




Your Touchstone Energy® Cooperative 
The power of human connections

NEWS

MEMBER NEWSLETTER

OCTOBER 2020

Manager's Message

Dear Members:

by Marlene Morss



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Co-op month has been celebrated annually in October across the US for more than half a century. It is a time for cooperative businesses to reflect on their shared principles and to educate others about the value of belonging to a cooperative.

High Plains Power lives by its mission statement - serve the member/owners under the cooperative principles. Because we are a cooperative, our goal is to enrich the lives of our members and serve the long-term interests of our community-and this mission has never been more critical than in recent months.

October is National Cooperative Month, and all co-ops across the U.S. - are celebrating the benefits and values that cooperatives bring to their members and communities. Through storms and pandemics, we recognize the essential role we play in serving our community.

Who would have fathomed in March, that the COVID-19 virus would amount to a test of our community and nation? The changing circumstances due to the pandemic have created both challenges and opportunities. Over the past several months, we have all have all been challenged to operate differently.

As an essential service, and to ensure reliability of your power supply, we modified our operations to safeguard business continuity. We never shut our doors but adjusted our work schedules. Our line crews and office personnel began working on staggered schedules to maintain separation. Some staff worked remotely. We closed the lobbies and served members through the drive-up windows.

For our members impacted by

COVID-19 who needed help with their electric bills, we waived late fees and credit card service fees for several months and worked with members to make payment arrangements. We established a COVID Relief Fund. This provides monetary assistance for those affected by the virus. We are still accepting applications. They can be found on our website or call and request a form to be mailed to you. This program has limited funds and is dispersed on a first-come-first-serve basis.

I tell you about these efforts not to boast, but to explain how much we care about this community - because we live here too. While the challenges caused by COVID-19 have been daunting, we are heartened to see how everyone is pulling together. That is the cooperative way - let us grow stronger through the spirit of cooperation and kindness.

Over the Labor Day weekend, Mother Nature was not kind to us. We had over 4500 meters without power throughout most of our service territory. We had ice on our transmission and distribution lines, downed trees and branches, lines down and some broken poles and crossarms. There was also a damaged breaker, owned by Western Area Power Administration (WAPA) at the Pilot Butte Substation. We were able to bypass the damaged breaker with our own equipment, so we

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“We had ice on our transmission and distribution lines, downed trees and branches, lines down and some broken poles and crossarms.”



BELOW: LINE FOREMAN JD WATSON WORKING TO REPAIR THE BROKEN POLE SHOWN IN THE PHOTO AT LEFT



LINE FOREMAN BRIAN HEINER AND APPRENTICE LINEMAN KYLE CARPER WORKING TO REPAIR THE BROKEN POLE SHOWN IN THE PHOTO ABOVE



JOURNEYMAN LINEMAN NATE FINCHER



EXTREME WINDS AND BLOWING SNOW IN CASPER



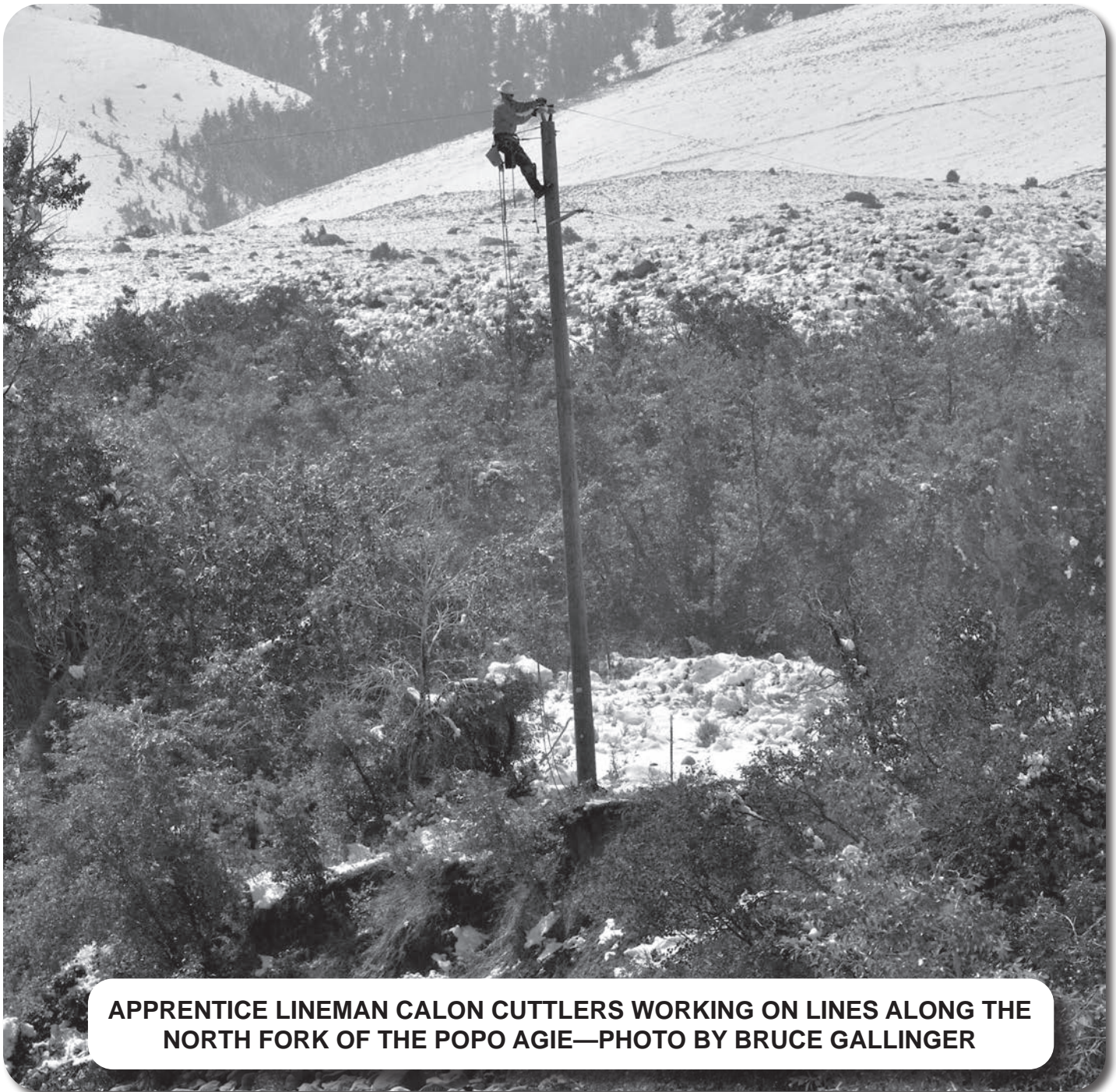
JOURNEYMAN LINEMAN TRAPPER BRADSHAW REPAIRING DOWNED LINES

Manager's Message

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didn't wait for a WAPA employee to repair their breaker. (WAPA does not allow High Plains Power to work on their equipment.) Once again, our employees were OUTSTANDING! A lot of the line crews put in 22-23 straight hours of work in the cold, windy weather conditions. The customer service department was inundated with phone calls and they handled them proficiently and the rest of the employees pitched in to help as needed. You should be proud of the High Plains Power team that works together to provide service.

I would like to take this time to recognize a board director who recently retired. Bob Cooper served on the High Plains Power board since 2014. Bob played an instrumental role in guiding High Plains with his insights and dedication. We wish you good health and happiness in your retirement, Bob!



APPRENTICE LINEMAN CALON CUTTLERS WORKING ON LINES ALONG THE NORTH FORK OF THE POPO AGIE—PHOTO BY BRUCE GALLINGER

High Plains Power

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