

HIGH WEST ENERGY



SPARKS

*Focused on people. Built on power.*

## Patronage Dividends

High West Energy was founded by our members, and without our members, we would not be where we are today. Because of this, we want to share in our success.

The Board discussed patronage dividends in the September 26th Board meeting, so please keep an eye out for the dollar amount to be retired to the membership.

Turn the page to learn more about Patronage Dividends.

OCTOBER

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

### WHAT ARE PATRONAGE DIVIDENDS?

Members of cooperatives share in the ownership, construction, maintenance and growth of the co-op. When you move into a home or establish a business in our service territory, a membership is created and a patronage dividend account is set up in your name.

At the end of every fiscal year, any funds remaining after expenses have been paid are allocated to each member's patronage capital account based on the electricity they used the previous year. The board will then determine if the cooperative is financially healthy enough to retire a portion of that capital, which members receive as patronage dividends.



### IMPORTANT REMINDERS



If you move, please provide us with your new address so we can continue to refund eligible patronage dividends in the future.



When a member passes away, the patronage account is available for estate retirement. A representative of the estate should contact High West Energy to settle the patronage account.

## Options for Receiving Your Dividends

For all members receiving \$50 or less in dividends, the amounts will automatically be applied as a bill credit.

**Members who are receiving more than \$50 have several choices as to how they will get their payout:**

01

You can apply the dividend to your bill.

02

You can donate your patronage dividends to Operation Round Up®, an account used to offer financial support to other members in a time of loss or need.

03

You can receive a check for the full amount in the mail.

- **If you became a member in 2021:** You will get a check automatically, unless you call to request one of the other options listed above.
- **If you received a dividend in 2021:** You will get this year's dividend in the same way you received last year's unless you request a change.
- **If you have a past-due balance:** We will automatically credit your patronage dividend to your account.

**TO UPDATE OR CHANGE HOW YOU WILL RECEIVE YOUR PATRONAGE DIVIDEND, PLEASE CALL 307-245-3261. MEMBERS MUST MAKE THEIR SELECTIONS NO LATER THAN MONDAY, OCTOBER 31.**

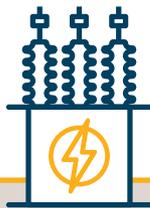
## How power is restored after an outage

1.



Transmission towers and power lines rarely fail. However, when damage does occur – usually due to high winds or ice buildup – these towers and lines must be repaired before other parts of the distribution system are inspected.

2.



A co-op usually has several local distribution substations. When a major outage occurs, these substations are usually checked first.

3.



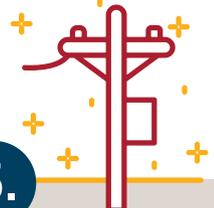
If the problem cannot be isolated at a local substation, the next step is to check the distribution lines that carry power to customers. The largest causes of outages are fallen trees.

4.



Line crews work on outages that are more localized by inspecting the final supply lines – called tap lines – that carry power to utility poles or underground transformers.

5.



Finally, isolated outages are repaired and your home again receives its power.

# Josh Gorman

Q

**Where are you from?**

» I grew up in the southern part of New Mexico but have spent the last 10 years in the beautiful Estancia valley in central New Mexico.

Q

**Previous education/career?**

» I hold a bachelor's degree in accounting from New Mexico State University and have enjoyed about 13 years of accounting and finance but especially the past nine years which have been spent in the electric cooperative model/industry. Prior to accepting this position with High West, I was the CFO of another electric distribution cooperative.

Q

**What do you like to do in your free time?**

» What is free time? All joking aside, when I do get some free time, I enjoy spending it with my family, especially outdoors.

Q

**What are your goals for this new position?**

» My overall goal in this position here at High West is to serve the membership and employees of this co-op by providing the best possible service. I recognize the importance of being a good steward of the membership's money and want to embody the vision of the Board and CEO of HWE by continuing to put the interest of our members first.

Q

**What are you most excited about working for HWE?**

» Hands down, the most exciting part of what I do here at High West is work with an amazing team.

Q

**Is there anything else we should know?**

» My end goal is to glorify God and raise a family that serves and loves Him.



OCT 10 COLUMBUS DAY  
OCT 31 HALLOWEEN  
NOV 06 DAYLIGHT SAVING TIME ENDS



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



HIGH WEST ENERGY, INC.  
6270 CR 212 • PO BOX 519  
PINE BLUFFS, WY 82082-0519



LARAMIE COUNTY (307) 245-3261  
TOLL-FREE (888) 834-1657



MONDAY-THURSDAY • 7:30 AM-5 PM  
CLOSED ON FRIDAYS

CHEYENNE SERVICE CENTER  
3302 I-80 SERVICE ROAD  
CHEYENNE, WY 82009  
MONDAY-THURSDAY • 8 AM-5 PM  
CLOSED ON FRIDAYS

HIGH WEST ENERGY IS AN EQUAL OPPORTUNITY PROVIDER, EMPLOYER, AND LENDER.

## We are moving to 4-10 hour work days!

**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).

Don't worry!  
We are not cutting our  
employees' hours!

Our office hours will  
be the same  
Monday-Thursday.

# Taking Charge

PREPARING FOR WINTER



**Jared Routh**  
CEO / General Manager

**With winter right around the corner, it is important to start preparing for what it may bring. It is High West Energy's goal to provide you with reliable, uninterrupted service every day of the year; however, some factors work against us. It is always in your best interest to be prepared for winter weather while we also prepare for what may come.**

First, store all your winter supplies in one central location for easy access. In this location, store any medicines you may use daily,

canned goods, nonperishable food items and water. To be better prepared, have alternate plans for refrigerating medicines. In this space, also include any devices or batteries you may need, flashlights, phones, tablets, and any pet supplies such as extra food. In the case of an outage, you also need to have a backup plan for using power-dependent medical devices.

**We do everything we can to keep your power on during these harsh storms, but sometimes this is beyond our ability due to severe conditions. During the winter weather, please follow these steps if you believe there is an outage:**

- 1. Confirm the outage by making sure lights and electronics in other rooms have no power. Sometimes you may blow a fuse, so before calling, check other areas throughout the house and your electric panel.**
- 2. Call High West Energy at 888-834-1657, 307-245-3261, or visit our website at [highwestenergy.coop](http://highwestenergy.coop) to report an outage. You will be asked to provide your name and service address. Please have your meter number, account number, and a phone number where we can reach you available as well.**
- 3. After you have reported your outage, please turn off any appliances you were using when the power went off, especially the stove, iron or power tools. Do not use ovens or stoves to heat your home either. Turn off all large appliances such as space heaters, air conditioners and water pumps. This will prevent the electrical circuits from being overloaded when power is restored. Finally, disconnect any sensitive electronic equipment such as computers and televisions to avoid damage from a power surge. A detailed statement of High West Energy's "liability for loss" is available as well if you are concerned about your appliances.**

- 4. Make sure standby generators are installed and wired properly. Generators need to be used outdoors and away from windows. Never connect a generator directly to your main electrical panel. Without these correct safety mechanisms, power from the generator could flow onto the power line and injure you or a High West Energy employee. It is also smart to install carbon monoxide detectors with battery backup on every level of your home to avoid carbon monoxide poisoning. If you would like a quote on generator installation, please call our office at 307-245-3261.**

Before outages occur, also check with local officials about emergency shelters near you, whether this is a community center or town hall. During these times, please make sure it is safe to leave your house and/or travel.

If there is any damage after the storm, please make sure to document it by taking pictures. After power has been restored, throw away any food that has been exposed to 40 degrees or higher for two hours or more, or any food that has an unusual color or odor. In the case that power has been out for more than a day, discard any medication that requires refrigeration.

Please remember that during outages, phones will be busy if the outage is significant. Keep trying to call as often as necessary to speak with a representative or to leave a message. With viable outages, we will send a line crew to find the problem and restore power as quickly as possible.

While restoration of power can be a complicated process, High West Energy has a plan to turn the electricity back on in a quick and efficient manner.

There is a certain order that must be followed when restoring electric power. Transmission outages must be repaired first, then power to substations can be restored. Finally, distribution lines and individual services are restored. Refer to the graphic for further information as to how power is restored.

## 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

**High West Energy does everything in our power to keep your electricity on during these times, but it is always best to be proactive with the uncertainty of the weather. Please follow these simple steps as we all prepare for winter weather.**