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.

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

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
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
Board Meeting
Kanab, UT

October 29, 2019
Strategic Planning Meeting
Kanab, UT

November 25, 2019
Board Meeting
Kanab

November 28, 2019
Thanksgiving Holiday
Offices Closed

December 16, 2019
Board Meeting
Hatch, UT

December 24, 2019
Christmas Holiday
Offices Closed

January 1, 2019
New Years Day
Offices Closed

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Garkane Energy
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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.

BOARD OF DIRECTORS

LaDon Torgersen- Koosharem
(435) 638-7531
Chad Williams-Teasdale
(435) 425-3213
Tracy Potter -Torrey
(435) 425-3128
Reed Munson-Escalante
(435) 826-4422
Terry Griffiths-Orderville
(435) 648-2591
Carl Boyd, Jr.-Tropic
(435) 679-8418
Andy Gant-Kanab
(435) 689-0348
Rodney Ence-Duck Creek Village
(435) 682-2526
William Hammon -Centennial Park
(435) 467-1886
Nanell Robinson-Kanab
(435) 644-2752
Guy Timpson - Colorado City
(435) 467-2113

GENERAL MANAGER/CEO
Dan McClendon

HIGHLIGHTS
Neal R. Brown, Editor
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.

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Half-Price Power Hours Switch Back

October - March

Weekdays & Saturdays

- Off-Peak Lower energy charge
  - 5.25¢ kWh
  - 12 a.m. Midnight
  - 6 a.m. 11 a.m.
  - 12 p.m. Noon

- On-Peak Highest energy charge
  - 10.25¢ kWh
  - 11:59 p.m.

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% (per month)

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

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

For Questions Call: 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.
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 meter, 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 straightforward: 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.
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 pay off 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.

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 postmarked. 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**

**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

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**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.

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**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 SmartHub 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.

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**Features**

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

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

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

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

In the past 6 months, where have you heard or seen Garkane communications?
Garkane Energy Cooperative is attempting to locate some of our current and past members who have a correct address 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.simmms@garkane.com or call 807-747-5403.
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 interests, being a name they can always trust and helping them manage their energy costs. Member engagement requires cooperatives to move beyond normal reliability and member service. Achieving standout performance in engagement requires cooperatives to create and maintain a positive relationship 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

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**Member Engagement Index**
(68.9)

**Member Identity**
Member, Owner, or Customer

**Satisfaction**
Performances vs. Expectations, Comparison to Ideal

**Emotion**
Trust, Looking out for you, Helps you manage energy

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**UTILITY SECTOR**

- Garkane Energy Co-op: 82
- Touchstone Co-ops: 77*
- Other Electric Co-ops: 76*
- Top Investor Owned: 79*
- Investor Owned Nationally: 75*
- Top Municipal Utility: 80*
- Municipals Nationally: 75*

(*2018 scores)

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**How do you view yourself in relation to the Co-op?**

- Unhappy Pessimist
- Better Days Ahead
- Middle of the Road
- Friend of the Co-op
- Promoter and Advocate of...