

June 2014

HIGHLIGHTS

From Big Horn Rural Electric Company

Your Touchstone Energy® Cooperative 

Your cooperative is a proud member of
WREA
Western Rural Electric Association



Manager's Message

Big Horn Rural Electric Company is owned by those members that it serves. This means, it is your company and your input is important and valued.

Over the next several months please pay attention to the newsletter and web site as we will be detailing the upcoming district meetings that will be held throughout our service territory. Also, notices will be sent to all members in that particular district. These meetings are a great opportunity to enjoy a lunch, visit with friends, ask questions, and become informed about your company.

Big Horn is committed to providing excellent service. Whether you are paying an electric bill, experiencing a power outage, or building a new service, Big Horn will attempt to serve you in a quality and professional manner. Some-

times, a member has a concern or issue that the member feels is not favorably resolved by visiting with our employees. Most times, this is because the employee is applying either Big Horn's policies/guidelines or following Public Service Commission's requirements. As a member you can request to attend a board meeting and discuss an item of your concern. This opportunity is a value in doing business with your locally owned and operated cooperative.

Big Horn wants to exceed your expectations of the services you receive. If you have questions or comments, do not hesitate to give one of the employees, a Board Member or myself a call. We appreciate working for you.

Enjoy the summer and be SAFE operating equipment near power lines.

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Planning a New Service?

If you are planning a new service – new home, grain dryer, irrigation, etc. – you should call Big Horn REA early in the planning. We can help you with the process and ensure that you have the power you need. There are many factors to be considered when adding something that uses electricity. Does a larger transformer or service need to be installed? Is there clearance? When will you need the electricity? Is Big Horn’s system capable of handling the prospective load? What is the cost to put in the new service or do my service upgrade?

Big Horn’s Line Superintendent, Kendal Wambeke, adds, “We want our members to be aware that there is certain information we will need before building a new service, or upgrading an existing service. We will need to know what type of service it will be. If it’s for a residence, how large of service will you need? We want to make sure to size the service correctly. Some homes need a 100amp service. Other, larger homes or those with all electric heat may need a 200amp or even a 320amp or 400amp service. If the service is for grain dryers or irrigation, we will need to know the motor size or total horse power. We’ll need to know if it will be 240 or 480 volt and if it needs to be single phase or three phase. Also, we’ll need to know how much you plan on operating the service so we can match the size of service to the load on the system. Also, any estimated costs for the project will need to be paid by the member before we can begin.”

Planning for a new service varies by the size of the project. “The larger the project, the more lead time we will need before we can start building,” says



Wambeke. “The larger projects normally involve ordering materials, which can take time. Also, our members need to be aware that new services often require right-of-way easements, whether it be from a neighbor or BLM or the Forest Service. These easements can be very time consuming.”

Big Horn REA has a very large service territory. Our

crews are very busy throughout the year, building new services, upgrading existing services, building and maintaining lines, repairing outages, etc. We need at least two weeks lead time in order to schedule our work crews to build new services. We are not able to send crews to build the new service at a moment’s notice, but we will do our best to get

your project scheduled in the shortest time frame allowable. “Some projects need only a day or two of lead time, others need several months. We want to serve our members to the best of our abilities, but in order to do this, we will need a little help from you,” shares Wambeke.

BUDGET BILLING

Evened out and easier to predict: Budget billing makes paying your bill much simpler.

Between fluctuating electricity rates and extreme weather, there can be some uncertainty in how much your bill may be from month to month. Big Horn REA’s budget billing plan works to remove that uncertainty and give you some peace of mind. While budget billing will not change your total cost of electricity over the course of the year, it will even out those fluctuations from month to month, allowing you to budget your payment well ahead of the due date.

Just a reminder - June is the last month to sign up for Budget Billing. Program Guidelines:

- Residential accounts only
- Sign up for this service during the months of April, May and June
- Must have a usage history for a period of 12 consecutive months
- Account for electric service must be current in payments
- Must complete a Budget Billing Plan Agreement
- May is the “true-up” month - you will be billed for any portion of your electric bill that was not covered by your budget bill amount, or you will receive a check for any credit you have built up but not used. Your budget bill amount for the upcoming year will also be set.

Contact Big Horn for details at 568-2419 or 800-564-2419.

Non-Discrimination Statement

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

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866)632-9992 to request the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington D.C. 20250-9410, by fax (202)690-7442 or email at program.intake@usda.gov.



BE AWARE

It's busy on farms and ranches this time of year, but don't overlook safety while in a rush. Dozens of ag workers are killed by electrocution each year when farm machines make contact with overhead power lines. Take note of electrical lines when moving equipment, like portable grain augers and combines. Make sure everyone who works on the farm knows the location of power lines and keeps farm equipment at least 10 feet away. For more information, visit SafeElectricity.org.



Energy Efficiency

Tip of the Month

When replacing incandescent bulbs from recessed light fixtures, use energy-efficient bulbs that are rated for that purpose. For example, the heat build-up in downlights will significantly shorten the life of spiral CFLs.

Source: Department of Energy

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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).

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