



POWER OUTAGE



HOW TO REPORT AN OUTAGE

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 any-time day or night, and report your outage. Please have the following information available:
 - Your name and account number,
 - Phone number,
 - Service address,
 - Time when power went out, and
 - The cause of the outage if known.

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SAFETY

You love spending time outdoors in the summer – and we do, too! Remember to use caution if you find yourself near electrical equipment.



HOT, DRY SUMMER MEANS EXTRA CAUTION

With seemingly no end in sight to our hot, dry summer, Big Horn REA would like to remind our members that your safety is of the utmost importance to us. Hot, dry conditions make the threat of wildfires more of a concern, as we have seen in Wyoming and

a multitude of reasons. Vegetation is one of the leading causes of outages on both distribution and transmission systems.



Outages lead to increased costs, decreased revenues, and dissatisfied members.

In addition, tree and power line conflicts and downed power lines pose serious safety issues for both co-op employees and members. There are also issues regarding wild fires caused by tree and power line conflicts. These types of fires create serious liability issues for the utility.

Finally, increasing regulations regarding vegetation around power lines have made compliance a primary reason to manage vegetation. The public, regulators, and lawmakers have increased expectations of utilities regarding the prevention of future tree and power line related incidents.

In this regard, Big Horn REA will err on the side of safety. You may find that an outage will take longer to repair than you are used to. Due to this strict liability,

and the increased risk of fire, Big Horn will be patrolling the whole section of line before putting the power back on. Also, for those members on the mountain, after an outage, Big Horn will put the line on "one-shot" which will cause the line to go out if there is any form of problem where as normally you may just notice a bump. We would rather have you be out of power for a bit longer than have a spark from a tree branch laying on a power line cause a fire that destroys your property.

We appreciate your understanding if outages take a little longer, or if we are being overly cautious, but by working together we will hopefully get through the summer unscathed.



our surrounding states. Summer thunderstorms bring with them lightning and wind that can easily cause outages and fires. We will do everything in our power to prevent our equipment from causing any unforeseen issues such as outages and wildfires, but sometimes Mother Nature has other ideas.

Big Horn REA is asking for your help in keeping our power lines clear of anything that may cause issues. We may be asking you to allow us to trim or remove trees that are near our lines. We ask that you keep equipment, hay stacks, grain bins, etc. away from our lines. If you see something, i.e. tree branches, balloons, equipment, in our lines, please call the office as soon as possible so our linemen may correct the issue.

Electric utilities like Big Horn must manage vegetation around power lines for

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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.

USE CAUTION NEAR CO-OP EQUIPMENT

As you find yourself spending more time outdoors this summer, Big Horn REA reminds you to exercise caution near electrical equipment maintained by the co-op.

Substations and power lines carry extremely high voltages, and if contact is accidentally made, the results can be dangerous—or even deadly.

Never climb trees near power lines. If you make contact with a tree that is touching a power line, your body could become the path of electricity from the line to the ground. If you encounter an animal trapped in a tree near power lines or inside a substation, do not attempt to remove it—no matter how furry and cute! Call Big Horn for assistance.

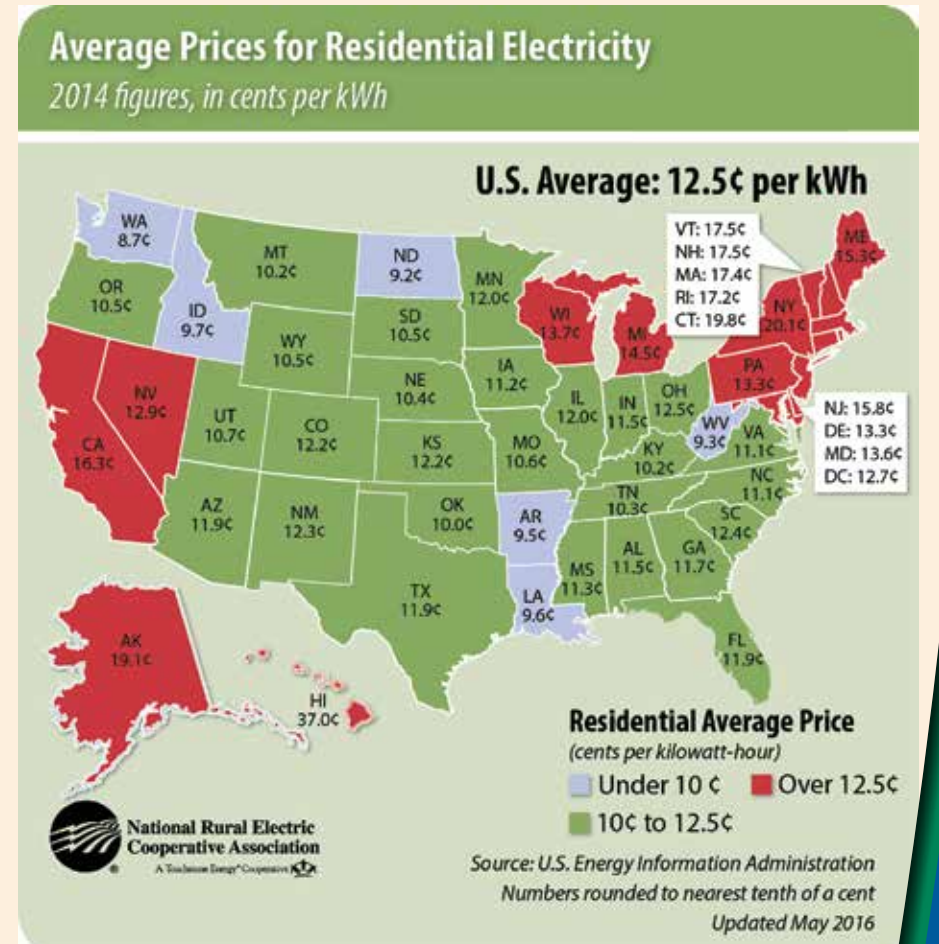
These days, we are seeing more remote-controlled toys, like drones and airplanes, which can be a great way to have fun outdoors. But these gadgets also bring new safety concerns. Remote-controlled toys should never be flown near power lines, substations or other electrical equipment.

Remember these safety tips when flying a remote-controlled toy:

- Keep a safe distance from electrical equipment when you fly. If contact is accidentally made with a power line or a transformer inside a substation, many members of your community could be left without electricity.
- Keep the remote-controlled toy in sight at all times.
- Avoid flying if weather conditions are unfavorable. High

winds could cause you to lose control of the remote-controlled toy.

Here at Big Horn REA, your safety is important to us. We hope you will share the message of electrical safety so that you and others can enjoy plenty of summer days filled with fun! Visit www.bighornrea.com for more electrical safety tips.



District Meetings

We have had great attendance at the meetings held so far in Hyattville and Burlington. Thank you to all who have turned out! One of the benefits of belonging to a cooperative is local access to the Board of Directors that you have elected.


There is one meeting remaining. In **August** the meeting will be held at the Meeteetse Senior Center on August 31st. Look for the invite in your mailbox.

Lunch will be served from 12:00p.m. to 12:45p.m. The meeting will be held from 12:45pm to 1:15pm. Two \$75 bill credits and several meat bundles will be drawn for from members in attendance.

We encourage you to take advantage of this opportunity to visit with your board members.

LAST DISTRICT MEETING
August 31st Meeteetse

Energy Efficiency Tip of the Month



Is your room air conditioner working overtime? Reduce air leaks by installing rigid foam panels (instead of the commonly used accordion panels) in between the window frame and unit, and secure with duct tape.

Source: energy.gov

Tired of multiple pages of bills?

Many members of Big Horn REA have several accounts. This means, each month, you receive several pages worth of billing statements. We understand this can be frustrating at bill-paying time. We want to make you aware that we offer Invoice Billing.

Invoice Billing is a convenience we offer to you, our members. Instead of multiple pages each month, you will

receive one sheet listing each of your accounts and their bill amount. On the bottom stub you will see one total – all of the individual accounts added together!

We encourage you to take advantage of this program if you are a multi-account member. Call our office at 1-800-564-2419 and let us know you are interested and we will get it set up for you. That was easy!

HIGHLIGHTS

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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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