



PROGRESS BEING MADE

Tri-State G & T is in the midst of a \$3.5 million dollar upgrade to the Nahne Jensen Substation on Greybull River Road near Greybull.

Upgrades include putting in a spare substation transformer and expanding the size of the substation footprint.

INSIDE

- Manager's Message..... 2**
- Be On The Lookout 2**
- Outage 3**
- Notice of Adjustment 3**
- Snail Mail..... 4**

CLOSED

*Veteran's Day is Nov 11. THANK YOU VETERANS!
In observance, our office will be closed.*

HAPPY THANKSGIVING.
*Our office will be closed November 24-25.
Have a safe and Happy Thanksgiving.*

HAPPY Thanksgiving

Manager's Message

Rules, Rules and More Rules

It seems that rules are always being made with requirements for anyone wanting to conduct business with that entity to follow those specific rules. Rules come in many forms --- the speed limit posting is a form of a rule. The speed limit may be enforced through state or city statues but it is still a rule. Water rights and rules are administered and enforced through the State of Wyoming. There are rules on the proper use and disposal of chemicals.

Generally when it comes to the day to day operations of Big Horn Rural Electric Company, the rules and regulations are set by State Statutes and the Public Service Commission. Several years ago, Governor Mead asked each Wyoming agency to review their rules in an effort to simplify and reduce the rules. The Public

Service Commission did a review and rewrite of their rules and regulations. In order that Big Horn's rules and regulations regarding such items as deposits, billing, and collections remain in compliance with the requirements of the Public Service Commission, Big Horn as well as all other utilities were required to file updated rules and regulations by September 30, 2016. The rules and regulations filed by Big Horn can be found on our website (www.bighornrea.com) or at our Basin office.

As stated above, Big Horn's deposit requirements are reviewed and approved by the Public Service Commission. Generally a deposit will be required from any new member or from a current member who has not paid their utility bill by the due date every month for the past twelve months and the

current member is requesting an additional service. The Public Service Commission requires that members be treated uniformly and in accordance with our rules and regulations. We have recently had comments from current members such as, "I know I have had late payments but I have been a member for a lot of years so I shouldn't have to pay a deposit" and "You know our family so why do we have to pay a deposit". So at times it may seem that Big Horn has a lot of rules and requirements but to be in compliance with the Public Service Commission and to operate Big Horn for the overall efficiency and benefit of the entire membership the rules are necessary.

Big Horn wants to thank all our members for their patronage and being a member/owner of Big Horn REA. Also, thanks to everyone for their understanding during the outages these past few months. There have been outages due to power supplier, equipment failure and storms. We will always attempt to keep outages at a minimum length of time. Your office staff and line crew will always do their best to provide you with exceptional service.

If you have questions or concerns feel free to give me a call.

November 2016 HIGHLIGHTS



Be on the lookout --- Within the next month Big Horn REA will be sending out survey letters regarding general satisfaction of the members with Big Horn REA. Also, the survey will have questions regarding your interest in participating in a community solar farm. That is, Big Horn wants to know the extent of its members

willing to invest in/purchase solar panels on acreage owned by Big Horn. Instead of having solar panels installed on your home, you could instead purchase individual solar panels and receive credit on your electric bill for the amount of energy produced from the solar panels.

OUTAGE

Big Horn REA experienced a winter weather related outage on October 4, 2016 on the Big Horn Mountains above Shell, WY. Ice buildup on the lines, combined with wind resulted in two broken poles. Crews were able to temporarily repair the poles to get lodges and cabins back in power, then went back on October 6 to replace the poles with the help of a track hoe.

REMINDER

BIG HORN REA BILLS ARE DUE NO LATER THAN THE 25TH OF THE MONTH. IF YOUR PAYMENT IS NOT RECEIVED IN BIG HORN'S OFFICE BY THE 25TH, A DELINQUENT NOTICE WILL BE GENERATED AND MAILED.



Notice Of Adjustment To Retail Rates

EFFECTIVE JANUARY 1, 2017

Big Horn Rural Electric Company does hereby provide written notice of a 4.97% wholesale pass-through rate increase from our power supplier Tri-State Generation & Transmission. The retail rate increase is to be effective January 1, 2017. Members may file a written complaint stating their objections to the rate adjustment and requesting a hearing prior to December 9, 2016. The complaint is to be filed to the office of Big Horn Rural Electric Company at 208 S. 5th Street, Basin, WY 82410. Pursuant to W.S. Section 37-17-104, if a complaint signed by not less than five percent (5%) of the member owners in a rate class is filed with the Big Horn Rural Electric Com-

pany, then a hearing shall be conducted by Big Horn Rural Electric Company's board of directors, to attempt to resolve the complaint. On written request by a member owner, for the exclusive purpose of preparing a complaint pursuant to the above mentioned statute, and in compliance with Big Horn Rural Electric Company's bylaws, Big Horn Rural Electric Company shall provide a list of names and contact information of all member owners included in the rate class of the requesting member owner.

If within two (2) months of final implementation of the retail rate a complaint signed by not less than five percent (5%) of the member owners in any rate class, is filed with Big Horn Rural Electric

Company's board of directors, the board shall have two (2) months from the date of filing to attempt to resolve the complaint. The complaint may be filed with the Wyoming Public Service Commission after the expiration of this two (2) month period. Upon filing of the complaint with the Commission, the Commission shall investigate the rate adjustment. A complaint filed with the Commission shall be resolved pursuant to Commission hearing and enforcement procedures.

The change to each rate class will be provided in an upcoming newsletter. Also check our website at www.bighornrea.com.



Snail Mail

You've heard the saying of snail mail – mail going through the Post Office as opposed to email. Here at Big Horn REA, we've found that adage to be more and more appropriate, as mail is taking longer and longer to get where it's going.

We have had many members call the office after receiving a Delinquent Notice saying, "But I mailed my payment a week ago! It only has to go 30 miles!" The Post Office has changed their business practice – all mail now has to go through Casper before it gets to its final destination. So even though you might mail your payment from Greybull, it has to go to Casper and then back to Basin before it ends up in our mail box.

In order to avoid any late charges that may occur due to mail not get-

ting to the Basin office in a timely manner, Big Horn REA would like to recommend that you:

- *mail your payment at least 10 days prior to the due date
- *sign up for ACH (automatic withdrawal)
- *set up your online account through our website www.bighornrea.com. This will allow you to get notifications when the new bills are

ready and give you the option to pay online.

*call the office to pay by credit/debit card or e-check.

If you would be interested in one of these other forms of payment, please call our office at (800)564-2419 and we would be happy to help you out, or you can find these options on our website – www.bighornrea.com.

Energy Efficiency Tip of the Month



Heating your living space uses more energy than any other system in your home — typically making up about 42 percent of your utility bill. By combining proper equipment maintenance and upgrades with recommended insulation, air sealing and thermostat settings, you can save about 30 percent on your energy bill.

Source: energy.gov

HIGHLIGHTS

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BIG HORN RURAL
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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.

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