



Your Touchstone Energy® Cooperative 
The power of human connections

RURAL ELECTRIC NEWS

MEMBER NEWSLETTER

NOVEMBER 2021

Manager's Message

Cooperative Principles- Our Reason Why _____ *by Darick Eisenbraun*



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November is a month to be thankful. Thankful for family, for friends and for our Veterans.

Thanksgiving—Nov 25th
High Plains Power will be closed November 25th & 26th.

Veterans Day—Nov 11th



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ACE Hardware, State Farm, REI, Land O'Lakes and High Plains Power all share something in common: we're all cooperatives.

We may be in different industries, but we all share a passion for serving our members and helping our communities to thrive. In fact, all cooperatives adhere to the same set of seven principles that reflect our core values of honesty, transparency, equity, inclusiveness and service to the greater community good. October was National Co-op Month, and last month I provided a high-level overview of the seven cooperative principles. But I thought since these are the guidelines for our business, that they deserved a deeper dive. Let's take a look at the first three cooperative principles.

Voluntary and Open Membership

Just like all co-ops, High Plains Power was created out of necessity--to meet a need that would have been otherwise unmet in our community. So a group of neighbors banded together and organized our electric co-op so everyone in our community could benefit. For a modest membership fee to the co-op, any farmer could

get electricity brought to his farm. Neighbors came together to tackle a problem that they all had but couldn't solve alone. They worked together for the benefit of the whole community, and the newly established electric lines helped power economic opportunity in our community.

While this history may be forgotten, key parts of that heritage remain--the focus on our mission and serving the greater good. In this, we include everyone to improve the quality of life and economic opportunity for the entire community. Membership is open to everyone in our service territory, regardless of race, religion, age, disability, gender identity, language, political perspective or socioeconomic status.

Democratic Member Control

Our co-op is well suited to meet the needs of our members because we are locally governed. Each member gets a voice and a vote in how the co-op is run, and each voice and vote are equal. High Plains Power's leadership team and employees live right here in the community. Our board of directors, who helps set long-term

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g your bill doesn't have to be complicated. With our SmartHub web and mobile app, it
ity to give you some valuable information that will help you prepare for the launch of



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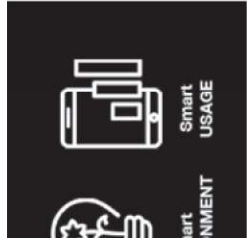
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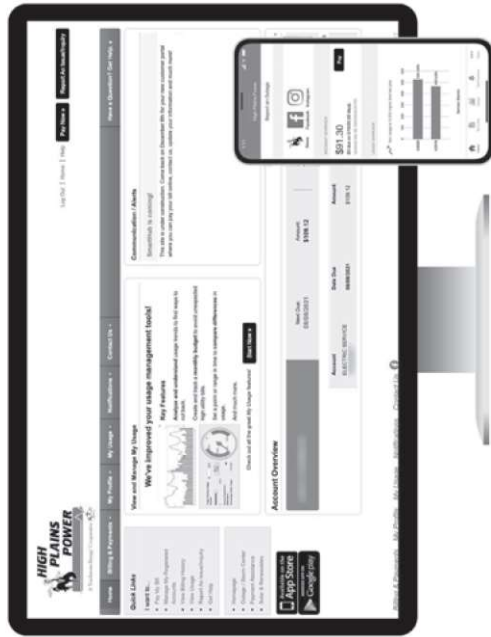


How will you register for SmartHub?

After we launch on January 17, 2022 we will be operating through a
new billing and payment system called SmartHub. In order for you to
continue to receive an electronic bill, as well as pay your bill online,
you are required to re-register as a new user through SmartHub.

- When you get to the SmartHub login screen, click the **New User? Signup to access our Self Service Site** link at the bottom of the screen.
- Use your account number to register for SmartHub.
- After you have successfully registered with SmartHub, you'll be sent an email verification to login for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once you register for your online account, you will need to update your payment options.
- **PLEASE NOTE** - Auto Pay members will need to enter their debit/credit card information into the new SmartHub system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are at.

After we launch, we will be providing detailed information on how to
download our free, secure SmartHub app from the Apple or Google
Play stores.



Where you can get your questions answered?

If you have any questions about the registration process, contact us by
sending an email to customerservice@highplainspower.org or calling
(307) 856-9426.

Have you ever noticed your lights blink during a thunderstorm? Or perhaps you've noticed a blinking microwave clock when you arrive home. When this happens, you've likely experienced a brief disruption to your electric service, which could result from a power surge or blink. While the symptoms of surges and blinks can appear similar, what's happening behind the scenes can be quite different.

What's a power surge?

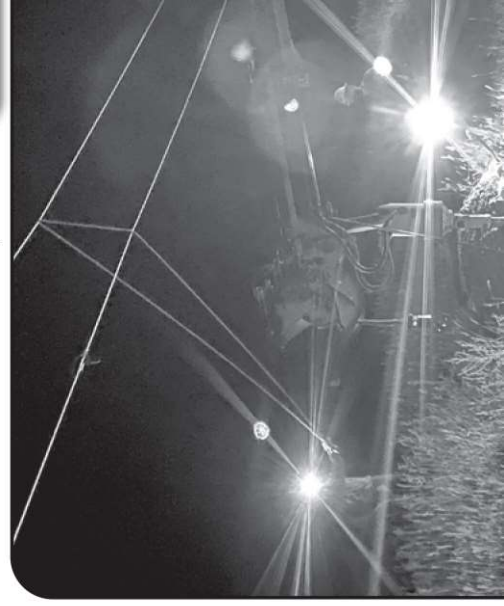
Power surges are brief overvoltage spikes or disturbances of a power waveform that can damage, degrade or destroy electronic equipment within your home or business. Most electronics are designed to handle small variations in voltage; however, power surges can reach amplitudes of tens of thousands of volts--this can be extremely damaging to your electronic equipment.

Surges can be caused by internal sources, like HVAC systems with variable frequency drives, or external sources, like lightning and damage to power lines and transformers.

High Plains Power encourages all members to install surge protective devices (such as surge protector power strips) to safeguard your sensitive electronics. If you're experiencing frequent surges in your home or business and you believe the cause is internal, contact a qualified electrician to inspect your electrical system.

What's a power blink?

Power blinks are also brief service interruptions, but they're typically caused by a fault (short circuit) on a power line or a protective device that's working in reaction to the fault. Faults can occur through a variety of instances, like squirrels, birds or other small animals contacting an energized



comes to power squirrels reign were responsible

Any of the ev power to blink, brief interruptions act like circuit fault. Believe it caused by prote because that m should to preven Regardless o crews will be on and make neces

Employee Spotlight

Emily Crook



How long have you worked for High Plains Power?

I have worked in Customer Service for 2½ years.

What is your favorite part about working for a Cooperative?

I like the human touch a cooperative provides. You can call and talk to one of us rather than a robot.

What do you like to do for fun?

My favorite thing to do for fun is to curl up with a good book.

If you could go anywhere in the world, where would you go?

I would really like to do a combined tour of England, Ireland and Scotland.



Manager's Message

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priorities for the co-op, also live locally on co-op lines. These board members have been elected by neighbors just like you at our annual meeting. We know our members have a valuable perspective, and that's why we are continually seeking your input and encourage you to weigh in on important co-op issues and participate in co-op elections.

Our close connection to this community ensures we get a first-hand perspective on members' priorities, thereby enabling us to make more informed decisions on long-term investments for the benefit of our members.

Members' Economic Participation

As a utility, our mission is to provide safe, reliable and affordable energy to our members. But as a co-op, we are also motivated by service to the community, rather than profits. Members contribute equitably to, and democratically control, the capital of High Plains Power. At least part of that capital remains the common property of the cooperative. Members allocate surpluses for co-op programs, initiatives, capital investments and supporting other activities approved by the membership.

Because we are guided by seven cooperative principles, it's not just about dollars--it's about opportunity for all and being fair when engaging with our members. The cooperative way is a values-based business model.

High Plains Power is a reflection of our local community and its evolving needs. We view our role as a catalyst for good and making our corner of the world a better place. And by the way, that sums up the seventh co-op principle, "concern for community," which I'll elaborate on next month!

High Plains Power

NEWS

is an official publication of High Plains Power, Inc., PO Box 713, Riverton, WY 82501.

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This is a monthly publication made available by High Plains Power, Inc., with the Wyoming Rural Electric News. Ideas, questions and comments are welcome.

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