

**HIGH WEST ENERGY**



**SPARKS**

*Focused on people. Built on power.*

## Thank You Students!

High West Energy obtained students at the Pine Bluffs FFA Labor Auction. We were able to help clean up areas in the Pine Bluffs area, as well as help get the rodeo grounds ready for Pine Bluffs Trail Days. Thank you to all the students who helped during these clean-up days. The residents and town of Pine Bluffs appreciate all the work you did!

Turn the page to see the clean-up efforts.

SEPTEMBER

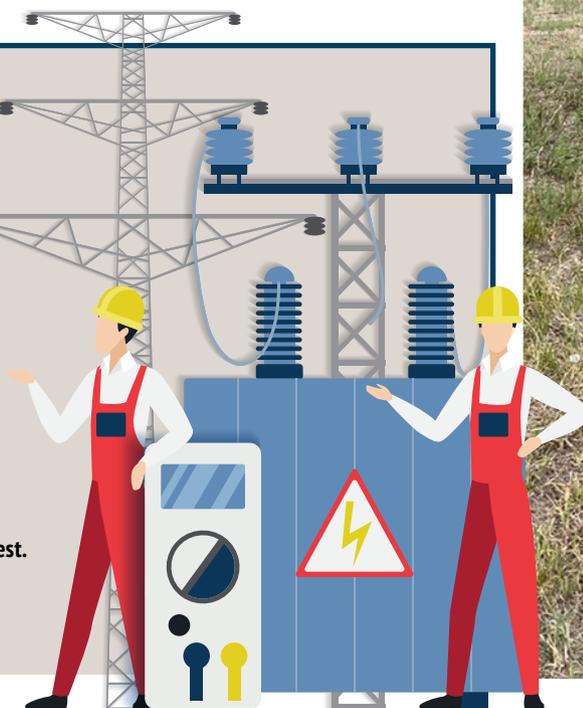
[highwestenergy.coop](http://highwestenergy.coop)



## SCHEDULE A HOTLINE DEMONSTRATION TODAY!

With school starting back up, we want you to know that High West Energy offers free hotline demonstrations.

Please contact Brooke Darden at [brooke.darden@highwest.coop](mailto:brooke.darden@highwest.coop) or call 307-365-6862 to schedule a demonstration.



# Meet Daniel Castillo

## UAV OPERATOR



Q

Where are you from?

Pinetop-Lakeside, Arizona!

Q

Previous education/career?

I previously studied at the Pontifical College Josephinum, which is a Catholic seminary in Columbus, Ohio. There I studied for the priesthood, which consisted of a plethora of philosophy and language classes. After that, I pursued jobs in aviation and photography which led me to flying UAVs. Then finally obtaining a position flying UAVs in southern California as a contractor for Southern California and Edison.

Q

How long have you been operating UAVs?

I have been flying UAVs professionally for three years.

Q

What do you like to do in your free time?

During my free time I enjoy playing chess, reading and watching endless amounts of YouTube. When I'm not being a nerd, I like to be out in nature, watch "Better Call Saul" on Netflix and ride horses.

Q

What are you most excited about working for HWE?

I'm most excited about working for HWE because I'll be working directly for an energy company dealing with several people from different departments learning about the different facets of a utility company.

## Energy Efficiency Tip of the Month

Use cold water to wash your clothes.

Run full loads of laundry instead of several smaller ones.

When drying clothes, include a dry towel the first 20 minutes.



SEP 05 LABOR DAY  
SEP 11 PATRIOT DAY  
SEP 11 GRANDPARENTS DAY  
SEP 22 FALL EQUINOX



OUTAGE CALLS  
24 HOURS A DAY  
(888) 834-1657



HIGH WEST ENERGY, INC.  
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PINE BLUFFS, WY 82082-0519  
LARAMIE COUNTY (307) 245-3261  
TOLL-FREE (888) 834-1657  
MONDAY-FRIDAY • 7:30 AM-5 PM



CHEYENNE SERVICE CENTER  
3302 I-80 SERVICE ROAD  
CHEYENNE, WY 82009  
MONDAY-FRIDAY • 8 AM-5 PM

## HIGH WEST ENERGY IS TRANSITIONING INTO A 4-DAY WORK WEEK.

Beginning the week of **September 12, 2022**, we will be closed on **Fridays**. Members will still be able to report outages/emergencies, and pay their bills on Fridays by calling our office at 307-245-3261 or by visiting our website at [highwestenergy.coop](http://highwestenergy.coop).

As always, linemen will be on-call, but now we will have information technology and wiring personnel on-call for emergencies.

To pay your bill, you can use SmartHub, our website, and our drop off locations:

- Chatoga Avenue & Custer Street, Grover, Colorado
- 900 Sherman Street, Potter, Nebraska
- 2nd & Elm Street, Bushnell, Nebraska
- 300 East 3rd Street, Kimball, Nebraska
- 3355 East Pershing Boulevard (Albertsons), Cheyenne, Wyoming
- 3300 I-80 Service Road (Cheyenne Service Center)
- 6270 County Road 212, Pine Bluffs Headquarters Office

307-245-3261 (888) 834-1657 [highwestenergy.coop](http://highwestenergy.coop)

# A Great First Year

PROGRESS ACROSS THE CO-OP



**Jared Routh**  
CEO / General Manager

**August marked my one-year anniversary of serving as your Chief Executive Officer and General Manager of High West Energy. It has been my pleasure to serve such wonderful people and be part of amazing communities. I might be a little biased, but I truly believe we have the best group of people working at High West who are always putting the members' needs in front of their own. My wife and I have thoroughly enjoyed our time here and we look forward to continuing this journey with High West Energy. I am excited to see what the future holds for this cooperative.**

**High West Energy strives to serve our members by providing safe, reliable and competitively priced energy and services. It has been our goal this past year to reevaluate our operations and how we can better serve you.**

I would like to share some things that we have focused on this past year and projects that will provide improvements into the future. We have been focusing on our strategic plan, evaluating what is valuable to our members, as well as to the co-op, while utilizing our core competencies of the cooperative model. By doing this, we focused on taking time to ensure we are completing tasks efficiently and effectively. Now, we can continue to focus on the quality of our services while also increasing the amount of work being performed with the properly sized staff. By simplifying our strategic plan, we can better allocate costs to projects that will benefit our members while also maintaining our electric rates.

We have also looked at the efficiency of our office and how we can improve this to better serve you. After speaking with the board and our employees, we decided to implement a 4-day work week beginning the week of September 12th, 2022. Moving to a 4-day work week will allow our employees to be on the same schedule and accomplish tasks for our members more efficiently, as well as focus on cost saving measures such as fleet maintenance coordination and server updates on Fridays while the office is closed. It will also provide energy savings by having the offices vacated an extra day of the week.

In addition, we reevaluated our current demand side management program as we realized some of the current offerings were not beneficial to the entire membership. We are continuing to evaluate our demand side management programs and opportunities, and we are excited to partner with our power provider to find additional ways to maintain electric costs.

While our members are our focus, it is vital to ensure our company is working efficiently behind the scenes. We implemented the NISC Work Management system to improve our workflow across the company, which includes four offices throughout our service territory. This system will improve our internal communications, which will then reflect in our communication with our members as we will be better prepared to inform you of job status and system information.

We also continue to improve our cybersecurity and network infrastructure to ensure the cooperative is protected. We have an excellent Information Technology team who tirelessly researches the fast-changing IT sector while also training our employees on how to identify network threats. The IT department just completed the Microsoft conversion throughout our entire system while also implementing dual factor authentication on all devices that contain company data. We are a leader among our peers with IT and cybersecurity, while also offering these services to our members and communities.

As mentioned previously, our focus is on efficiency, reliability and cost effectiveness. As employees retire or relocate, we have evaluated every position and the opportunity we have as the cooperative to review the structure and the needs of our membership. Within this past year, we developed our very first position titled Director of Safety and Loss Prevention to focus on staying up to date with safety procedures and regulations, as well as continuing to make safety our top priority at High West Energy. We are committed to ensuring every employee is operating safely at work and home as there is nothing more important to us at High West Energy than keeping our employees, members and communities safe.

We also moved our communication and marketing department into the member services department to ensure we continue to provide our members with accurate and updated information. It is important for our members to know how we plan for the future and the issues our industry is facing as we continue to communicate with our elected officials about the importance of reliability and power supply.

High West Energy continues to monitor inflation and the impact it has on every part of our business. We have evaluated every option of cost savings that we can implement to maintain our electric rates while not sacrificing reliability. It is our priority to effectively utilize the margins to cover the necessary spending to serve you at the level you expect.

Without our incredible board of directors that serves High West Energy, these changes would not have been possible to be implemented. Thank you to our board and our employees for continuing to better High West Energy and serve our members to the best of our ability within the past year.

**Thank you to our members as well for trusting High West Energy and welcoming my wife and I into this community. I look forward to learning more about the communities we serve and how we can better provide for you!**

## BOARD OF DIRECTORS

Michael Lerwick	District 11	(307) 630-1277
Gary Smith	District 12	(307) 649-2375
Ed Prosser	District 13	(307) 632-6068
Jerry Burnett	District 14	(970) 895-3386
Damon Birkhofer	District 15	(308) 235-7296
Kosha Olsen	District 16	(307) 214-4940
Kevin Thomas	District 17	(308) 879-4396

*Meetings are typically held on the fourth Monday each month.*

## LEADERSHIP TEAM

Jared Routh	CEO & General Manager
Dave Crouse	Chief Information Officer & HWDS Manager
Josh Gorman	Chief Financial Officer
David Golden	Engineering Manager
Ken Haas	Operations Manager
Konnie Keehnen	Member Services Manager
Carol Macy	Employee Services Manager
Marv Powell	WAFB Operations & HWW Manager