




Your Touchstone Energy® Cooperative 
The power of human connections

NEWS

MEMBER NEWSLETTER

September 2016

Manager's Message

Dear Members: _____ *by Marlene Morss*



Lava Mountain Fire Dubois

The Lava Mountain Fire, located about 20 miles north of Dubois, affected our service territory. We are very fortunate, at the time of this writing, that High Plains Power has had minimal damage to equipment, thanks to the dedicated firemen who have painstakingly fought the fire saving structures...in fact— no structures have been lost. On July

11th the fire, caused by lightning, has been fueled by heavily damaged/dead timber due to beetle kill. To date, (as of August 2nd) over 14,000 acres have burned and it is about 50% contained.

Many of our Dubois members had to evacuate their homes. Our Dubois crew was replacing underground cable when they were

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directed to evacuate the area where they were working. Our crew then took the time to help some of the members to evacuate safely.

At this time I want to thank all the dedicated firemen who are working on containing the fire. Also, thanks to our members for their understanding

and patience during this difficult time. And finally thank you, to the line crew who helped others leave the areas safely.



Meter bases, meters and transformers were damaged from the Lava Mountain Fire.



Photos courtesy of Doug Cooley

Cost of Service Study

We are nearing the completion of a thorough cost of service study. The primary objective of a cost of service analysis is to identify the cost of providing service to each rate class as a function of load and service characteristics. As with any successful business, you must charge the appropriate rate to cover your costs. Obviously it is more expensive to serve a large industrial load

versus a residential account. There are 5 rate classes—residential, irrigation, security lights, small 3-phase and large industrial. All costs are unbundled and identified in the analysis to make certain that each rate class is paying the appropriate amount to cover the costs to serve them. A complete cost of service study has not been performed for about 10 years and a lot of changes have occurred

since that time so the board of directors and staff found it very important to complete this. This analysis will provide valuable information for High Plains Power's rates and rate structure. It will serve as an important tool to help us meet our financial objectives and goals.

Thank you for allowing us to serve you. If you have any questions, please feel free to contact us.



Telephone Scams Hit High Plains Power

If someone called claiming to be from the co-op and said to meet them at the drugstore with cash to pay your electric bill, would you do it? Or what if the caller said you're due a rebate from the statewide magazine? Would you believe it? The bad guys think so, because those are two of the newest scams being reported by co-op members.

In Florida, some SECO Energy members report being called by a supposed co-op employee who told them to bring cash to a local CVS pharmacy, in order to avoid disconnection.

"That was one of the most startling, disturbing things I've heard recently—that someone would actually entertain the idea of meeting someone and giving them cash," said Kathryn Gloria, vice president of corporate communications and energy services at SECO, which serves seven central Florida counties.

"The money is one thing, but it's a safety issue, and pretty frightening when you're talking about the senior population."

Gloria said at least one commercial member was taken advantage of—a restaurant that received a scam call threatening disconnection in the middle of the lunch rush.

In another case, an animal hospital got a call from someone claiming to be a "field rep" for SECO. Fortunately, the vet called SECO and verified it had a zero balance.

"I think scammers are just getting bolder," said Gloria. "They're realizing that people

are more cautious, and if they claim to be a SECO employee I think it adds credibility to their story and increases the odds of their being able to steal from the member."

Meanwhile, in Pennsylvania, a co-op member got a call from someone claiming to have a \$25 rebate to cover subscription costs to the statewide magazine Penn Lines.

"This is an apparent scam, as local cooperatives provide members with Penn Lines magazine as part of their membership with no subscription required," said Peter Fitzgerald, the magazine's editor.

The member suspected something was fishy, hung up and called their co-op, REA Energy Cooperative in Indiana, Pa., which verified there was no magazine rebate.

"It is assumed that if the member had been receptive to the call, the caller would have asked for banking information so the 'rebate' could be deposited directly into the member's account," Fitzgerald added.

Finally, an oldie but goodie is rearing its ugly head in Colorado, where Durango-based La Plata Electric Association members are getting calls from

people claiming to be from the co-op's billing department, threatening disconnection if they don't pay immediately.

Betsy Lovelace, LPEA's customer service supervisor, called the number they gave.

"The automated message answered 'La Plata Electric Association,'" said Lovelace. "After challenging someone supposedly in the 'billing department,' and finishing the call, I tried calling the phone number again, and the recorded message then said 'Holy Cross Electric Association.' So when caught, they just move on to the next electric cooperative."

This same phone scam has taken place at High Plains Power. Phone scams have been reported in the Ft. Washakie, Medicine Bow, Alcova and Dubois areas. Please note, High Plains Power never contacts their members threatening disconnection if not paid immediately by credit card. The monthly WREN magazine also requires no subscription as it is part of your membership to receive this publication.

If you ever receive a suspicious phone call, please contact us immediately.

Co-op Connection Cards



Use your Co-op Connections Card. This card-based member/owner benefit program is designed to deliver added value to our members by offering valuable discounts at participating local and national businesses. Remember, **this is not a credit card....**it is a discount card. Below are the local businesses that have agreed to participate by offering a discount to those who present your Co-op Connection Cards. If you need more cards, please give us a call and we can send you another one. To find out more log on to www.connections.coop.

| Company Name | City |
|-------------------------------------|-------------|
| AAA Self Storage | Riverton |
| Absaroka Western Designs | Dubois |
| All Star Auto Glass | Riverton |
| Anderson Carpet Cleaning | Casper |
| Bank of Thermopolis | Thermopolis |
| Barker-Ewing Whitewater | Jackson |
| Baymont Inn and Suites - Casper | Evansville |
| Bearlodge Angler | Worland |
| Best Western Cotton Tree Inn | Rawlins |
| Big O Tires Riverton | Riverton |
| Bill's Quality Auto Glass, Inc. | Lander |
| Broadway Bygones Antique Store | Thermopolis |
| Casper Lodging Company | Casper |
| Christina's Critter Cuts | Riverton |
| Computer Wiz Tech | Thermopolis |
| Cost Plus Appliance & Design | Casper |
| Cost Plus Appliance & Design - Cody | Cody |
| Country Bloomers Greenhouse | Worland |
| Cowboy Custom Pro Property | Mills |
| Crooked Creek Guest Ranch | Dubois |
| Curves of Riverton | Riverton |
| Devin Murray - Electronics Handyman | Riverton |
| Dew This | Thermopolis |
| Durbin Street Golf, LL | Casper |
| Ease The Squeeze Storage | Lander |
| Flannigan's Furniture Outlet | Casper |
| Flying Eagle Gallery | Thermopolis |
| Fremont Motor Company | Lander |
| Frigid Frog | Earson |
| Full Throttle Power Sports | Dubois |
| Gear UP & Get Out There | Casper |
| Hammer Electronics/Radio Shack | Riverton |
| Heaven Scent Grooming | Thermopolis |

| Company Name | City |
|---|-------------|
| Home Source Realty | Riverton |
| Hot Springs County Museum & Cultural Center | Thermopolis |
| Incredible Edibles Catering | Thermopolis |
| Jem Works Pottery & Gifts, Etc. | Basin |
| Kathy's Koffee | Dubois |
| La Curl Beauty Salon | Crowheart |
| Lander Bodyworks | Lander |
| LaQuinta Inn | Casper |
| Las Fuentes Mexican/American Grill | Thermopolis |
| Lava Mountain Lodge | Dubois |
| Leather Design | Riverton |
| Lehman Studio | Riverton |
| Mountain Ledge Baking | Riverton |
| National Bighorn Sheep Interpretive Center | Dubois |
| Needful Things Emporium | Thermopolis |
| Nobe Screen Printing | Evansville |
| North Fork Sales | Lander |
| Outdoors Wyoming | Riverton |
| Owl Creek Graphics | Thermopolis |
| Owl Lumber Inc. | Thermopolis |
| Paintbrush Inn | Thermopolis |
| Painted Valley Ranch Supply | Dubois |
| Parkway Plaza Hotel & Convention Center | Casper |
| PC Cowboys | Cody |
| Peggy Sue's Treasures | Casper |
| Plains Tire & Auto | Riverton |
| Platte River Raft N Reel | Casper |
| Porters MVS | Riverton |
| Porters MVS - Casper | Casper |
| Prazma Paint & Auto Body, Inc. | Casper |
| Precision Outdoor Power | Riverton |
| Profiles Hair Design | Riverton |
| Properties West, Inc. | Thermopolis |

| Company Name | City |
|--|-------------|
| Rapp It Up Ceramics | Riverton |
| Red Ranch Retreat | Thermopolis |
| Rocky Mountain Lodge | Dubois |
| Shorty's Saloon | Thermopolis |
| Skyler Inn | Casper |
| Sleep Inn & Suites | Casper |
| Sleeping Bear RV Park | Lander |
| Special Arrangements | Lander |
| Stagecoach Motor Inn | Dubois |
| Star Trims | Riverton |
| Storyteller | Thermopolis |
| Sundowner Station | Riverton |
| T & T Appliance Repair | Riverton |
| Taylor Creek Exxon & Deli | Dubois |
| Teton Athletic Club | Riverton |
| The Black Bear Inn, Dubois | Morrison |
| The Print Shop | Riverton |
| The Shake Shop | Thermopolis |
| The Trailhead Restaurant | Riverton |
| The Winter Law Firm PC | Riverton |
| TNT Auto Service, LLC | Thermopolis |
| Total Elegance Boutique | Casper |
| Uncommon Grounds | Powell |
| Urban Swagga LLC | Shoshoni |
| Washakie Museum & Cultural Center | Worland |
| Waterwheel Gifts & Books | Dubois |
| Western Bouquet LLC | Dubois |
| Western Supply | Riverton |
| Wind River Canyon Whitewater & Fly Fishing | Thermopolis |
| Wyoming Sight & Sound | Thermopolis |
| Wyoming Windows & Cabinets | Lander |
| Wyoming Winds Quilting & Embroidery | Riverton |
| Yellowstone Hideaway | Pineville |

High Plains Power

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