



A Touchstone Energy® Cooperative 
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FLINT HILLS RURAL ELECTRIC COOPERATIVE

NEWS

Flint Hills RECA

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Board of Trustees

Roger Zimmerman
President

Duane Kaiser
Vice President

Duane Carlson
Secretary/Treasurer

Dale Andres
Trustee

Korby Efland
Trustee

Bill Hein
Trustee

Tim Miser
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Terry Olsen
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Member Services

- ▶ ACH / Bank Draft Program
- ▶ Online Payment Options
- ▶ Outside Security Lighting
- ▶ Power Surge Protection
- ▶ Rebate Programs

For more information, call us at 620-767-5144

Flint Hills RECA Returns More Than \$426,000 in Capital Credits

Flint Hills Rural Electric Cooperative's purpose is to provide a safe, reliable and affordable electric service to its members at the lowest possible cost. Flint Hills RECA is a not-for-profit electric cooperative that is owned and controlled by the people that use its services. All operating margins are allocated back as capital credits to the members (patrons) that use and pay for the electric services provided by Flint Hills RECA. On January 18, 2016, the Flint Hills RECA's Board of Trustees voted to retire approximately \$426,000 of patrons' capital credits back to its members and former members.

The retirement of capital credits is a tangible demonstration of your ownership in Flint Hills RECA.

Eligible members of Flint Hills RECA will receive a capital credit refund either in the form of a check or bill credit. If your capital credit refund amount is less than \$50, it will be applied to your March bill as a capital credit general retirement credit; otherwise, you will receive a check, which

was mailed on February 26.

Capital credits are retained by the co-op for a period of time to help fund the operation of the co-op, such as reducing long term debt, maintaining reserves for financing of plant replacements, storm damage repairs and to reduce the cost of electricity to the membership of the co-op. Capital credits are retired when the cooperative's financial strength will not be compromised by a retirement of a portion of patrons' capital credits.

Flint Hills RECA has returned over \$4 million of capital credits to its patrons in the last 10 years. Even with Flint Hills RECA's return of capital credits, the cooperative continues to rebuild and improve electrical lines and provide our members with quality electrical service.

Should you cease to purchase electric service from the cooperative and change your present address, you should notify the cooperative of your new address. This will assure that you will continue to receive any refund if and when they are made.

Efficiency Tip of the Month

Consider purchasing rechargeable batteries, which are more cost effective than disposable batteries, and an Energy Star charger. In the U.S. alone, more energy-efficient battery chargers could save families \$170 million-plus annually.



Accessing Member Property for Maintenance

Our main objective as an electric cooperative is to deliver safe and reliable power to our members. To do so, we must maintain our electric distribution system, which includes hundreds of miles of wire, poles, transformers, fuses and other miscellaneous hardware.

Flint Hills RECA staff perform these duties every day in the field from the substation to your meter. There are times when we may need to access your property to inspect, maintain, and cut trees around the facilities that serve you and your neighbors, but we want to ensure you that our staff will always be respectful of your privacy and property.

Our vehicles are easily identifiable with our Flint Hills RECA logo and name, and we require our staff to have their identification available in case there is a concern about their presence. In some circumstances, we'll notify our members ahead of time if we need to perform a planned outage to repair or replace equipment.

We appreciate your understanding and patience. If you have questions or concerns please call our main office at 620-767-5144.

Daylight Saving Time

On March 13, remember to spring your clocks forward one hour. This is also a great time to do the following:

- ▶ Change batteries in your smoke detectors
- ▶ Have a professional check your fire

Happy St. Patrick's Day



Hein Retires from Flint Hills Board

Bill Hein announced his retirement as a Board of trustee for Flint Hills RECA. At the monthly board meeting on January 18, Board President Roger Zimmerman, presented Hein a plaque as a token of appreciation for his years of service as a Board member.

Hein has served as a Board member for nine years. "I have enjoyed working for the co-op members and with all of you here at Flint Hills. I will always be a part of the co-op family" said Hein.

Hein was also an alternate on the Kansas Electric Power Cooperative Board since 2012, and was recognized for his service at their board meeting



Flint Hills RECA's Board President Roger Zimmerman presents Bill Hein a plaque in appreciation of his service on the Board.

on January 26, in Topeka.

Hein's final meeting as a Flint Hills RECA Trustee was the 78th Annual Meeting held on March 3, 2016.

Flint Hills RECA employees and Board members would like to thank Hein for his dedication and commitment to the cooperative and its members throughout the past nine years.

Tired of Writing Checks?

Sign up for Flint Hills' Auto Bank Draft Program

To save you time, sign up for our auto bank draft program! It is simple and free—no stamps, no cost for checks and you do not have to worry about the bill arriving late or getting lost in the mail.

Just clip this ad, return it to Flint Hills RECA with your next month's payment, and we will send you a debit authorization form. Once the form is returned and processed, your next electric bill will say "Do Not Pay, Paid by Bank Draft Plan" and, each month, your payment will automatically withdraw from your checking account. It is that easy!

You will still receive your bill every month for your review and you have the option to discontinue the auto bank draft at any time by calling our office. Go to www.flinthillsrec.com for more information on the auto bank draft program.

Name _____

Account # _____

Address _____

City, State _____ Zip _____

Phone _____

Co-ops Participate in National Electric Grid Security Exercise

Have you ever tried to imagine what would happen if a catastrophic event damaged or destroyed parts of our electric system? What if a tornado tore down high-voltage power lines? What if a power plant sustained major flooding? What if a hacker got into an electric utility's control system?

Relax! You don't have to dream up these scenarios; there are utility security professionals who do that for a living, and recently they convened more than 3,000 people from 350 organizations for a two-day exercise to help utilities prepare for these sorts of disasters.

The event was called "GridEx III," and it simulated physical damage and cyberattacks on the nation's power systems, destruction of communication systems and damage from explosive devices and shootings.

The electric co-op community was well-represented during the drills: A few hundred staffers from 14 generation and transmission utilities, as well as four distribution co-ops participat-

ed in this biennial exercise, which was spearheaded by the North American Electric Reliability Corporation (NERC). NERC said the exercise was designed to "enhance coordination of cyber and physical security resources and practices within the industry, as well as communication with government partners and other stakeholders."

Co-ops were represented at the national level by Duane Highley, president and CEO of Arkansas Electric Cooperative Corporation & Arkansas Electric Cooperatives, Inc., who serves as co-chair of the industry's Electricity Subsector Coordinating Council. The CEO-level council works with Cabinet-level officials from the federal government on electric reliability, security and resiliency in the face of cyber and physical threats.

"Simulated exercises such as these allow co-ops to practice contingency and response plans, improve them, and hone our skills to be prepared for potential future events," Highley said. "This also gives us the

opportunity to improve our coordination capabilities with multiple industry sector partners at the local, state and federal levels."

"Some co-ops hosted state politicians, regulators, emergency operations staff and first responders to participate or observe in GridEx III at the co-op's office," said Barry Lawson, NRECA power delivery and reliability associate director.

"This level of participation helps educate and build important relationships with key stakeholders before their assistance is needed," Lawson said. "NRECA is very proud of the cooperative participation in GridEx III and looks forward to more in GridEx IV in 2017."

At Flint Hills RECA, we understand how important reliable power is to our members. That's why we'll be reviewing and applying the lessons coming out of GridEx III. A final report is expected to be released by NERC by the end of the first quarter of 2016.

2016 Youth Leadership Camp Winners Selected

Congratulations to the winners of the 2016 Youth Camp Competition! Flint Hills Rural Electric Cooperative held its 2016 Cooperative Youth Leadership Camp (CYLC) competition on February 18. Two students were selected to represent the Flint Hills RECA at CYLC in July at Steamboat Springs, CO, July 16-22.

Meghan Eidman is a student at Chase County High



Meghan Eidman



Paige Craney

School. Meghan is the daughter of D. J. and Alison Eidman of Strong City.

Paige Craney is a student at Hillsboro High School. Paige is the daughter of Vince and Jessica Craney, of Hillsboro.

The students from Colorado, Kansas, Oklahoma and Wyoming will learn about rural electrification, cooperatives, leadership, energy and safety and interpersonal communications. Campers will tour one of the largest electrical generating plants in the nation and Trapper Mine where coal is mined to fuel three local generation plants. Also scheduled dances, games, swimming, rafting, a talent show, and shopping and socializing in Steamboat Springs.

The applicants were selected based on an interview and knowledge of electric cooperatives.

Flint Hills RECA Board of Trustees would like to thank all of the applicants for the time and effort they put into the 2016 Youth Competition and would encourage all to apply again next year if eligible.

Pay-By-Phone

Call 844-241-0264

Flint Hills RECA must move to an automated system in order to be compliant with the Payment Card Industry (PCI) Data Security Standard. These worldwide requirements are designed to help protect companies that process payments from credit card fraud through increased data controls. Moving to this system ensures our continued ability to accept e-checks, debit, and credit card payments.

After **April 1, 2016**, Flint Hills RECA will no longer be able to take payments over the phone. If you want to call in a payment on your account, you **MUST** call our toll free number 844-241-0264—be sure to have your account number ready. Flint Hills RECA is dedicated to providing you with convenient customer care: If you prefer an alternate method of payment, we now offer an auto bank draft program—the easiest method of payment! To sign up for automatic bank draft, fill out the form on page 16-B.

How to use Pay-By-Phone

- ▶ Call 844-241-0264.
- ▶ Once connected, the main menu will be listed (refer to the quick reference guide below). Select an action from the listed options.
- ▶ Enter your personal information, such as card number and payment amount.
- ▶ If paying by check, create a PIN number to make a payment.
- ▶ At any time, you may hang up to discontinue the call.

Quick Reference Guide

Main Menu

- ▶ 1 – Inquire or make a payment on your account
- ▶ 2 – Update your phone number
- ▶ 3 – Create or update your PIN
- ▶ 9 – Repeat this menu

Look up Account Info

- ▶ 1 – Look up your information using account number
- ▶ Please enter your account number followed by the # sign
 - ▶ If this is correct, Press 1; if not, Press 2

Make a Payment

- ▶ 1 – Pay total amount due
- ▶ 2 – Pay different amount
- ▶ For example: enter 10000 for \$100.00
 - ▶ If this is correct, Press 1; if not, Press 2
- ▶ 3 – To continue without making a payment
- ▶ 9 – To hear this menu again

Add Accounts or Process Payment

(If you own multiple accounts, here is where you can add one)

- ▶ 1 – Add another account to your payment total
- ▶ 2 – Process your payments

Payment Method

- ▶ 1* – Pay by Visa or Master Card
- ▶ 2* – Pay by check
- ▶ 3 – Add another account to your payment total
- ▶ 4 – Exit without making a payment
- ▶ 9 – Repeat these options

(1*) Credit Card Payment Method

- ▶ Enter your card number followed by # sign, (1-correct, 2-no)
- ▶ Enter the expiration date, (1-correct, 2-no)
- ▶ Is zip code listed (1-correct, 2-no).
- ▶ Save this information (1-Yes, 2-No)

▶ Amount stated is: _____

- ▶ 1 – If this is correct
- ▶ 2 – Review your payments
- ▶ 9 – Repeat these options

(2*) Electronic Check Payment Method

- ▶ If you do not already have a 4 digit PIN, Enter your last 4 digits of your SS number (1-correct, 2-no)
- ▶ Enter a 4-digit PIN number
- ▶ Enter your bank's 9 digit routing number (1-correct, 2-no)
- ▶ Enter checking account number (1-correct, 2-no)
- ▶ Personal account (1), Business (2)
- ▶ Checking (1), Savings (2)
- ▶ Save this information (1-yes, 2-no)
- ▶ Amount stated is: _____
 - ▶ 1 – If this is correct
 - ▶ 2 – Review your payments
 - ▶ 9 - Repeat these options