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# HIGHLIGHTS



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



# Garkane Celebrates The Energizing Of The Tropic-to-Hatch Transmission Line



The Garkane Board of Directors & Staff held a flip-the-switch celebration for the energizing of the Tropic-to-Hatch transmission line. "We are glad to see this project get finalized. It will bring reliability and stable power to Garfield and Kane County for many years to come," said CEO, Dan McClendon.

(former Garkane CEO) did the honors of flipping the switch.

This line will serve the growing consumer base on Cedar Mountain, Duck Creek and surrounding areas. Retired employees Mike Avant (Engineering Manager) and Utah State Representative Carl Albrecht

### Tropic-to-Hatch Transmission Line Timeline

- 2003 - Garkane files application
- 2011 - Garkane gets approval
- 2013 - Lt. Governor gives keynote at groundbreaking
- 2013 - Crews begin setting poles
- 2013 - Construction on East Valley Substation begins
- 2014 - Construction begins on Ruby Substation
- 2016 - Final structure set
- 2017 - Wire is set on poles
- 2019 - Line in energized

Representatives from the Governor's office of Energy, Deseret Power, Board Member LaDon Torgersen, staff, Mike Avant, and Utah State Representative Carl Albrecht, attended

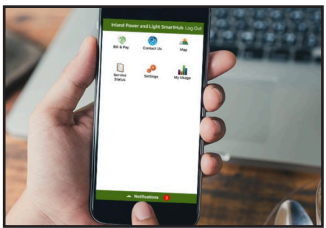
## Inside HIGHLIGHTS This Quarter



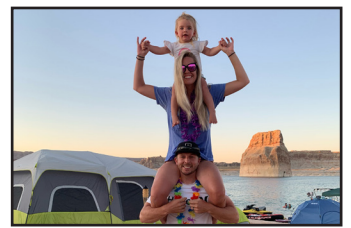
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# GET PAID TO READ THE PAPER

## 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 28, 2019	<b>Board Meeting</b> Kanab, UT
October 29, 2019	<b>Strategic Planning Meeting</b> Kanab, UT
November 25, 2019	<b>Board Meeting</b> Kanab
November 28,29, 2019	<b>Thanksgiving Holiday</b> Offices Closed
December 16, 2019	<b>Board Meeting</b> Hatch, UT
December 24, 25, 2019	<b>Christmas Holiday</b> Offices Closed
January 1, 2019	<b>New Years Day</b> Offices Closed

## Garkane Energy Cooperative, Inc.

VOLUME 62 - NO.3

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**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.

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**William Hammon -Centennial Park**  
(435) 467-1886  
**Nanell Robinson-Kanab**  
(435) 644-2752  
**Guy Timpson - Colorado City**  
(435) 467-2113

# New Employee Spotlights: *Learn a little about us!*



## Tyson Hutchings

*Apprentice Lineman*

I grew up in Kanab, graduated from Kanab High School, then went on an LDS mission to Mississippi. When I got home, I went to SUU, where I met my wonderful wife Chanda, although she is from Beaver, I try not to hold that against her. She is a nurse. We have one little girl who is 2, named Livia Rue. We lived in Brigham City before I took the job with Garkane, where I had been working the past 3 three years on my 4 year Journeyman Lineman Certification. (1814400)

**What's your favorite quote and why?**

I've failed over and over and over again in my life and that is why I succeed. -*Michael Jordan*

**What's your favorite style of music to jam out to?** Oldies and New Rock

**What's your favorite thing to do?** Hanging out with my family or going boating.

**If you could learn to do one thing, what would it be?** Fly, become a pilot.

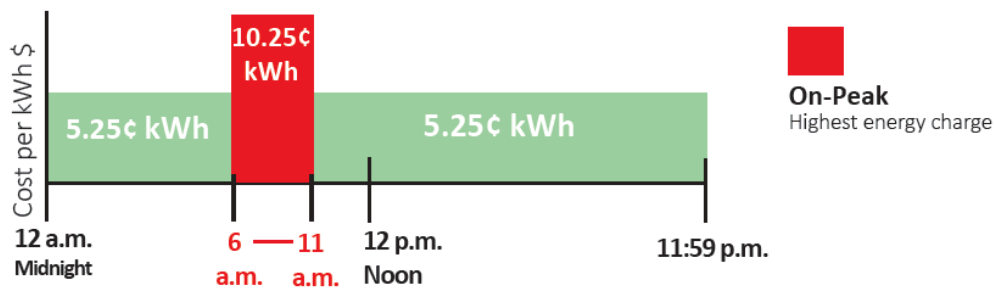
**What do you miss most about being a kid?** Playing sports

**What's your favorite part about working for Garkane?** The work, and the places we work... and Kit.

# Half-Price Power Hours Switch Back

October - March

Weekdays & Saturdays



**Off-Peak**

On Sundays & Federal Holidays you will enjoy Half-Price Power (5.25¢) all day long.



# Board Approves Changes To Impact Fees



## PLANT INVESTMENT FEES (i.e Impact Fees)

A Plant Investment Fee of \$2.50/amp will be added to the cost of any new or upgraded residential or commercial service to fund general improvements to Garkane's System for all services 240 volts or less. **200 Amp service = \$500**

A plant investment fee of \$3.50/amp will be added to the cost of any new or upgraded residential or commercial service to fund general improvements to Garkane's System for all services greater than 240 Volts. **400 Amp Service = \$1,400**

All facilities requiring a three phase service will pay the appropriate Plant Investment fee amp charge for each phase installed.

Example: (600 amps x 3 phases) = 1800 amps x \$2.50 or \$3.50

Upgrading of existing service will require payment of the applicable Plant Investment fees based on the difference in cost between the calculation of the exiting installation size and capacity versus the cost of the new installation in size and capacity.

## PUBLIC NOTICE

A public hearing was held on Monday, September 30th, in Hatch, UT at 1:00 p.m. to discuss proposed changes to the Plant Investment Fee and Service Charges Tariff. The Board approved the following changes to the Plant Investment Fee (see above) and the Late Payment Charge.

**Late Payment Charge:** \$10 or 1.5%  
whichever is greater  
(per month)

This Late Payment Charge deals with any delinquent accounts over 30 days. This will take affect November 1st, 2019. (1666701)

**For Questions  
Call: 800-747-5403**

## Energy Advisor Coming To Loa Office Once A Week

Garkane's Energy Advisor James Clegg will be available in the Loa Office Every **Wednesday from 10:00 - 2:00** to provide additional tools in helping you lower your bill, by doing an energy audit on your home, or just answering questions on daily energy use. Feel free to call for an appointment, or visit the Loa office. Call **1-800-747-5403**



# Fremont Irrigation Company and Garkane Energy Celebrate The Energizing of The Fremont Hydro Project



The Fremont Irrigation Company and Garkane Energy Cooperative held a ribbon cutting ceremony celebrating the energizing of the new Fremont hydro project. The project was conceived in 2014 with the help of Brent Gardner of Alpha Engineering as a means of conserving irrigation water, but as the project developed the ability to use the pipeline to generate electricity was realized.

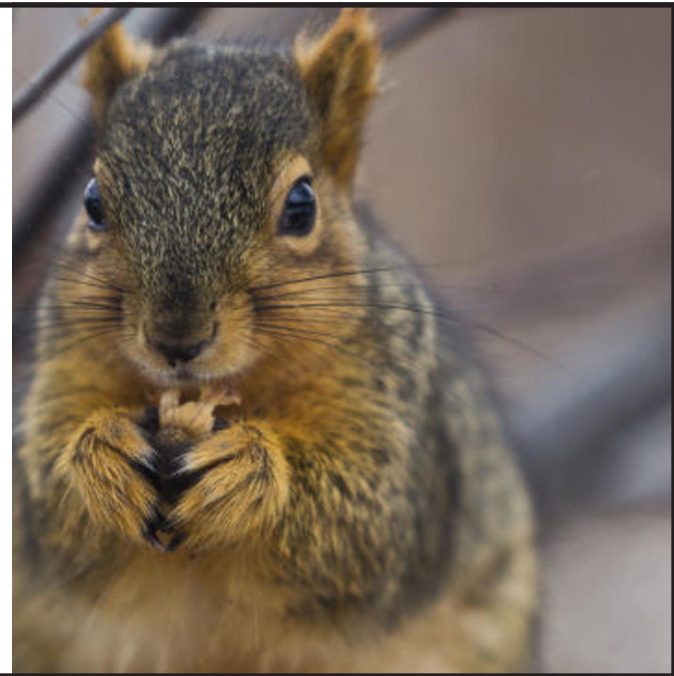
Shareholders voted to construct a hydroelectric plant as part of the project. Five years later, Fremont Irrigation can produce 2 MW of electricity which is enough to power an estimated 650 homes. Taking on the task of building a hydro project in today's political and environmental climate is difficult. It requires a lot of cooperation and coordination among state, federal, and local groups. Garkane

Energy and Deseret Power worked closely with the Fremont Irrigation Company Board to secure a buyback agreement for the electricity generated by the new hydro generator. Typically, because of Garkane's standing contract, it cannot purchase electricity from any other source other than from Deseret, but with the new Fremont agreement in place, Garkane is now able to buy the power from Fremont Irrigation. Fremont Irrigation selected local contractor Harward and Rees, to build the project. They broke ground in September 2018 and the project was completed a year later seeing electricity generated in September of this year. According to Fremont Board President Brian Peterson... "The project was a huge undertaking but I'm pleased to report that it will provide significant water savings for Irrigation shareholders and it will be a reliable source for generating electricity for years to come. We were fortunate to have a local

contractor, Harward and Rees that is vested in our community and was able to complete the project while exceeding expectations and meeting irrigation season deadlines." The Fremont Irrigation Company was formed at the dawn of the century in 1904 and has 525 shareholders. Much of the credit is due to those early shareholders, who had the vision and were willing to make the sacrifice to secure the water rights and build the dams and canals. Without them this project would not be possible today. Funding for the project was provided by a loan from State Board of Water Resources, and a grant from Bureau of Reclamation. The shareholders of Fremont Irrigation voted to double their yearly assessments to pay back the loan. CEO Dan McClendon stated, "It takes great vision and leadership to get a project like this accomplished, and I commend Brian Peterson and the Fremont Irrigation Company Board and shareholders for their efforts."

## TOP 7 Causes Of Power Outages

- 1. Storms:** Wind, heat, ice and snow are the most common causes of outages.
- 2. Trees:** During high winds, or trimming by an untrained professional, limbs can come into contact with power lines and cause interruptions.
- 3. Vehicles:** A vehicle collision with a utility pole can cause a power outage.
- 4. Animals:** Although we place barriers between wildlife and electricity equipment, squirrels, snakes, birds and other small animals may still cause blinks and other short circuits.
- 5. Lightning:** When lightning strikes electrical equipment, transmission towers, wires and poles, outages often occur.
- 6. Escavation Digging:** Sometimes underground lines are disturbed by digging. It's important to call 811 before a gardening or digging project.
- 7: High Power Demand:** During heat waves or extremely cold weather, high demand can cause overburdened electric cables, transformers, and other electrical equipment to fail.



# 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. (1702602)

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.

# SURPLUS ITEMS FOR SALE

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

**Item #1:** 2011 Chevy Silverado 2500HD  
148,425 Miles, G1-28, Kanab, UT office  
Vin: 1GC2KVCG9BZ363095



**Item #2:** 2006 Dodge Cummins 3500  
located in Hatch, UT office. Utility bed  
and crane. Good working condition



173,094 miles

## 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, November 8th, 2019. Garkane reserves the right to accept or reject any and all bids.

## Garkane Announces New Smarthub App Features

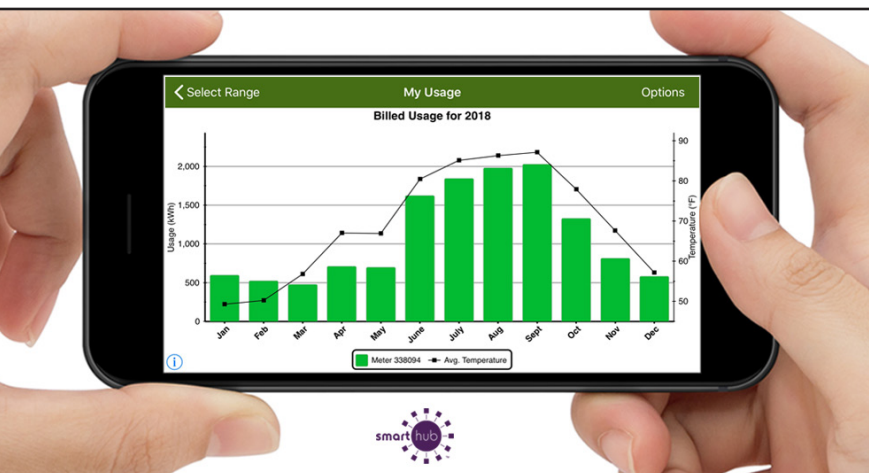
### Go Paperless & Download Today On Your Iphone or Android Device

The SmartHub app and web portal allows members to pay their bill, view their usage and communicate with their provider anytime, anywhere.

This fall, NISC who built and maintains the Smarthub app for Garkane will release a new mobile app user interface that provides a fresh look and a more intuitive, user-friendly experience. Members will be

able to see their usage analysis up front or can contact their organization with the click of a button right from the home screen.

Outage and billing alerts will also be displayed on the home screen, making it easier to communicate important information to our members. Billing, payment and other features that users expect from Smart-



Hub will be more readily available in a new condensed menu. (1759800)

"Member engagement has been a longtime priority for Garkane, and this app is a great way for members to have full access to their account and to view daily usage. We hope everyone utilizes the many features it provides." Said Neal Brown, Member Service Manager for Garkane.

## FEATURES

- Pay Your Bill Direct
- View Daily Usage & Compare the Weather
- Communicate Directly to Garkane Staff
- View Past Acct. History
- Outage & Billing Alerts
- View Payment History





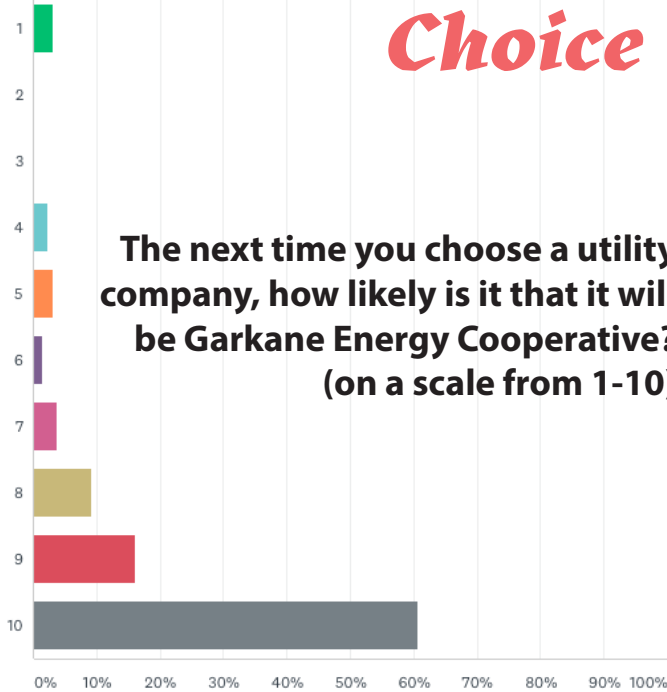
# Garkane Energy

## SURVEY

## Results

### Choice

The next time you choose a utility company, how likely is it that it will be Garkane Energy Cooperative? (on a scale from 1-10)



"I appreciate how quickly Garkane responds to power outages."



"Reduce power surges and brownouts."

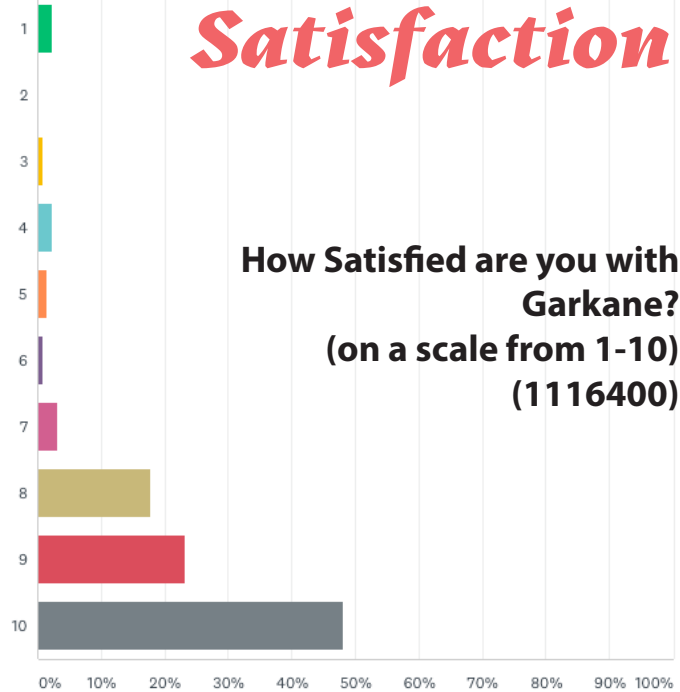


"I moved here from California, it does not get worse than PG&E. Garkane's rates are much more reasonable"



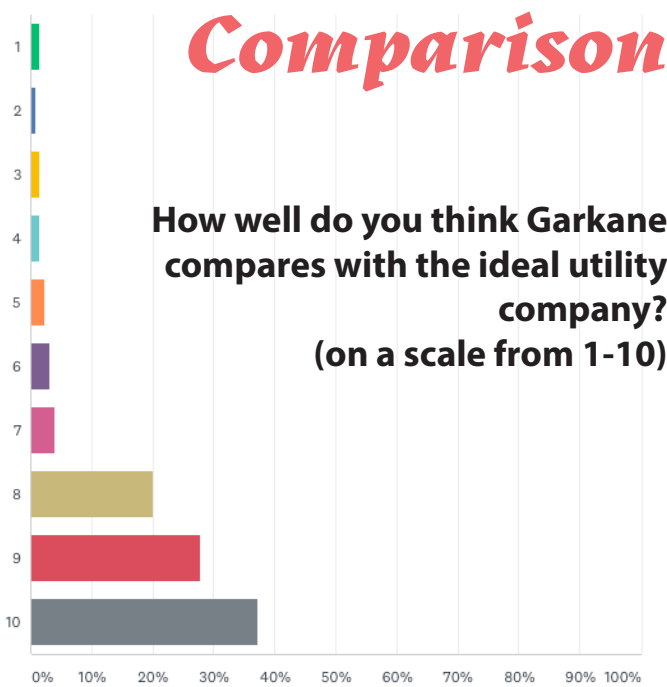
### Satisfaction

How Satisfied are you with Garkane? (on a scale from 1-10) (1116400)



### Comparison

How well do you think Garkane compares with the ideal utility company? (on a scale from 1-10)



### Expectations

To what extent has Garkane Energy fallen short or exceeded your expectations? (on a scale from 1-10)





# Garkane Energy

# SURVEY

# Results

## Power Restoration

How much do you agree that Garkane Energy restores power quickly?  
(on a scale from 1-10)  
(1213700)

"I appreciate the opportunity to provide feedback. It makes me feel engaged."

"Haven't found my number once in 26 years I've lived here. LOL"



## Quality of Life

How much do you agree that Garkane Energy improves the quality of life in the community?  
(on a scale from 1-10)

## Renewable Energy Sources

How much do you agree that Garkane Energy is committed to using renewable energy resources?  
(on a scale from 1-10)

## Communication Channels

In the past 6 months, where have you heard or seen Garkane communications?

At a local Garkane office

Garkane Website

Facebook Social Media

Bill Stuffer

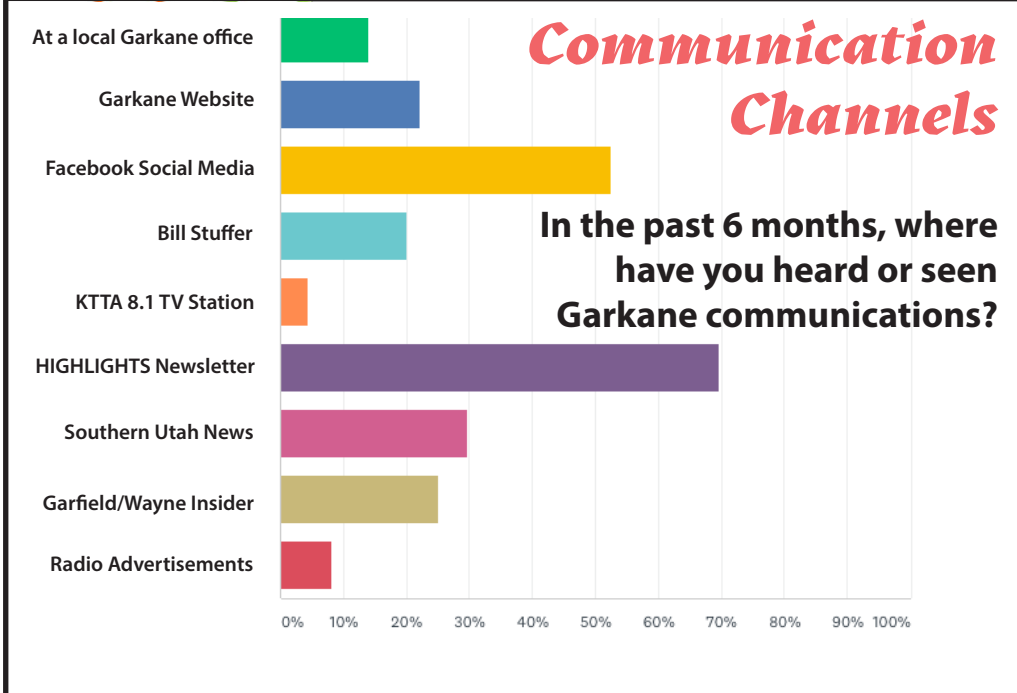
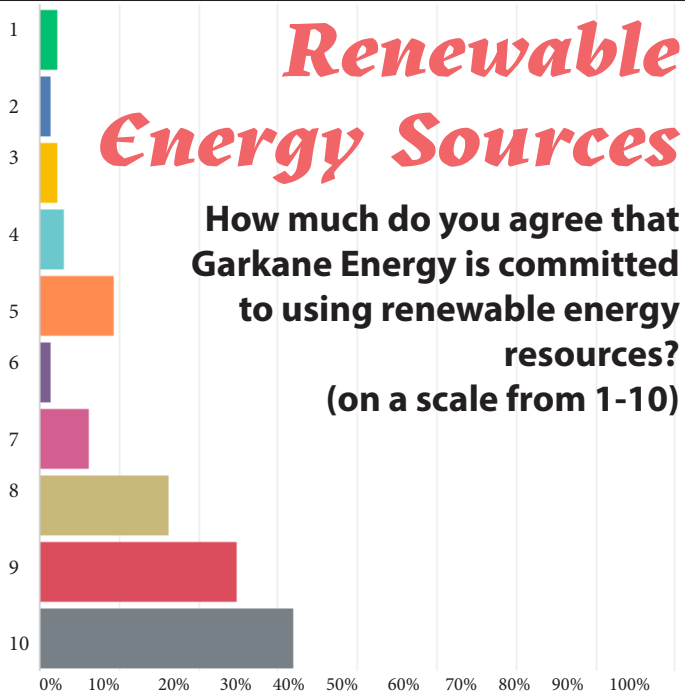
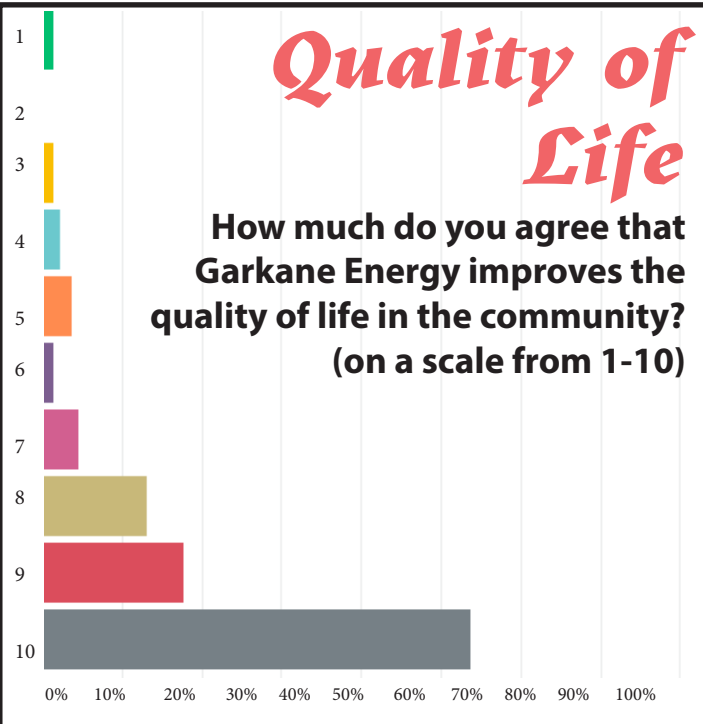
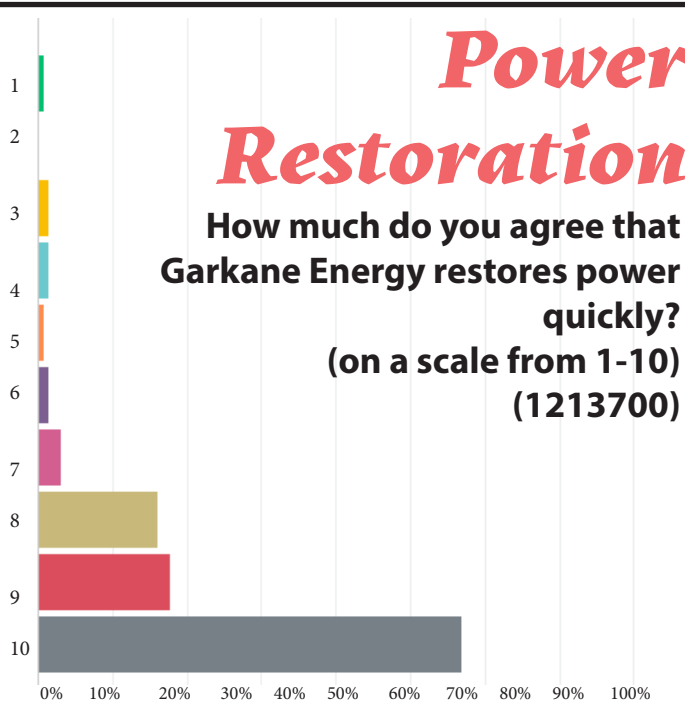
KTTA 8.1 TV Station

HIGHLIGHTS Newsletter

Southern Utah News

Garfield/Wayne Insider

Radio Advertisements



Garkane Energy Cooperative is attempting to locate some of our current and past members who have incorrect addresses on file. Some of these people could have received electricity from Garkane as far back as 1987. If you are able to contact them and have them provide Garkane with current contact information, it would be greatly appreciated. The people on the list could be eligible to receive a Capital Credit refund from Garkane. **Please reach out to [cary.simmons@garkane.com](mailto:cary.simmons@garkane.com) or call 800-747-5403.**

H & R SHOPPING CENTER	HANSEN THOMAS O	HAYS CORALEE	HICKS VERNE	HOLM TERRY	HURD RICHARD	JARRETT THOMAS J
HAAS KENNETH L	HANSON JULEE	HAZEKAMP ROBERT	HIDDEN FALLS STORE	HOLMES KALLI	HURD STACIE P	JASKOL GARY
HACKBART JIM	HANSON YVONNE	HEALY THOMAS	HIGBEE MIKE	HOLMES KORY	HUTCHINGS CARL	JEFFERIES JEFF
HACKBARTH JAMES	HAPPY TRAILS	HEAP DON	HIGGINS KAREN	HOLMES ROBERT	HUTCHINGS J L	JEFFERY LYNELL
HACKBARTH JIM	HARDEMAN ADA MAE	HEATON C A#2	HIGGINS SHARLENE	HOLT FAYE	HUTCHINGS JERRY	JEFFS ANDREW K
HADDEAN SIDNEY J	HARDING LANA	HEATON C LEONARD	HIGHFIELD THOMAS J	HOLT IVAN	HUTCHISON JEAN	JEFFS AUSTIN T
HADLEY MARY	HARDING LANA G	HEATON CHAD	HILDA STUCKI INV CO	HOLT JACK E	HUXFORD JOHN A	JEFFS DAVID B
HAEGELE DARLENE	HARDY CARLA	HEATON CLAREN	HILDRETH TAMRA M	HOLT'S KIM D	HYMAS DAVID M	JEFFS JAMES
HAGEN DANIEL	HARDY DEE	HEATON DEAN R	HILL ALLEN F	HOLZAPFEL MARYANN	HYMEN MARCIA	JEFFS LESLIE
HAGER LEONARD	HARDY MIKE	HEATON DUKE	HILL DAVE	HOLZWARTH TED	ICE JANA	JEFFS LILLIAN
HAGERTY ANNE	HARDY PAUL	HEATON JUSTIN E	HILL E D	HOME DESIGN CENTER	IDT SERVICES	JEFFS MICHELLE
HAGGIN E H	HARDY ROSA LEE	HEATON LAMOND	HILL EDGAR A	HOME DESIGN CENTER LC	IMI LEASING	JEFFS RULON T
HAGIN HAROLD	HARE STEVEN	HEATON LARRY G	HILL GREGORY C	HOMER GLENDORA	IN SPECS INC	JEFFS WAYNE
HAKALA RUSSELL	HARKER EVE	HEATON MAX C	HILL H	HONEY TERRIL	INEICH PAUL	JENA KURT
HALBRITTER JAMES	HARKER MERRILL	HEATON MAY M	HILL JEFF	HOOVER GARY	INOGGLIA MARJORI E	JENEAL'S DRIVE IN
HALE YVONNE J	HARKER PARLEY	HEATON MICHAEL	HILL KELLEEN	HOPKINS DEWARD	INGRAM LEA F	JENKINS BERNARD A
HALEY TIM	HARKER STEPHEN P	HECK NORMA C	HILL KELLEEN M	HOPKINS T	INTERMOUNTAIN SKYLINE	JENKINS PAUL
HALKER JEAN N	HARKLEROAD DWAYNE	HEELY RAY	HILL RITA L	HORN K'LEINE	IPSEN RHONDA	JENSEN DAIRUS D
HALL BRIAN J	HARLEY ED	HEFNER MARK	HILLMAN RUSSELL	HORNAK MICHAEL A	IRA DEMILLE TRUST	JENSEN DANIEL
HALL HEBER H	HARMAN DENNIS	HEFNER PEGGY	HILLS & HOLLOW	HORNBECK MARK	ISAACS CAROLE	JENSEN DANIEL N
HALL JOHN W	HARMAN MARTIN	HEGGE AMY	HILLS & HOLLOW SERVICE	HORSE VALLEY FEEDERS	ISAACSON FRANCES P	JENSEN GAYLE LEE
HALL LEFAIR	HARMON ELAINE G	HEGGE ARNOLD	HILLS JIM	HORSLEY JOHN	ISAKSON CHRIS	JENSEN HAL B
HALL NAOMI	HARMON LARRY R	HEGGE DWIGHT	HILLTOP EAST WATER ASSO	HORSLEY JOHN B	ISCHO DAN	JENSEN HORACE A
HALLBERG FRED	HARNBY ANTHONY	HEGGE JAMES	HIMITER LYLE	HORTON RUSSELL	ISHEIM CARMEN	JENSEN INEZ
HALLISEY JENNY	HARPER OTIS	HEIDEMAN ROY	HINOJOS SOTERO	HOUCHINS HAROLD R	ISHEIM DENNIS	JENSEN JANET
HALLISEY JENNY T	HARRINGTON VERNE	HEIDRICH DARLA	HINOTE TROY	HOUGHTON JOYCE	ISHEIM DENNIS E	JENSEN JESICA
HALLOCK RICHARD	HARRIS BLAKE	HEISNER DOUGLAS	HIRSCHI MARIE	HOUSTON DANI	ISOLA ANDREW	JENSEN JUDY
HALSEY CLIFFORD	HARRIS BOYD H	HELGESON N J	HISAICHI TODD	HOVER BOBBY J	ISOM ROBERT D	JENSEN PAUL J
HALTERMAN ROGER	HARRIS DAVID	HELLS BACKBONE RANCH	HITCHCOCK CLIFFORD L	HOVER THEO EJ	ISTAQA CHERYL	JENSEN REX
HALVERSON LEE	HARRIS DONALD	HELLSTROM FRED	HITCHIN POST CAFE	HOWARD CARLTON L	ITOW RUTHIE	JENSEN RUSSELL H
HAMBLIN JOE D.	HARRIS JAMES R	HELMSTEADT ERIC	HOAG BILL	HOWARD JOHNSON CAPITOL REEF	IVERSON BARD	JENSON HAROLD B
HAMBLIN PAUL	HARRIS REX E	HELQUIST SHARON	HOBBS PHILIP A	HOWARD PETER	IVERSON C V	JEPPSON NEAL S
HAMBLIN ROBIN	HARRIS RONALD J	HELSEL MICHAEL	HODGES JACKIE	HOWARD REX	IVO'S CAFE	JEPSEN MARC
HAMBLY DEREK	HARRIS STEVE	HEMBREE ROBERT	HODGES SIDNEY	HOWARD TIMOTHY F	IVO'S MOTEL	JEPSEN NEAL
HAMILTON BRYAN	HARRIS VAUGHN	HEMBREE ROBERT A	HOEGER FRED	HOWES ALAN	IVO'S MOTEL #2	JERRY'S
HAMILTON RONALD	HARRIS VICTOR L	HENCKEL WILLIAM P	HOEL LEE	HOWLETT VIKI	J I BARLOW ENGINEERING	JESKEY ALAN G
HAMMER DICK	HARRISON LYNNE B	HENDERSON BETTY	HOEL MARTIN	HOYING EDWIN L	JACK COLIN	JESOCO INC
HAMMON ARTHUR	HARRISON MICHAEL	HENDERSON EVAN	HOFFMAN MICHAEL E	HOYLE JAMES	JACK ROCKY	JESSEN ERIC
HAMMON BROTHERS LC	HARRY DAVID	HENDERSON MARK	HOFFMAN STEFAN D	HOYT KENNETH	JACKMAN DUSTIN L	JESSOP ALBERT
HAMMON CLAUDELLE	HARSHMAN JEANNE	HENDERSON NED	HOFFMAN THOMAS	HRDINA THOMAS WJR	JACKSON & CALLISTER	JESSOP ALBERT M
HAMMON GEORGE	HART BRUCE	HENDERSON OTHA	HOFFNER CHESTER	HUBBARD MICHAEL	JACKSON BEN	JESSOP ALMA W
HAMMON J M	HART KEENAN	HENDERSON WILLIAM W	HOFMEISTER ALVIN C	HUBBARD MICHAEL D	JACKSON BRUCE C	JESSOP AMY
HAMMON J REUBEN	HARTILL ROSS	HENDRICKSON J R	HOFMEISTER SHIRLEY E	HUBBARD OWEN	JACKSON CALVIN	JESSOP ARNOLD
HAMMON JACOB M	HARTLEY EDWARD K	HENDRICKSON JACKIE	HOFSTRA JOAN	HUBBERT JOHNNY G	JACKSON DONALD	JESSOP BECK
HAMMON JASON	HARTMAN SAM J	HENEGHAN SHAWN P	HOGGATT JAMES L#2	HUDSON JENNIFER	JACKSON ERNEST H	JESSOP BOYD M
HAMMON L DAVID	HARTNEY STEPHEN	HENNESSY DAN	HOLDEN C MICHAEL	HUFF KAREN	JACKSON GREG G	JESSOP BROS FURNITURE
HAMMON LEGRAND J	HARTUNG EARL	HENRIE ALICE	HOLDEN JOAN R	HUFFMAN A H	JACKSON KIRK	JESSOP COLLEEN S
HAMMON MILTON	HARTVIGSEN ARTHUR L	HENRIE JOHN M	HOLDEN JOANNA	HUFFMAN ELEANOR	JACKSON LANCE	JESSOP DANIEL S
HAMMON MYRON R	HARVEY JEAN E	HENRY BILL	HOLIDAY INN	HUFFMAN ROBIN	JACKSON LIVESTOCK	JESSOP DENNIS
HAMMON RACHEL	HARWARD RONNIE	HENRY EDIE	HOLL IRENE M	HUFHAM-ADDIS CHERYLE	JACKSON SCOTT	JESSOP EDSON JR
HAMMON REUBEN	HASH ERIC	HENRY MTN SERVICES	HOLLAND L	HUGHES EUGENE	JACKSON STONEY	JESSOP EDSON P
HAMMON ROBERT W	HASKELL DAN	HENSLEY ROBERT	HOLLEY FRANK	HUGHES GREG	JACKSON TONY	JESSOP FREDRICK M
HAMMON ROXANA	HASTINGS JOHN R	HEPWORTH EDMUND C	HOLLIDAY BILL	HUGHES JOE #2	JACKSON VERNON	JESSOP GARTH
HAMMON RULON	HATCH BILL	HEPWORTH KEITH	HOLLINGSHEAD NEIL	HUGHES LINDA	JACOBS CARLOTTA	JESSOP GLADE
HAMMON RYAN	HATCH DWAIN E	HERANDEZ FRANK	HOLLIS RANCH	HUGHES MICHAEL W	JACOBS DOUGLAS D	JESSOP HALLIE
HAMMON SAMUEL	HATCH GEORGE	HERBEL MICHAEL	HOLLOWAY BARBARA	HULL MICHAEL G	JACOBS FRANCES L	JESSOP HYRUM
HAMMON SARA	HATCH GILBERT	HERITAGE EMPORIUM INC	HOLLY ELDON F	HULLETT ROBERT J	JACOBS MAX	JESSOP J L
HAMREN DAVID	HATCH JAY	HERMAN CARRE	HOLLY RONALD J	HUMMEL JAMES	JACOBSEN BARBARA	JESSOP JEANETTE
HAMU ESKO	HATCH LANIE	HERNANDEZ JOSE A	HOLM ADAIR S	HUMPHREY CONRAD	JACOBSEN DAVID	JESSOP JENNYLYN
HANCOCK HOWARD V	HATCH LYNN	HERNDON CHAD	HOLM ANTHONY R	HUMPHREY DONALD R	JACOBSON ALLEN	JESSOP JERRY
HANCOCK MATERIALS	HATCH MERRILL	HERNDON CONNIE	HOLM CARL	HUMPHREY EVA P	JACOBSON DOUG JR	JESSOP JOE L
HANDLEY BRIAN C	HATCH MICHAEL	HERNDON DENNIS	HOLM CARL W	HUMPHREYS BETH	JACOBSON RICHARD L	JESSOP JOHN
HANEY FRANK G	HATCH RANDY	HERNDON LYNDA C	HOLM CARLA	HUMPHRIES DELWORTH	JACOBUS EDWARD	JESSOP JOHN R
HANKS GLENN A	HATCH SAWMILL	HERONEMUS LEE R	HOLM CON	HUNSAKER DAVID B	JACOVINO KAREN	JESSOP JOSEPH A
HANNA ROBERT	HATCH STEVEN K	HERRELL VERNE D	HOLM DON	HUNSAKER WAYNE S	JAGGAR MARLENE	JESSOP LEHI B
HANNAH ALVIN D	HATCHER KEITH E	HERRINGTON DAVID L	HOLM DON M	HUNSINGER FRANK WJR	JAKE ABALINA	JESSOP LOWELL M
HANNIG DOUGLAS K	HATHERLEY WILLIAM P	HERRIOTT REDA	HOLM EDSON	HUNT JOAN	JAKE LINDA	JESSOP MARCE
HANNIGAN JACKIE R	HAUMONT PAUL	HERRMANN JILLIAN	HOLM GREG	HUNT LOYD	JAKE LINDA S	JESSOP MARION
HANSEN ALTA	HAWKES BLAYNE	HESS JUDY D	HOLM JACOB	HUNT MARSHALL E	JAKE MARJORI	JESSOP MICHAEL L
HANSEN BRUCE	HAWKINS STEVEN	HESS SCOTT	HOLM KARALEE	HUNT REO	JAKE VERDELL	JESSOP OLIVE A
HANSEN JEAN	HAWKINS W KEITH	HESS SHARON	HOLM KEITH	HUNT SARAH	JAMES J JOSEPH TRUSTEE	JESSOP OSCAR
HANSEN MARK N	HAWS JILLYN	HESSELGESSER CHARLES	HOLM MARTHA	HUNT TOM	JAMES MARGARET	JESSOP PAUL M
HANSEN PAUL	HAYCOCK STANLEY	HEWETT DEVELOPMENT	HOLM MILTON	HUNT WAYNE	JAMES PEARSON	JESSOP R S
HANSEN RICHARD C	HAYES ED	HEYBORNE CASEY	HOLM MORONI	HUNTER ROBERT	JANES MARY	JESSOP R S#2
HANSEN SCOTT	HAYES JOHN	HEYWOOD TOM	HOLM PAUL	HUPPLESHEUSER	JANSEN DANIEL	JESSOP RON

# From the CEO's Desk

by Dan McClendon



Dear Members of Garkane,

In September, some of our members were asked to respond to a member satisfaction survey. We appreciate your willingness to offer honest and reliable feedback. As a member-owned Cooperative we always seek input on how we can improve our service to you, the member.

Ever year we do a survey and

we get a composite ACSI Score which is an economic indicator measuring the satisfaction of consumers across the U.S. economy. This score helps us see how we are doing in relation to other cooperatives, investor-owned utilities, and other businesses. The ACSI score is derived from three survey questions within the questionnaire, each rated on a 1-10 scale. These three variables measure overall satisfaction and expectations in comparison with the ideal utility. Garkane's ACSI score in 2016 was 80, compared to 77 in 2018. I'm pleased to announce that in 2019, our ACSI is 82. You can see that we have improved and are very highly ranked in comparison with other utilities.

I am proud of the strides we have made to improve our ACSI score, thus reflecting the service improvements we have made. (1954600)

Member Engagement is another metric we follow to see how involved our membership is with their cooperative. These attributes include satisfaction measures, member identity, looking out for members best in-

terests, being a name they can always trust and helping them manage their energy costs. Member engagement re-

UTILITY SECTOR <small>*2018 scores</small>	ACSI
Garkane Energy Co-op	<b>82</b>
Touchstone Co-ops	<b>77*</b>
Other Electric Co-ops	<b>76*</b>
Top Investor Owned	<b>79*</b>
Investor Owned Nationally	<b>75*</b>
Top Municipal Utility	<b>80*</b>
Municipals Nationally	<b>75*</b>

quires cooperatives to move beyond normal reliability and member service. Achieving standout performance in engagement requires cooperatives to create and maintain a positive rela-

tionship through everyday actions and communications. Last year Garkane scored a 68.9 on the Member Engagement Index, compared to the national benchmark of 71.9, so we have room for improvement in engaging with our members. We are pleased that the majority of our membership views themselves as a Friend of the Co-op, or an advocate of the co-op (see below). In summary, Garkane has a very diverse membership base that identifies well with the co-op, but we still need to continue reaching out to nurture an even better relationship.

The Cooperative culture of "member-first" focus has been built on a strong foundation over an 80-year period of time, but new and changing generations of Garkane members require new communication methods by the Cooperative to the members. We are confident that the strong bond between our members and the cooperative will continue to build in the future as it has done so in the past. Even though innovation in technology may change the way we communicate with our members, at Garkane, our focus will always be "members-first."

Sincerely,

**Dan McClendon - CEO**

