

FALL - 2020

Volume 63 No.4

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HIGHLIGHTS



A Touchstone Energy® Cooperative 
The power of human connections®
"Owned By Those We Serve"



Tree Trimming And Planting

Tree Trimming and Planting Guide

WE ALL PLAY A PART

Trees not only beautify homes and property, they can lower utility bills if maintained properly. But care should be taken with trees near power lines. Every year, power outages are caused by storms that bring trees or limbs onto lines. Restoring power is expensive, as is trimming trees to prevent these outages.

Garkane works very hard to keep power lines cleared of trees and branches that cause outages. Members are responsible for making sure trees aren't planted or growing near service lines to the home. Avoid planting directly under power lines, and within 30 feet of power lines. We all play a part in staying safe!



Be Safe! If you see a branch that looks dangerously close to a power line, call 800-747-5403 to report it. We will inspect it and keep you informed. [Don't try to trim trees near power lines yourself.](#)

Image Source: Entergy

Primary: Garkane's Responsibility

- Trim trees along primary power lines
- Make sure trees are a safe distance away from transmission & primary lines

Service: Member's Responsibility

- Don't plant trees near service lines
- Trim trees near service lines (818600)

Inside HIGHLIGHTS This Quarter



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GET PAID TO READ THE PAPER

Win A \$25 CREDIT



We have inserted eight randomly selected Garkane Account Numbers in the text of various articles in this month's edition. If you find your account number, call Garkane toll-free at 1-800-747-5403 and we'll credit \$25.00 to your account as a lucky winner! Just one more reason to read HIGHLIGHTS.

8 Hidden Account Numbers Located In The Text Of This Newsletter

Calendar

October 19,20, 2020	Strategic Planning & Board Meeting Escalante, UT
November 3, 2020	Election Day Go Vote!
November 26,27, 2020	Thanksgiving Holiday Offices Closed
November 30, 2020	Board Meeting Hatch, UT
December 14, 2020	Board Meeting Hatch, UT
December 24,25 2020	Christmas Holiday Offices Closed
January 1, 2021	New Years Holiday Offices Closed

Garkane Energy Cooperative, Inc.

VOLUME 64 - NO. 4

GARKANE HIGHLIGHTS is **BOARD OF DIRECTORS** published quarterly (January, April, July, and October), by

Garkane Energy
P.O. Box 465
Loa, Utah 84747
1-800-747-5403

As the official publication of the Cooperative, the purpose of **this newsletter** is to communicate to members information concerning their electric cooperative.

GENERAL MANAGER/CEO
Dan McClendon

HIGHLIGHTS
Neal R. Brown, Editor

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Chad Williams-Teasdale, Loa (435) 425-3213
Tracy Potter -Torrey, Bicknell (435) 425-3128
Reed Munson-Escalante, Boulder (435) 826-4422
Terry Griffiths-Orderville, Glendale (435) 648-2591
George Thompson - Cannonville, Tropic, Hatch, 435-679-8806
Andy Gant-Kanab (Ranchos) (435) 689-0348
Rodney Ence-Duck Creek Village (435) 682-2526
William Hammon -Centennial Park, Big Water, Cane Beds(435) 467-1886
Ray Clark-Kanab City Limits 435-689-0174
Guy Timpson - Colorado City, Hildale (435) 467-2113

SURPLUS ITEMS FOR SALE

Bids from Garkane Members only are currently being accepted for the following items:

Item #1: 1998 International Altec Bucket Truck - 47,732 miles. 3901 hours.
Vin #: 1HTSDAAR5XH627808 - Very clean truck, runs great. Kanab Office



Item #2: 2011 Chevy 3/4 Ton, single cab. Gas 4x4, 92,656 miles, utility bed. runs good. - Kanab office



Item #3: 2001 Dodge Cummins Diesel 4x4, 3500. 5-speed. (water tank not included)
Vin # 3B7MF36651M271910 - Kanab



Submit A Bid

Submit in a sealed envelope with "BID ITEM #" Clearly written on the outside to:

Garkane Energy
Attn: Surplus Items
PO Box 465,
Loa, UT 84747

Sealed bids will be accepted until 5:00 p.m. Friday, October 30th, 2020. Garkane reserves the right to accept or reject any and all bids. (628500)

Items can be viewed at the office location listed in each description.

The generosity of most of our members has touched the lives of hundreds of people in our communities. Funds are used to help charitable organizations and worthy community causes.



Call to sign up or fill out the form online at www.garkaneenergy.com Roundup your bill to the next dollar and help your community. The most you would round up in a year is only \$11.88

SMALL CHANGE THAT CHANGES LIVES

— OPERATION ROUND UP —



What Exactly Are You Signing For, When You Sign Up For Electric Service?

ACCOUNT APPLICATION FOR SERVICE & MEMBERSHIP

Account Information

Applicant Name _____ Date _____

SS# or Tax ID# _____ Date of Birth _____

Spouse or Co-Applicant _____

Mailing / Billing Address _____ City _____ State _____ Zip _____

Service Address _____ City _____ State _____ Zip _____

Cell Phone (preferred contact #) _____

Email _____

Password for E-Bill Setup _____

Is anyone in your household on a Life Support System? Yes No

3rd Party Notification? Yes No
Name _____ Phone # _____

Type of Service Needed: Residential Commercial Irrigation Security Light



Loa Business Office
120 West 300 South
P O Box 465
Loa, Utah 84747
(435) 836-2795
Fax: (435) 836-2497

Hatch Business Office
468 N. HWY 89
Hatch, UT 84735
(435) 735-4288
Fax: (435) 735-4312

Kanab Business Office
1802 S. HWY 89A
Kanab, UT 84741
(435) 644-5026
Fax: (435) 644-8120

The undersigned (hereinafter called "Applicant") hereby applies for membership in and agrees to purchase electric energy from Garkane Energy Cooperative, Inc. (hereinafter called the "Cooperative") upon the following terms and conditions:

1. Applicant will comply with and be bound by the provisions of the Articles of Incorporation and Bylaws of the Cooperative, and such rules and regulations as may from time to time be adopted by the Cooperative.
2. Applicant assumes no personal liability or responsibility for any debts or liabilities of the Cooperative, and it is expressly understood that under the law his/her private property is exempt from execution for any such debts or liabilities.
3. Applicant understands and agrees that he will not become a Member of the Cooperative unless and until this application is expressly accepted by the Board of Directors.
4. Applicant agrees to make all payments to the Cooperative at one of its Business Offices or at such other location as designated by the Cooperative. If legal suit is commenced to collect amounts due the Cooperative, Applicant agrees and acknowledges that such action may be filed, at the option of the Cooperative, in any county in which services were received by Applicant with all costs incurred in collecting the same including court costs and attorney fees to be paid by Applicant.
5. Consistent with the Cooperative's Bylaws, Applicant, as property owner, hereby grants to the Cooperative rights-of-way to place, construct, operate, maintain and replace power lines and equipment associated with the provision of electricity and to cut and trim trees and shrubbery to keep them clear of power lines, consistent with prudent utility practice, including the excavation, replacement, and repair of underground facilities.
6. Applicant hereby grants the Cooperative authority to communicate timely information about service interruptions, outage restoration efforts, and other account notices through text by phone, email, and other communication channels.
7. There is a \$50 account setup fee, which will be billed on your first statement.
8. A security deposit will be required in the amount of \$170, or an estimate of three months service, whichever is greater for a residential service.
9. When a portion of a dwelling is used regularly for business, professional or gainful purposes, the premises will be classified non-residential and the appropriate schedule applied.

Date Service Needed: _____

Name of Last Account Holder: _____

Signature of Applicant _____

Co-Applicant Signature _____

1. Comply with the Bylaws of the Cooperative. Which can be found at www.garkaneenergy.com

2. You're not liable for debts of the cooperative

3. As soon as you sign up for electric service, you become an official member of the Cooperative.

4. Payments can be made online, by phone, or in any office regardless of where you receive electric service.

5. Garkane crews are granted rights-of-way to construct, operate, maintain and replace power lines and equipment in order to provide safe, reliable electricity to its members.

6. To best serve our members, we use many channels to communicate. This includes, text, email, Facebook, phone, bills, and newsletters.

7. This \$50 is a fee associated with setting up your new account for membership, billing, capital credits and a meter exchange if necessary.

8. A \$170 deposit is required for all new accounts if renting. If you own your residence, a letter of good credit from a previous power company will allow us to waive the deposit.

9. If your residence is used for business purposes and is listed in a business name, your account will be assigned a commercial account and rate.

Operation Roundup is a unique voluntary program designed to provide financial assistance to worthwhile projects and charities in our communities. The Co-op will roundup your electric bill to the next dollar and donate the proceeds. For example, if your bill is \$123.75, it would be rounded up to \$124 and the \$0.25 would be donated to local community projects. Yes, please sign me up



Garkane Crews Come To The Rescue in Kaysville, UT



Destructive windstorm slams northern Utah, knocking over huge trees in Kaysville



Mark Kabonic surveys the damage in a bucket truck, helping to restore power



Courtney Cropper looks on as Flint Chynoweth removes branches from a fallen tree

More than 180,000 customers were without power when a serious wind storm rocked the Wasatch front. Winds gusting to near 100 mph brought down huge trees snapping power lines, toppling semi trucks, and leaving many in the dark for multiple days. That's when Garkane got the call to help. With as little notice of a few hours, Garkane crews were leaving their kids ball games, their families and other commitments to help a city reeling from extended power outages.

On Tuesday, September 8th, Kit Goulding, Mark Kabonic, Flint Chynoweth, Derek Woolsey, Courtney Cropper, Brad Webb, Scott Grundy travelled to Kaysville to restore power

er to thousands who were still without power. Crews worked long hours and within a few days, power was restored and Garkane crews returned home. We are proud that in times of need, our crews are willing to sacrifice their time to bring power to those who need it. (448100)

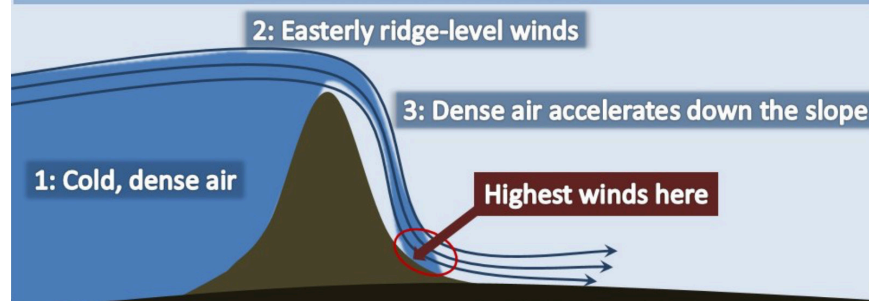
CEO Dan McClendon stated:

"It's a testament to the caliber of employees we have, that they would be willing to drop what they are doing to help restore power to strangers. I commend them for their efforts and proud that they were able to get power restored so quickly to those in need."

Downslope wind events in Utah are different from the windstorms that residents elsewhere may be used to.

Source: National Weather Service -SLC

Ingredients of a Downslope Windstorm



Wondering what causes downslope wind storms?

1: Cold, dense air

Cold, dense air moves into east side of the Wasatch Mountains

2: Easterly ridge-level winds

Easterly ridge-level winds push this cold, dense air over the ridge tops

3: Dense air accelerates down the slope

The cold, heavy air accelerates down the slope picking up speed. Wind speeds are the highest by the time the air reaches the adjacent valley below.

Are You Prepared At Home For A Crisis?

Make your disaster plan today and discuss it with your family because you may not be together when implementing it.

Many disasters strike without warning, often times when you are separated from your family. How will you get in touch with them if cell service drops, or if standard communication lines are down? Do you have the supplies you need? Will everyone know what to do? It's important to discuss and make a plan with your family. Preparing for emergencies starts at home. Developing and implementing a plan involves all members of the family.

As we've seen in 2020, no part of the country is immune from fires, floods, damaging winds, earthquakes, pandemics, food shortages, snow storms, and other emergencies. Tailor your plan to the disasters most likely to affect your area, and the unique characteristics and needs of your family.

Step 1: Develop a Plan

Determine how you will communicate with your family in case of an emergency. Creating a communication plan is important in case the normal text or mobile phones don't work. Know how you will reconnect if separated. Pick someone out of town that everyone should contact. Establish a family meeting place that is safe, familiar and accessible. Identify multiple evacuation routes in case the preferred path is blocked. Finally, put your family emergency plan in writing. (86700)

Step 2: Build Your Emergency Kit

Being prepared for an emergency isn't just about being safe, it's also about staying clean, fed, healthy and comfortable when a disaster may knock out electricity. We've recently seen how a powerful windstorm can knock power out for multiple days. After that long without power, most of your food in your refrigerator will be bad, you won't be able to cook or heat up food with a stove or a microwave, unless



Source: National Weather Service



Source: Spectrum News

All four disaster pictures were taken in Utah/AZ in 2020. Top left (Mangum Fire on the Kaibab National Forest, bottom left (flooding in St George)

you have alternate source of power like propane. It's important to focus on how you may access clean water or food supplies if grocery stores are closed or run out of food and can't get restocked, which we saw this year with short supplies of toilet paper and other daily staples. A good idea

is to have a 3-day emergency kit for each member of the household. You may want to invest in a generator that can provide power in the short-term in case power can't be restored for a few days. Surge protectors for your appliances can help prevent any damage during voltage issues that may be caused by storms.

Fire, Flood, Storms, & Food Shortages



Top right (windstorm along the wasatch front, bottom right, food shortage due to Covid-19 Pandemic.

EMERGENCY KIT ITEMS

1. Water - 1 gallon per person per day for drinking and sanitation



2. Flashlight and extra batteries



3. Perishable food and can opener



4. Mesh kit, plates, cups, utensils



5. First aid kit, with pain relievers, antacids, prescription medications



6. Hygiene items, diapers, wipes, garbage bags, toothbrush

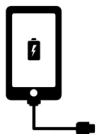


Hygiene kit

7. Sleeping bag, warm blanket, change of clothing, shoes & socks



8. Cellphone, radio, charger, and backup battery (78500)



9. Matches, and fire extinguisher. Alternate sources of fuel



10. Cash and/or travelers check, enough for your whole family



Step 3: Practice, Practice, Practice

Make sure everyone in the family has copies of the plan in a safe place like a backpack, wallet, or taped in a notebook, or stored on a mobile phone. Garkane has recently went through table-top emergency exercises to walk through the steps of a crisis, to

brainstorm all possible scenarios and how as a company we would react. This exercise brought many great solutions that weren't thought about before. These type of practice exercises can also help your family find solutions to problems that might be otherwise unknown.

Garkane Energy Cooperative is attempting to locate some of our current or past members who have incorrect addresses on our computer system. Some of these people could have received electricity from Garkane as far back as 1987. If you are able to provide Garkane with the location of the individuals whose names are printed below, it would be appreciated. The people on this list are eligible to receive a Capital Credit Refund from Garkane. If you recognize a name on the list, please reach out to cary.simmons@garkane.com or call 800-747-5403 to help us contact these Garkane members.



TRAVELLER W KENT	(TWA)	WAGEMAN JOHN LJR	WEAVER BROOKE	WHITE STEVEN C	WILLIE REED		
TREFFER MARGE	UTAH STATE LIQUOR	WAGNER MICHELE M	WEBB CHARLES JR	WHITE TERESA	WILLIS DEWEY L		
TREMBLAY CAROLYN	STORE	WAGNER RAY C	WEBBER GERALDINE	WHITE WAYLON S	WILLIS KAY		
TRENT JULIE	UTLEY QUENTIN	WAGONER RICHARD L	M	WHITED JEANNE L	WILLIS KAY MAR		
TRENTO JOSEPH	UZONA HOME	WAH ROSELYNN	WEBBER KATHLEEN	WHITED SUE ZETTA	WILLIS MERRILL		
TRES PERROS LLC	SCHOOL	WAITE ADIN	WEBSTER JOHN M	WHITEROCK LULA	WILLIS OSCAR M		
TREV'S INC	UZONA SCHOOL	WAITE REBA M	WEBSTER MARGARE T	MAE	WILLIS RICH	FAST	YOUNG MARION
TRI CITY RANCH	(BROADBENT)	WAITE TENA	WEIDNER CATHRYN	WHITLOCK NILEEN	WILLNER THIERRY	WOOD BRONSON	YOUNG MICHAEL
TRICOM COMMUNI-	VALERI ROBERT	WALBERT WALTER C	WEIRBACH JUDD	WHITNEY TERESA L	WILLOUGHBY DOLLY	WOOD ELLEN	YOUNG MINDY
CATIONS	VALLEY GARAGE &	WALD MOLLY	WEITZ FERN	WHITT RALPH	WILLS GLENN	WOOD MARVIN J	YOUNG NEDRA
TRICOMCOMMUNI-	MACHINE	WALD MOLLY S	WELBURN JAMES	WHITTAKER	WILLSON SCOTT	WOOD MILDRED	YOUNG PARLEY
CATIONS	VAN BUSKIRK NANCY	WALDEN JEFF	WELCH BEN	BRIDGETT	WILSON AARON RSR	WOOD PHILIP	YOUNG ROYCE
TRIGG ERNEST	VAN DUSEN RALPH	WALDEN KEELY	WELCH TERRY L	WHITTAKER NANDRA	WILSON BRUCE	WOOD RONALD A	YOUNG VERLEYN
TRIMBLE ALEX	VAN DYKE ALBERT	WALKER CHELSEA	WELDON JOE	WHITTED DONALD	WILSON CHARLENE	WOOD WANDA	YOUNGS PLACE
TRIMBLE LINDA	VAN GUNDY JACK F	WALKER K ERIC	WELLS KORY	WHITTEKIND DAVID	WILSON DAVID	WOOD WORTH	YOUNKERMANN RA-
TRIPLE S RV PARK	VAN OTTEN JOHN	WALKER RAYMOND N	WELLS ROBERT	WICKENS TERESA	WILSON DEBRA	WOODARD STACY	CHEL
TROJAN RYAN	VAN TUYL RICK	WALKER RICKY L	WELLS STACEY	WICKERN LARRY L	WILSON ED	WOODARD VICTORIA	YOURZEK TERESA
TROMBLEY GENE	VANBELLE BOB	WALL ALAN S	WELLS WILLIAM W	WICKERT HOWARD W	WILSON INEZE	WOODS DEAN	YOYHOEOMA BARRY
TROPIC REALTY LLC	VANDE KIEFT LEAH	WALL MICHAEL	WENDLING JUSTIN	WICKLUND ROBIN &	WILSON JESSE	WOODS EUGENE H	A
TROXEL JACK H.	VANDEN BOSCH BILL	WALL MICHAEL L	WENDLING RICHARD	WIDMAN W S	WILSON KIM	WOODS GINGER	YRACHETA BECKY
TRUJILLO D	VANDINE LEANNE	WALLACE BILLY	WENDLING ROBERTA	WIDOLF DEBORAH	WILSON LARA	WOODS JOHNNY M	ZABRISKIE NANCY
TRUJILLO DESIDER	VANDYKE GORDON	WALLACE CINDY M	WENDY'S	WIEDMAIER JONNA	WILSON LEO	WOODS JOSEPH	ZAHN LARRY A
TRUJILLO DESIDERIO	VANN SHIRLEY	WALLACE LARRY E	WENTLAND CHARLES	WIGHT BRUCE A	WILSON PAUL	WOOGE JOHN	ZAMORA FRED A
TRUJILLO GILBERT	VANQUILL LARRY R	WALLACE LOWELL D	WERB BARBARA	WIKSTROM KAREN	WILSON ROGER W	WOOLEY RON	ZARKOU TOM
TRUJILLO SIDNEY	VARGO M O	WALLENFANG	WERNER JACK R	WILBUR JANICE	WILSON RONALD	WOOLEY W REID	ZEIGLER JEREMY T
TRULL MARJORIE J	VAUGHN ADDIE LOU	JUANITA	WERO BRITTANNI	WILCOX RONALD	WILSON TALMADG E	WOOLEY BOYD	ZEPERNICK ANNE
TRUMAN RUSS	VAUGHN R M	WALLIN R O	WEST DAVID	WILCOX DOROTHY E	WILSON WAYNE	WOOLSEY BROS	ZETTLEMOYER DAVID
TRUNNELL GOLDEN	VAZQUEZ FRANK	WALLRAVIN LAVERNE	WEST JOHN R	WILCOX ROBIN	WIMMER CAL	WOOLSEY CHARLENE	ZICAN CAFE
TRUSCOTT MIKE	VEATER CLARK R	WALLS CHRISTINE	WEST MICHAEL	WILDIN ELSIE	WINANS JEFF	WOOLSEY CLEA	ZICAN INDIAN STORE
TRUXES SUSAN	VEGA IMELDA	WALLS DON	WESTERN CAMP	WILEY M SHANE	WINARD NEAL	WOOLSEY CLELLA	ZICAN LODGE PUMP
TUCHOLSKI BER-	VEGA SILVIA	WALRATH GEORGE	SERVICES	WILHELM JAMES	WINDER RONNI	WOOLSEY DAVE	ZIELINSKI JOHN
NARD F	VELEZ BEVERLY	WALSH WILLIAM	WESTERN NURSER-	WILKEN ROGER D	WINDLEY NORMA B	WOOLSEY EMILEE L	ZIELINSKI P
TUCKER BRIAN	VENTURA PHILIP R	WALTEMEYER DAVID	IES LLC	WILKEY KENT	WINDROSE WEST INC	WOOLSEY LAYNE V#2	ZILM CATHERINE
TUCKER CLYDE L	VERA ILDA	WALTERS LOUIS J	WESTERN WIRELESS	WILKINS CINDY	WINDY RIDGE CAFE	WOOLSEY PRESTON	ZILM CATHERINE W
TUCKER EARL	VERGONA KIM A	WALTON COLLETTE	CORP	WILKINS JACK	WINEGAR GARY L	WOOLSEY ROBERT	ZILM HARVEY
TUCKER JAMES	VERHALEN BARBARA	WALTON TOM	WESTFALL ANN	WILLARD EDWARD	WINGET JACK L	WOOLSEY ROSS	ZINDA CHRIS
TUCKER RAYMOND Z	VERIZON WIRELESS	WAMBLE DOUGLAS	WESTWOOD COM-	WILLDEN JASON A	WINGET RICHARD	WOOLSEY WALLACE	ZION FRONTIER
TUCKER RICHARD	VERMILLIAN H A	WAMBLE-TENNEY	PANY	WILLET RICHARD	WINKLER JAMES	WOOLSEY WALLACE	RESORT
TURL GARY R	VERMILLION CLIFF	HOLLY T	WESTWOOD LISA	WILLIAMS ANNA	WINSTON LOU	WOOLSEY WALLEY	ZION MT RESORT
TURNER ALICE J	EGG	WARDEN TOM	WEYMOUTH SHAWN	WILLIAMS ANNA J	WINTCH ERMA	WOOLSEY WELDO #2	ZIONS DESIGNS STORE
TURNER AMI	VERMILLION FRAN	WARDLE LEE	WHEATLEY ASHLEY	WILLIAMS CHARLES	WINTCH HOPE	WOOTAN LEWIS	ZIRKER L
TURNER LINDA	VERMILLION H A	WARDLE MARK	WHEATLEY BEN A	WILLIAMS DALE L	WINTER CATHY J	WORKMAN WIL-	ZIRKER LAWRENC E
TURNER MARVIN	VERMILLION PETER	WARENSKI REX	WHEATLEY RICHARD	WILLIAMS DAVID	WINTER GEORGE	LIAM A	ZITTING A S
TURNER TAMMY	VICKERS RACHEL C	WARM CREEK MOTEL	WHEELER EDWARD J	WILLIAMS DOUGLAS	WINTER VIRGINIA	WORTHINGTON	ZITTING CHARLES
TURNING POINT	VICTORY BAPTIST	WARNER JOSEPH	WHEELER RICHARD	WILLIAMS DOUGLAS	WINTERS STEPHEN L	DAVID	ZITTING CLAUDIA
ACADEMY I	CHURCH	WARNER JOSEPH G	WHEELER WAYNE B	JR	WIPSON JANE	WRIGHT HARVEY E	ZITTING DANIEL
TURPIN RAY	VIDRINE A G	WARNER KENNETH M	WHETTEN H LEON	WILLIAMS GLEN V	WIRE WILLIAM F	WRIGHT JEFF	ZITTING DANIEL
TURQUOISE TONY	VIDRINE CLORENE A	WARNER RANCH	WHIPPLE R L	WILLIAMS GREG	WISE DONALD	WRIGHT JOE	ZITTING GUY N
TW REC SERVICES INC	VIELE KATHLEEN M	WARNER RANCH #2	WHIPPLE YANCY	WILLIAMS JANA	WISE DONALD	WRIGHT KEVIN	ZITTING JAMES
TW RECREATIONAL	VIENS RAYMOND	WARREN DON E	WHIPPS MARK R	WILLIAMS JEFFERY E	WISE N L	WRIGHT SUSAN	ZITTING JAMES K
SERVICE	VINCENT DONALD D	WARREN JIM	WHISENANT KEVIN	WILLIAMS JEROLD N	WITHERS JACKIE	WRIGHT KEVIN	ZITTING JESSE D
TWIN CITY ACADEMY	VINE JAMES	WARREN LELAND P	WHISPERING SANDS	WILLIAMS JOANIE	WITHERS TODD	WRIGHT SUSAN	ZITTING LORIN
TWITCHELL ILO F	VINE REGGIE	WARRICK DEAN	MOTEL	WILLIAMS JOEL	WITT CORALEE	WRIGHT WILLIAM H	ZITTING LORIN K
TWITCHELL NANCY S	VIP RECREATION INC	WARRILOW RICH-	WHITAKER RAYMOND	WILLIAMS JOEL #2	WITTWER LORRAINE	WUDARSKI DON	ZITTING LUCENE H
TY JENNIFER J	VIROSTKO DAVID	ARD L	WHITE C B	WILLIAMS JOHN	WITTWER RANCH	WYLER LISA C	ZITTING THOMAS N
UBIQUITEL INC	VISNIC STEVE	WASHBURN WINNIE Y	WHITE CANDICE	WILLIAMS JOHN P	WIXOM DOUGLAS	WYLER ROBERT R	ZORNES MILFORD
UDALL BRADY	VITACCO ALICE	WATERMAN WELDING	WHITE CARROLL	WILLIAMS JUSTIN	WIXOM DOUGLAS A	WYLLIE STANLEY	ZUTES PAULA
ULIVIERI DAVIDE	VITALE TOM	WATERS ELAINE	WHITE CHARLES A	WILLIAMS KENT	WOGAN BETH	WYLLIE STEWART	
ULLMAN MICHAEL	VITALE TOM	WATERS GREG	WHITE COY	WILLIAMS KERRY	WOJNIAK STEPHEN S	YANKEE LLOYD	
UNDERWOOD VIN-	VOGEL NANCY	WATERS RICHARD L	WHITE DENISE	WILLIAMS LUDEAL	WOLD KELLEEN	YARD DON	
CENT	VOLCK DONALD	WATERS ROGER	WHITE ESTHER	WILLIAMS MARK	WOLF DAVID	YARDLEY JOHN S	
UPCHURCH VERNON	VOLD CHARLES	WATKINS JAMES	WHITE FRED	WILLIAMS MARY	WOLF KAREN	YERO TERENCE	
UPTAIN COREY	VON BROCKDORFF	WATSON DANIEL C	WHITE GARY	WILLIAMS MICHAEL	WOLF WILLIAM	YINGLING CLIFF	
URIE SCOTT	IRENE S	WATSON DWAYNE K	WHITE IDA	WILLIAMS NAKITA	WOLFE DAVID	YOAKUM RANDY E	
URPANI DEBBY	VON HAKE R W	WATSON SHAWN	WHITE JOHN H	WILLIAMS ROBERT	WOLFE ERIC	YOAKUM RENEE	
US WEST COMMUNI-	VORE CONNIE M	WAYCASTER A M	WHITE M JAYNE	WILLIAMS STEPHEN	WOLFE ROGER	YOHO TRACY	
CATIONS	W M INVESTMENTS	WAYMAN MARY	WHITE PAT	WILLIAMS THOMAS	WOLVERTON WIL-	YOUNG ALICE	
USDA	WADE BRIAN C	WAYNE C W	WHITE PERRY L	WILLIAMS THOMAS	LIAM	YOUNG CARL	
USDA KAIBAB NAT'L	WADE GERALD	WAYNE CO HEALTH/	WHITE SCOTT P	WILLIAMS WHITNEY	WOLVERTON WIL-	YOUNG CARRIE	
FORES	WADE RALPH	FITNESS	WHITE STANLEY R	WILLIAMSON GEORGE	LIAM C	YOUNG CHARLOTTE	
UTAH PARKS DIV-	WADE RALPH C	WAYNE THEATRE	WHITE STEVEN	B	WOOD ARDITH	YOUNG DIANE	
				E	WOOD BED & BREAK-	YOUNG HYRUM S	
						YOUNG MACK	

STATEMENT OF UTILITY CONSUMER RIGHTS

The Utah Public Service Commission has established rules about utility consumer / company relationships. These rules cover payment of bills, late charges, security deposits, handling complaints, service disconnections and other matters. These rules assure customers of certain rights and outline customer responsibilities.

CUSTOMER RIGHTS

The utility company will:

Provide service if you are a qualified applicant. Offer you at least one 12-month deferred payment plan if you have a financial emergency. Let you pay a security deposit in three installments, if one is required. Follow specific procedures for service disconnection which include providing you notice postmarked at least 10 days before service is disconnected. Offer winter shut-off protection of energy utility service to qualifying rate-payers. Advise you of sources of possible financial assistance in paying your bill. Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home. Give you written information about Commission rules and your rights and responsibilities as a customer under those rules.

CUSTOMER RESPONSIBILITIES

You, the customer will:

Use services safely and pay for them promptly. Contact the utility company when you have a problem with payment, service, safety, billing, or customer service. Notify the utility company about billing or other errors. Contact the utility company when you anticipate a payment problem to attempt to develop a payment plan. Notify the utility company when you are moving to another residence. Notify the utility company about stopping service in your name or about stopping service altogether. Permit access to your property for essential utility company personnel and equipment.

To contact the utility company, call the telephone number shown on your utility bill.

If you have a problem, call the utility company first. If you cannot resolve the problem, you may obtain an informal review of the dispute by calling the Utah State Division of Public Utilities Complaint Office at the following telephone numbers:

Mailing Address

SM Box 146751
Salt Lake City, UT 84114
General: 801-530-6652
Toll Free 1-800-874-0904

Residential Customer Utility Service

Utility bills can often be one of our biggest household expenses. Utahans have the right to safe, dependable service from utility companies.

The Utah Division of Public Utilities in the Department of Commerce represents the interests of the general public before the Public Service Commission. The Division works to assure that all utility customers have access to safe, reliable service at reasonable prices.

Most Utahans receive good utility service, but problems can arise. The Commission rules provide Utah consumers with information on the relationship between the utility and the utility customers. Two of the applicable Commission rules are R746-200 and R746-240. Some important aspects of these rules are presented below. This information is not legally binding on any party. It is for information only. The full text in the Utah Code, Utah Administrative Rules, and utility company tariffs is legally binding. (288401)

Deposits

Utilities' deposit policies are related to the applicant's credit history. Using utility services is much like purchasing any other commodity. Sellers will usually agree to the use or sale of their products if they have confidence that they will be paid at a certain time. So it is with utility companies; they are selling a product - electricity, gas, water or sewer - and must be paid in order to continue providing service.

If a utility company feels that a prospective purchaser of services may be a credit risk, it may require a deposit in order to protect its interest. All utilities collecting security deposits must pay interest at a rate approved by the Public Service Commission. The deposit paid, and accrued interest, may be returned to the customer after the customer has paid the bill on time for twelve consecutive months.

Utah utilities must submit deposit policies to the Commission for approval. Therefore, the deposit required may differ from one utility company to another. A new customer for utility service will have the right to pay a security deposit in at least three equal monthly installments provided that the first installment is paid at the time of application.

Billing

Utilities usually bill customers monthly. The bill may not be due less than 20 days after the billing date. Bills are computed after the use period by reading the me-

ter, or through computer readings. Gas, electric, and water utilities use meters to calculate usage. The utility is required to make an actual meter reading at least once in a two-month period and render a bill for the appropriate charge determined from that reading.

If a meter reader is unable to gain access to a meter, the utility must take appropriate additional measures in an effort to obtain an actual meter reading. These measures include, but are not limited to, scheduling a meter reading at other than normal business hours, making an appointment for meter reading or providing a prepaid postal card with a notice of instruction upon which an account holder may record a meter reading. If after two regular route visits access has not been achieved, the utility will give notice that the customer must make arrangements to have the meter read. If the utility is still unable to make an actual meter reading, it may render an estimated bill or may discontinue service.

It's a good idea to stay current with your payments. Any delinquent bills will be charged interest if they go unpaid past the due date.

Disputes

Sometimes problems can occur or disagreements arise over your bill. If there is a problem, contact the company first. If the utility does not resolve the problem to your satisfaction, you have the right to seek help from the Division of Public Utilities. The procedure in resolving your dispute is straight forward: after receiving your complaint, a Division employee will act as a mediator between you and the utility company. You will not have service terminated for nonpayment of the disputed portion of the bill, as long as you keep up payment on all other services. Normally within five business days, you will be informed of the findings and/or solution to your complaint. Utilities are required to resolve complaints within 30 calendar days.

If you feel that further action is necessary, you can formally file a petition with the Public Service Commission in order to resolve the dispute. The Commission may then call both you and the utility in for a hearing on the matter. You and the utility will be given the chance to present any arguments supporting your positions. The Commission will then render a decision which is binding on both parties. If either party thinks the decision is still unsatisfactory, they can appeal to the Utah State Supreme Court.

& RESPONSIBILITIES

Garkane is required by the Utah Public Service Commission to inform you of your consumer rights at least once every year. This serves as that notice.

Deferred Payment Agreements

Occasionally, there are customers who are unable to pay the entire account balance at the time it is due. Rather than have service terminated, they may enter into what is known as a Deferred Payment Agreement (DPA). This agreement allows the customer to payoff the past due amount, re-connection fees, and interest in monthly installments, provided that the total amount is paid off in 12 months. The customer must also pay the current month's charge.

The customer has the right to set the amount of the monthly payment, (it must be at least one-twelfth of what is owed, however). The first payment must be received at the utility's office within 48 hours after the agreement has been reached and can't be less than that which was agreed upon. If service has been shut off, it will be restored as soon as the customer enters into a Deferred Payment Agreement.

If the person defaults on this agreement, the utility may let the customer sign an other agreement, reinstate the old one, or refuse to grant another one. Service may also be terminated at the company's option.

Equal Payment Plan

Some utilities have a budget billing or equal payment plan available for customers who want to make equal monthly payments throughout the year. If a customer becomes delinquent on an equal payment plan, the customer has two options for repayment. The customer can enter into a deferred payment agreement or pay a budget billing amount set by the utility plus the monthly deferred payment installment.

Termination of Service

Service may be terminated for several reasons, including:

Nonpayment of a delinquent account; Nonpayment of a deposit where required; Failure to comply with the terms of a Deferred Payment Agreement or Commission order; Unauthorized use of or diversion of residential utility service or tampering with wires, pipes, meters or other equipment; Concealing information or deliberately furnishing false information for the purpose of obtaining utility service; Failure to provide access to your meter during a regular route visit to the premises following proper notification and opportunity to make arrangements.

The following will not be used as a basis for terminating service:

A delinquent account, accrued prior to the

commencement of a divorce or separate maintenance action in the courts, in the name of a former spouse, can't be the basis for termination of the current account holder's service. Cohabitation of a current account holder with a delinquent account holder who was previously terminated for nonpayment, unless these two account holders also cohabited during the time the delinquent account holder received the utility's service. This includes service that was received at the current account holder's present address or another address.

Special Circumstances

Under special circumstances, the utility company will not always terminate residential service for reasons mentioned above. For example, if someone in the home is seriously ill, and a doctor's statement certifies this condition will be aggravated if a utility service is terminated, services may not be cut off immediately. Service will continue for a month (30 days), or the specified time in the doctor's statement, whichever is less. If needed, the person may petition the Public Service Commission for an extension of time.

The utility company should be contacted if anyone on the premises is using an iron lung, dialysis, respirator, or other life-support equipment. A medical condition doesn't exempt someone from paying utility bills. Rather, it will merely delay termination if the person is unable to make complete payment. The bill will eventually have to be paid.

Termination Without Notice

Whenever the company feels that an emergency or serious health or safety hazard exists, service can be terminated without notice. They may also shut off a customer if there is unauthorized use of utility service, or tampering with pipes, meters or other equipment.

Termination With Notice

A notice of termination by a utility company must include the billing information and information on steps to take to avoid termination including deferred payment agreements, a referral service (agencies or organizations that provide financial assistance) medical extensions, and the procedure for filing a complaint with the Division of Public Utilities.

A public utility must give written notice of disconnection for nonpayment to the account holder. Telephone companies must give 7 days and other utilities must give 10 calendar days notice prior to a proposed termination of residential utility service. The notice time period is computed from the date the notice is post-marked. The utility must make good-faith efforts to notify the account holder or an adult member of the

household by mail, telephone, or a personal visit to the residence. Telephone companies must do this 1 business day prior and other utilities at least 48 hours prior to the time when termination of service is scheduled. If personal notification has not been made either directly by the utility or by a customer response to a mailed notice, (a non-telephone utility must leave written termination notice at the residence). For non-telephone utilities, personal notification, such as a visit to the residence or telephone conversation with the party being terminated, is required only during winter months (October 1 through March 31). For all other months of the year, the mailed 48-hour notice can be the final notice prior to the termination.

In rental property situations where the tenant is not the account holder and that fact is known to the utility, the utility will post a notice of proposed termination of service on the premises in a conspicuous place and will make reasonable efforts to give actual notice to the occupants by personal visits or other appropriate means at least five calendar days before the proposed termination of service.

Other Considerations

The utility company will make reasonable efforts to provide third-party notification (to clergy, friends or family) of a delinquent balance if requested by the customer. This provides a third person with notification of the proposed termination notice. Bear in mind that this person is not responsible for the payment of any delinquent bill you might owe.

If you anticipate being on an extended vacation, it is best to make prior arrangements for paying your bills.

Third Party Charges

State code Section 54-4-37 governs third-party billing practices. A third party is any person or entity other than the account holder and the utility. The utility could perform billing services for a third party. If payment is not made for the entire bill, the utility is required to apply customers' payments to tariff services first and then proportionally to other charges unless otherwise directed by the customer. No public utility may disconnect or threaten to disconnect basic utility service for failure to pay third party charges.

Any Questions?

If you have any questions regarding utility service, billing, terminations, etc., or wish to make a complaint against a utility company, please contact the Division of Public Utilities.

Garkane Propane Is Here To Serve!

If Garkane propane is not your current propane provider, give us a call. We would like to provide you with exceptional service and a price you can appreciate. By pre-buying bulk propane when costs are down and using bulk storage, we are able to pass the savings to all of our customers. Garkane propane has offices in Kanab, Hatch, and Loa. Our service-techs and delivery drivers in Kanab and Hatch can meet our customer's needs, while monitoring your tanks and providing the best customer service in the area.

Garkane propane would like to thank each member of the cooperative for allowing us the opportunity to provide services to everyone in our service territory. We enjoy what we do and look forward to meeting your needs. (6400)



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great customer service, and no hidden fees?*



Please call us at 800-747-5403

From the CEO's Desk

by Dan McClendon



Dear Members of Garkane,

Recently, with great interest, I read a chain of Facebook comments that were quite derogatory

toward Garkane Energy Cooperative.

For the most part, the comments centered around frustration regarding high electric bills. First off, let me be first to express compassion and concern for all our Garkane members. This Covid experience is stressful in many ways not only for our health, but also for our personal economics. High bills of any kind are frustrating.

I think the best way to get through tough times is to attempt to deal with reality and fact. Although it is understandable and normal for us to vent sometimes, trying to better understand what is really going on will be more helpful.

In an effort to supply facts regarding the negative comments about Garkane, I would like to offer the following points of information:

- If any Garkane member's bill is incorrect, we will correct it and make it right...period! Give us a call. If you feel you are not dealt with fairly, ask for the CEO.

- Garkane is not a monopoly, but we are a cooperative and work for the benefit of our members, not shareholders. That's what makes us different. Our consumers have a voice and we listen, that's why we call you members instead of customers.

- If a Garkane member suspects their energy usage is not correct, please contact us and we will check your meter and offer energy audit services.

- The average temperature in 2020 is significantly higher than 2019 which is certainly a big player in higher than normal bills.

- Garkane has not raised the rates! Garkane's electricity billing rates have not changed in several years...so if you are experiencing huge bill increases... you are most likely using more electricity kWh. (10003746)

Receiving a high bill can be concerning, especially during these times of uncertainty, but I want to reiterate that if you have a bill you don't understand, please give us a call, and we will do our best to help you understand it.

Sincerely,

Dan McClendon



YEARLY METER TESTS

Garkane is on a rotation schedule to visit and check every meter. If you see a Garkane truck on your property, don't worry, crews are just testing your meter for regular maintenance.

Due to the current COVID-19 Situation

Please conduct business remotely **Call: 800-747-5403** or visit **www.Garkaneenergy.com** to access your online Smarthub acct.