will tell you; it is contagious.

Last month we shared our appreciation of our local ag community with coffee and cookies during National Ag Week. This month we celebrate Linemen Day with our linemen and their families. We are grateful for the guys who readily go out in the midst of

Nebraska’s worst weather, wind, and darkness to restore power. But we are also very grateful for their spouses and children whose birthday parties, holiday dinners, and quiet evenings at home are interrupted by the outage call. We know the commitment and sacrifice comes not only from the linemen but also from their families. To those families who wait at home, please know when we say we appreciate your lineman, we sincerely mean ‘THANK YOU’ to you, too.



# Employee Transitions

By Barb Fowler

Change is good. Change creates opportunities for development and growth, and growing our PCRPPD team is important to me. If you pay attention, you get to know the skills, strengths, and interests of the people on your team. And when given the opportunity, you help them develop those skills, strengths, and talents. When I accepted my new position, the plan began on how to best replace my current responsibilities and duties. There was no need to look outside as we already had the best talent here. Throughout 2021, the team began learning new duties and taking on new roles, which also allowed us to avoid incurring the cost of an additional employee.



Justin Sunday, our new Engineering & Safety/Compliance Manager, has the system knowledge and has always loved to build lines. Who better to take over the GIS and engineering where he can still build line (virtually) to his lineman-at-heart's content?



DJ Crowell, our new Purchasing & Warehouse Coordinator, is meticulously detailed (DEMONSTRATED BY HIS ALL-CAPS HANDWRITING) and can manage material inventory and charm salesmen and vendors with equal expertise.



Jeff Waller, our Substation Metering & Control Specialist, has literally built the AMI metering and load control systems from the ground up, is the ultimate SME on the technical equipment in our substations, and simply loves DNP point mapping (ok, love may be a bit strong) so he now has a hold of SCADA's reins.



Wade Rahn, our new Customer Service & IT Manager, well, Wade's a nerd (self-proclaimed, I'm not name-calling), so there is no one more qualified than he is to become PCRPPD's head nerd and in charge of our cyber security.



Randy Reese, our Operations Manager, has his finger on the pulse of PCRPPD's operations, and the health of our system truly lies in the details of the OMS system.



Dawn Dudgeon, our Billing Specialist, has greater mastery of PCRPPD's CIS than she has of her shoe closet, so handing her the meter and transformer inventory was the perfect match.



And Jodie Alvis, our Accounting Assistant, as our queen of document retention (she won't let a piece of paper go before its time), was the perfect heir for the keys to PCRPPD's digital archiving kingdom.

In all seriousness, what I love to see the most is when the team discovers a better way to do a task, a more efficient way to work through a process or eliminate no longer useful or needed steps. That is growth, and it comes from the team being willing to change. Change is good.

# EARTH DAY



## TIPS

- Avoid Plastic Disposables
- Conserve Energy
- Eat Local
- Recycle
- Don't Drive Alone

## GLOSSARY (You might need this)

**GIS:** Geographic Information System  
**AMI:** Advanced Metering Infrastructure  
**SME:** Subject Matter Expert  
**DNP:** Distributed Network Protocol

**SCADA:** Supervisory, Control and Data Acquisition  
**IT:** Information Technology  
**OMS:** Outage Management System  
**CIS:** Customer Information System

# SPRING INTO SAFETY

Spring is in the air and that means more than just a change of season for farmers. During the busy planting season, follow these eight safety tips:



## TRANSPORT SAFELY

Ensure equipment is compliant with agriculture road and travel safety rules



## SHARE SAFETY TIPS

Teach anyone working or doing business on your farm about electrical hazards



## ENCOURAGE YOUNG WORKERS

Be sure to match age and ability level with each chore



## BE CLEAR

Explain where the "back 80" or Smith field is; not everyone may know how to get there



## WRITE IT DOWN

Keep directions (with proper road and farm ground names) at home, in the shop and in cabs



## LOOK AROUND

Inspect your space and look for hazards before you start planting



## EVALUATE PROCEDURES

Consider new safety precautions you can implement, such as lockout/tagout



## MEET AND DISCUSS

Conduct morning safety meetings to brief everyone on the day and talk about potential hazards

# TIME FOR A TUNE-UP?

Having your units serviced will ensure proper operation, optimize efficiency and extend the life of your unit



**\$30**  
**INCENTIVE**

**ENERGYWISE** <sup>SM</sup>  
Use less. Spend less. Do more.

Sources: Rural Mutual Insurance Co., farmprogress.com



# Avoid Utility Scams

By Wade Rahn

It's been a hectic day for you, and your phone rings again. You see the caller ID says it's PCRPPD, so you answer the phone. The caller states they are from PCRPPD, your account is behind, and if you do not immediately pay \$100 over the phone with a credit card, they will turn your power off. Confused, your mind starts to race as you try to remember when you received your last billing statement and if you paid it. The last thing you need is to have the power shut off.

This is one type of scam criminals use to steal money. PCRPPD has a defined process to work with customers who cannot pay their bills on time. We communicate early on if a customer is behind and provide clear timelines for getting your account current. We use the same payment methods consistently and never ask you to pay

with gift cards or a non-standard electronic payment system. Furthermore, we will never threaten to shut off your power if you do not pay immediately. PCRPPD customers are given multiple notices before you are disconnected for non-payment. If you think someone is running a utility scam, hang up and notify us and local law enforcement. We will provide you with the status of your account, and you will alert us to the fact that someone is running a utility scam in our area. We can then let others know so that no one becomes a victim.

Scams are not limited to telephone calls. Anyone who has an email account knows how creative scammers can be. Remember to scrutinize email addresses and links before responding. Here are a few reminders to help you stay safe if you think you are the target of a scam:

**Slow down.** Scammers try to convince you that you must act now and try to catch you off guard so you will provide personal or financial information they can use to commit fraud. Take a moment to think before you answer.

**Be suspicious.** Scammers ask for immediate payments with prepaid cash cards or third-party apps. They also may ask for information not related to the entity they claim to represent. Unusual requests and threats that don't make sense could mean a scammer is targeting you.

**Double check.** If you are called by someone claiming to work for PCRPPD, and you are unsure if they do, don't be afraid to hang up and call us back directly at (402) 764-4381. Doing so ensures that you talk to someone from PCRPPD who can verify if it was legitimate.

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