



LEAVENWORTH-JEFFERSON ELECTRIC COOPERATIVE

The Powerline

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Efficiency Tip of the Month

Don't let vampires suck the life out of your energy efficiency efforts!

Remove Energy Vampires & Save
10%

Unplugging unused electronics – otherwise known as “energy vampires” – can save you as much as 10 percent on your electric bill.

FROM THE MANAGER

October is Cooperative Month



Steve Foss

We are celebrating Cooperative Month here at Leavenworth-Jefferson Electric Cooperative (LJEC), and I would like to take the opportunity to tell you about the phenomenal people who work to serve our members at LJEC. These are the people who make the cooperative difference, and we want each of our members to see the value of our people.

I've always thought we did a fantastic job for our members, and I can verify that with the results of the American Consumer Satisfaction Index (ACSI) score. We recently participated in a customer satisfaction survey and we performed very well. We scored an 83. This score puts LJEC equal to the national cooperative average.

Some of the key drivers to achieving this score were LJEC's professionalism, knowledgeable employees, quality customer service, and reliable power.

An impressive score is not the work of individuals. It's the hard work, commitment, and dedication

of every single staff member at LJEC working as a team. We have great people, and we hire great people. I'm very proud that our hard work has been recognized by the results of the survey because in business a balance sheet never really reflects the greatest asset—people.

The people who work at LJEC are not only employees, but many are members. The culture of this cooperative is to make members our number one priority, because after all, our members are family and friends.



At LJEC, we like to think of our cooperative members as part of the LJEC family and they have a stake in their

electric service. We treat members how we would want to be treated, and that's helping to make the cooperative difference.

It's something I'm very proud to be a part of.

As always, if you have questions about the cooperative we encourage you to contact us by calling the office at 913-796-6111 or emailing info@ljec.coop.

BOARD PERSPECTIVE

Board of Trustees Gives Membership a Voice

BY LARRY STEVENS, TRUSTEE



Larry Stevens

I am one of nine district representatives, and the consensus across the Board is that we are here to serve the membership. We are here to be an active voice for those we represent when it comes to the daily operations, and responsibilities associated with providing electricity to the rural areas where we live.

I believe it's imperative that members visit with their district representatives on the Board of Trustees to share their concerns, or address any issues they might have concerning the cost of service. Trustees are members just like everyone in their district and strive to keep the cost of power at a minimum while providing timely, quality service to all members.

It is important to me to visit with members within my district whether by phone or in person. Anyone can feel free to contact me with questions or concerns. I want to listen and provide feedback. It's important for me to follow through on exploring questions or concerns they have, and work closely with them and the management of LJEC to help resolve any issues.

I am honored to serve as a trustee on the LJEC board representing District 5, and I appreciate the opportunity to participate in a forward thinking, well-managed rural electric cooperative with top-notch employees that provide first-class service to their members.

Your Co-op is Different, That's a Good Thing

BY CHRIS PARR, ASSISTANT GENERAL MANAGER

A question we get asked many times is how cooperatives are different from an investor-owned utility, or a municipality?

The key difference is profit. Investor-owned utilities (IOU) are for profit, public companies that have a board of trustees, but are owned by shareholders. The board members of an IOU are not usually customers of the utility. Shareholder interest is to maximize their return on investment, and many of the largest utility shareholders are larger private equity firms which are not in the business of selling electricity.

IOUs are regulated by the state public service commissions. Here in Kansas the commission is the Kansas Corporation Commission (KCC). The KCC determines the allowed rate of return for local IOUs, which determines the return on the investor's investment, which then determines electric rates for customers.

Municipalities have a Board of Trustees and are non-profit. They operate to keep rates as low as possible. The board members may, or may not, be a customer of the utility. Different governance structures set rates. These types of utilities include city councils; city-owned; independent city agencies; municipal city districts; and joint powers agencies. It all depends on the municipality. These structures determine the rates and margins collected over what is required to operate and not returned to their customers.

Electric cooperatives have a Board of Trustees elected by the member-owners and are non-profit. Every board member is a member of the cooperative, and the key difference between a municipality and cooperative is that margins collected over what is required to operate are then returned to the membership through capital credit retirements.

Cooperatives are only regulated by public service commissions, like the KCC, if their membership has elected that governance structure for rate setting. Many of the cooperatives allow the Board of Trustees to vote on rate increases, and since trustees are members there is a prudent review of the rate increase before it is approved.

Why the cooperative difference? As a member of an electric cooperative, you have a voice in many aspects of how the cooperative operates. Members have an opportunity to elect board members to represent their district to support the Board's fiduciary and policy responsibilities. Any member can run for the board as long as they are in good standing with their account.

In addition, cooperatives offer many value-added services for their members. For example, LJEC offers programs including:

- ▶ Home Energy Audits
- ▶ Pre-paid Service
- ▶ Time-of-Use Rate
- ▶ Water Heater & Other Rebates

Another aspect of the cooperative difference is customer service. Cooperatives have the opportunity to engage with members, mainly due to the size of the cooperative. Members can come by the office and work directly with all employees at the cooperative, including the CEO. Many of the employees are also members of the cooperative and this builds a culture of providing high quality, reliable service to their friends and neighbors.

That's the cooperative difference!

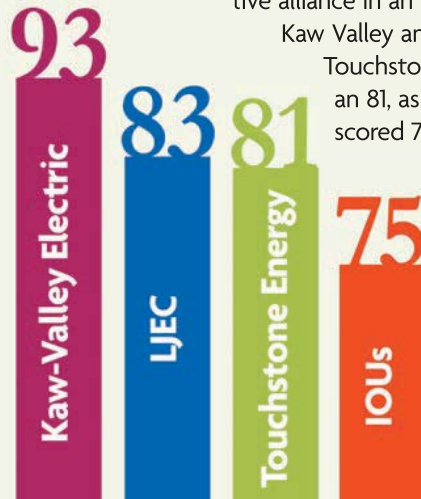


Chris Parr

Survey Results Say Members are Satisfied with Service

Recently, LJEC participated in a customer satisfaction survey. The survey included American Consumer Satisfaction Index (ACSI) markers in order to benchmark the cooperative across several industries performance measurements.

The ACSI markers allowed comparison as a uniform and independent measure of household consumption experience. As an economic indicator, the ACSI tracks trends in customer satisfaction and provides benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies. It also includes an Energy Utilities Index which is an independent customer satisfaction measure of the U.S. Top-30 investor-owned gas, electric or combination utilities.



The survey results were outstanding—**LJEC SCORED A 83** and **KAW VALLEY SCORED A 93**. This puts the cooperative alliance in an elite class of customer service.

Kaw Valley and LJEC both scored above the average Touchstone Energy Cooperative, which scored an 81, as well as investor-owned utilities, which scored 75. Only four other Touchstone Energy Cooperatives scored above 90. Kaw Valley was the highest at 93.

These outstanding scores are attributed to everyone at Kaw Valley and LJEC. All employees played some part in exceeding expectations of our membership.

Thank you to everyone who participated in the survey. With your help, we will build a better, stronger cooperative.

SHARING SUCCESS

Community is the Cornerstone for the Cooperative

A core principle for cooperatives is community involvement, and LJEC is proud to serve thriving communities in our area.

This year, we participated in the CoBank “Sharing Success” program and with the generosity of our employees, paired with a dollar-for-dollar match from CoBank we were able to donate \$6,500 to the **JEFFERSON COUNTY SERVICE ORGANIZATION**.

Participation in programs like CoBank’s “Sharing Success” reinforces our commitment to the communities we serve by helping those in our service territory in need. A significant portion of the donation made to the Jefferson County Service Organization will be utilized to assist members with electricity bills.

We also are involved in community Chamber of Commerce organizations. This involvement allows us to network with business professionals in the area. We are members of the **JEFFERSON COUNTY AREA CHAMBER OF COMMERCE**, and the **VALLEY FALLS CHAMBER OF COMMERCE**.

The Rural Economic Development Loan and Grant (REDLG) program still remains active with our newest addition, **SCHWINN BARN PRODUCE** near Leavenworth. This program allows a business the opportunity to secure financing through the cooperative, and allows us to continue to assist in economic development throughout our territory.

Part of the cooperative mission is to support as many local businesses in our service territory as we can. We donate in-kind to organizations like the **CITY OF MCLOUTH**, and **MCLOUTH’S UNIFIED SCHOOL DISTRICT 342**. We continue to find opportunities to serve our members.

We also support our youngest members with our youth programs. We sponsor the **ELECTRIC COOPERATIVE YOUTH TOUR** to Washington, D.C., as well as the **COOPERATIVE YOUTH LEADERSHIP CAMP** to Steamboat Springs, CO, each year. This program sponsors three students from area schools, who are given the opportunity to broaden their horizons



Youth Leadership Council winner Emma DeMaranville will represent Kansas at the NRECA Annual Meeting.

and discover leadership potential. This year, our Youth Tour winner, **EMMA DEMARANVILLE** from Tonganoxie, took her experience a step further and was chosen to represent Kansas at the National Rural Electric Cooperative Annual Meeting in New Orleans in February.

Community involvement is a pillar of service for the cooperative. We strive to support initiatives that improve the quality of life for not only our members, but the communities we live in and serve.

FUN FIVE

Get to Know Your Co-op Staff

Jonna Shoemaker

Receptionist / Cashier

20 years at LJEC



Jonna Shoemaker

Q: If you could have a super power, what would it be?

A: Healing powers. I hate to see anyone sick or hurting.

Q: What is your favorite thing to do on a Sunday?

A: Bake and take my Sunday afternoon nap.

Q: What is one thing most people don't know about you?

A: I was a travel agent for more than 25 years.

Q: Do you collect anything?

A: Tea pots and anything with our flag. I even have a tea pot/sugar/creamer set with the US flag.

Q: What is the best part of your job?

A: Getting to know our members.

Does Your Attic Insulation Make the Grade?

Call 1-855-GRADE IT

Visit AtticReportCard.com

Enter the promo code

LJEC to get your

FREE Attic Report Card inspection (a \$99 Value)!



We Grade It.

We Fix It.

You SAVE!

Alliance Question of the Month

Will my member benefits change?

Yes, the benefits will get better! Through the alliance you can take advantage of all of the value-added services and discounts available through both cooperatives. As we move closer to consolidation we will be announcing even more member benefits that will be available to members of both cooperatives. This consolidation allows us to utilize resources that were untapped prior, giving our members even more benefits.

Each month we'll address a question regarding the cooperative alliance between Leavenworth-Jefferson Electric Cooperative and Kaw Valley Electric. Do you have a question you'd like us to address regarding the alliance? Feel free to submit your question to info@ljec.coop.



Have you followed us on

SOCIAL MEDIA?

Engage with us!

Follow along or like us for updates on your service, outages, the cooperative alliance, new programs, and much more!

Facebook and Twitter!

<http://bit.ly/ljecfacebook>

@LJelec



1-888-796-6111

Have questions? Give us a call!

Get more information about our services: www.ljec.coop