

HIGHLIGHTS

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How is Your Co-op Different?

As part of our responsibility as a co-op, Big Horn Rural Electric would like to educate and inform you, our member-owners. One item we would like to educate you on is the difference between a cooperative and an independently owned utility (IOU). The following seven principles describe why you should be proud to say you're a member of Big Horn REA.

One: Voluntary & Open Membership

Cooperatives, like Big Horn Rural Electric Co., are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities or membership, without gender, social, racial, political or religious discrimination.

Two: Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. Big Horn's board of directors is comprised of its members and is elected by the membership. Members have equal voting rights – one member, one vote.

Three: Members' Economic Participation

Members contribute equally to, and democratically control, the capital of their cooperative. Big Horn was established to provide at-cost electric service. Our net margins above expenses and reserves belong to the members and are called capital credits. These capital credits are reinvested in poles, wire and other elements of our system for a period of time before they are refunded to the members.

Four: Autonomy and Independence

Cooperatives are self-governing organizations controlled by their members. If Big Horn enters into agreements with other organizations, including governments, or raise capital from external sources, we do so on terms that ensure democratic control by our members and maintain our cooperative autonomy.

Five: Education, Training and Information

Cooperatives provide education and training for their members, board members, managers and employees so they can contribute effectively to the development of their cooperatives. They inform the general public – particularly young people and opinion leaders – about the nature and benefits of cooperatives. Big Horn educates its members through the use of the monthly "Highlights" newsletter and Facebook.

Six: Cooperation Among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures. Big Horn is a member of the Wyoming Rural Electric Association and National Rural Electric Cooperative Association.

Seven: Concern for Community

While focusing on member needs, cooperatives work for the sustainable development for their communities through policies accepted by their members. Big Horn invests in our communities through Youth Leadership Camp, scholarships, economic development and safety demonstrations.



Big Horn Rural Electric Company is a member of Touchstone Energy®, a national alliance of local, member-owned electric cooperatives providing a high standard of service to customers large and small.

In order to qualify as a Touchstone Energy® cooperative, electric cooperatives must be active members of their community and be dedicated to serving all customers with integrity, accountability, innovation and commitment to their community.

CO-OPS GROW



COMMUNITIES

Electric cooperatives are joining co-ops across the U.S. to celebrate National Co-op Month.

As your local electric co-op, our services are shaped to meet your specific needs. We love growing with you, the members we are proud to serve.

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Outage Reporting

Big Horn does its best to provide excellent service and reliable power to our members. There are times, however, when your service may be interrupted due to unforeseen circumstances such as: weather, animals, trees or unknown causes. Some outages are “public caused” by car accidents, equipment in our lines or lines that are dug into.

The following procedures will be helpful to you should you experience an outage.

- First, check all the breakers in your home and out at the meter pole in your yard. These breakers may trip due to overloading or for unknown reasons sometimes. These breakers are considered “past the meter” or on the member’s side and employees of Big Horn are not allowed to work on the member’s side of the meter.
- If you find all your breakers are on, please contact your neighbor or look to see if you can tell if they have power. This will help the linemen decide if they have an individual outage or a larger line outage.
- Next call 568-2419 or 1-800-564-2419 anytime day or night, and report your outage. Please have the following information available:
 - o Your name and account number,
 - o Phone number,
 - o Service address,
 - o Time when power went out, and
 - o The cause of the outage if known.

We ask you to call and report the outage, even if you think someone else may have already. This will give us a better idea of the area

we have out of power, and will get the lights on faster. Big Horn is charged a flat rate by our after hours answering service and they also welcome all your calls.

Members that have service on the mountain may experience longer outages than normal, as it takes longer for the crews to patrol the line and locate the problem. Many times the linemen will have to walk into the forest to clear the trees from the line with chainsaws. We will make every effort to restore the power as quick as possible though. However, safety of our members and employees is paramount.

We appreciate the patience of our members and apologize for any inconveniences during these times.

Energy Efficiency Tip of the Month

Did you know using your dishwasher is more energy efficient than washing a load of dishes by hand? To maximize efficiency, wash full loads in the dishwasher and don't block the arms or other parts that move while the appliance is in use.

For additional savings, turn on the “air dry” setting instead of using the “heat dry” setting and use a rinse aid to help dishes dry faster without spotting and streaking.



Dept. of Energy

HUNTING SAFELY AROUND POWER LINES

It's October, and in Wyoming that means hunting season! Big Horn REA would like to take this opportunity to remind you of some important safety tips as you head out to look for that trophy.

The main safety points to remember are:

Shooting near overhead power lines or insulators can result in severe injury or death.

Do not shoot at or near power lines or insulators.

Familiarize yourself with the location of power lines and equipment on land where you shoot.

Damage to the conductor can happen, possibly dropping a phase on the ground. If it's dry and the electricity goes to ground, there is the possibility of electrocution and wildfire.

Be especially careful in wooded areas where power lines may not be as visible.

Do not use power line wood poles or towers to support equipment used in your shooting activity.

Take notice of warning signs and keep clear of electrical equipment.

Do not place deer stands on utility poles or climb poles. Energized lines and equipment on the poles can conduct electricity to anyone who comes in contact with them, causing shock or electrocution.



Do not shoot at, or near, birds perching on utility lines. That goes for any firearm, including pistols, rifles or shotguns.

Do not place decoys on power lines or other utility equipment. Anything attached to a pole besides utility equipment can pose an obstruction—and a serious hazard—to electric cooperative employees as they perform utility operations.

Never shoot near or toward power lines, power poles, transformers or substations. A stray bullet could not only damage equipment, potentially interrupting electric service, but could be deadly to the shooter. Damage to the conductor could drop the line to the ground, causing a possibility of electrocution to those nearby.

Don't make line workers hunt for problems caused in a hunting area; if you cause or simply notice a problem with lines, poles or equipment, let the co-op know. Sometimes damage isn't noticed for several weeks or months, or unless an outage occurs. Keep yourself and your linemen safe this hunting season.



SAFETY REMINDERS

1. Cutting of pole with Bobcat attachment
2. Burning of poles in Lovell
3. Combine harvester in field hitting neutral wire and wrapping around energized line
4. Contractor digging into lines at Shell

The recent examples of damage to Big Horn's power lines and poles are not only costly to the person causing the damage, but such incidents could lead to injury/death to those involved with damaging the equipment. Further, these types of damages will generally create outages at the time of happening, but often times the crew will be required to take another outage when the line repairs are made.

Big Horn wants to educate our members about the need to be aware of the need to operate equipment and when working near Big Horn's powerlines and equipment.



HIGHLIGHTS

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Make sure to check out our QR Code to reach our website quicker, and make sure to follow us on Facebook for any outage updates!

www.facebook.com/BigHornRuralElectric



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For Outages or Trouble

Call the office number: **ANYTIME**
(307) 568-2419 or 1-800-564-2419

After 5 p.m., weekends and holidays all calls will be answered by our professional answering service, who will contact the appropriate person(s).



Big Horn Rural Electric Company is an equal opportunity provider and employer.