



A Touchstone Energy® Cooperative 

P.O. Box B
1564 S. 1000 Rd, Council Grove, KS 66846
620-767-5144
www.flinthillsrec.com

This institution is an equal opportunity provider and employer.

FLINT HILLS RURAL ELECTRIC COOPERATIVE

NEWS

Flint Hills RECA

Robert E. Reece, General Manager

Board of Trustees

Roger Zimmerman

President

Duane Kaiser

Vice President

Duane Carlson

Secretary/Treasurer

Dale Andres

Trustee

Korby Efland

Trustee

Tim Miser

Trustee

Terry Olsen

Trustee

Shawn Potts

Trustee

Member Services

- ▶ ACH / Bank Draft Program
- ▶ Online Payment Options
- ▶ Outside Security Lighting
- ▶ Power Surge Protection
- ▶ Rebate Programs

For more information, call us at 620-767-5144.

This institution is an equal opportunity provider and employer.

You are a Member, Not a Customer

Many businesses use the word “member” to describe their customers. Places like Sam’s Club or Costco and even American Express like to refer to their customers as members. You pay a fee to buy their goods and services, but that is really all you get for the “membership”—you don’t have the right to vote for the Board of Directors or participate in any meaningful way in the organization.

In cooperatives like Flint Hills RECA, membership really does mean something more than just the right to buy electricity. Co-ops of all types are founded on seven cooperative principles—voluntary and open membership; democratic member control; members’ economic participation; autonomy and independence; education, training and information; cooperation among co-ops; and concern for community—that give us guidance and strategic direction. Membership also gives you rights as an owner of this co-op.

Brett Fairbairn, direc-

tor of the Center for the Study of Co-operatives at the University of Saskatchewan in Canada, makes the case that member relations is not just part of what co-ops should be doing, but in fact is the fundamental core business of the cooperative.

He further lays out the three strategic concepts that any co-op must get right in order to survive and thrive.

Economic linkage

Flint Hills RECA is connected to you. There is a business relationship that serves you, the member, and the co-op. Since co-ops are solely owned by people in the community, they have a mutual interest to ensure that both the co-op and the member do well and prosper.

Transparency

As an owner of the co-op, you have a right to know how it operates and how decisions are made that directly impact you. If the co-op is transparent and combines this trait with integrity and fairness, it

will build trust with the members.

Cognition

In this case, cognition is best defined as how your co-op thinks. It includes the current and historical identity, the mission and the sense of shared values with co-op members. Research, education and training are critical functions that Flint Hills RECA must conduct on an ongoing basis to ensure that we always have the best information to make decisions.

The cooperative business model is the best one on earth, but like any enterprise, it is up to the those who work at the co-op, who serve on the board and the members like you to ensure that the principles and values do not fade over time.

First and foremost, Flint Hills RECA strives to be thought of as a member-owned cooperative that gives you the best value of any utility. If we succeed, our community thrives and you will always value being a member—not a customer.

Payment Options

Flint Hills RECA offers multiple options when it comes to paying your utility bill.

1. Sign up for Automated Bill Payment

- ▶ Go to www.flinthillsrec.com and print the form, fill it out and mail it to us.
- ▶ Call 620-767-5144 and we will send you the form and a return envelope.

2. Pay with debit, credit card, or e-check online from a computer by logging into our SmartHub site www.flinthillsrec.com.

3. Pay with debit, credit card, or e-check online from a computer by using the "Quick Pay link" option (located on our website).

4. Pay online from a mobile device (phone or tablet) by downloading the "SmartHub" app (from National Information Solutions).

5. Use our toll free Pay-By-Phone automated system by calling 844-241-0264.

6. Pay with cash. We have two locations that accept cash payments either in person or by using a drop box:

- ▶ Grandview Plaza – Grandview Plaza City Office at 406 State Ave. Office hours are 9 a.m.-5 p.m., Monday through Friday.
- ▶ Council Grove – Flint Hills RECA main office at 1564 S. 1000 Rd. Office hours are 8 a.m.-5 p.m., Monday through Friday.

7. Mail a check or money order with your billing stub.

Please call the Flint Hills RECA office at 620-767-5144 with any questions regarding your bill payment.

Linemen Complete System Updates

On June 7, Flint Hills RECA planned an electrical outage in the Chase County area to replace seven, 34.5 kV transmission poles that failed inspection during pole testing. Around 450 meters were without power during this planned maintenance outage.

While the power was down, we also installed a new electronically controlled oil circuit breaker.

Flint Hills RECA understands the inconvenience of this planned power outage for members affected in the southern Chase County area, and we want you to know that we appreciate your patience and understanding. Upgrading and maintaining



Flint Hills RECA linemen replaced seven poles during the planned outage on June 7.

our transmission and distribution poles is part of our commitment to providing a safe, reliable and affordable power supply to our members.

How Can I Help My Co-op Control Costs?

Now that summer is here, Flint Hills RECA is starting its peak load season. And the higher our summer peak is, the higher the price we have to pay for electricity during the coming winter. That's why it is so important to control our peak load through July, August and September summer months. Each kilowatt shaved or shifted during peak load is a cost savings for all of us. You shave, you save!

On the high peak days, anything you can do to avoid using electricity between 3 p.m. and 6 p.m. on weekdays will help tremendously. Some possibilities are:

- ▶ Move your laundry time to earlier in the day or late at night.
- ▶ Use a slow cooker instead of the electric stove for cooking dinner.

- ▶ Save the ironing for later.
- ▶ Shut the grain dryer off for a few hours.
- ▶ Stop the irrigation pumps during this time of the day.
- ▶ Switch to another source of power such as a generator at peak time.

When we are in a peak load period this summer, we will attempt to post a notice on www.flinthillsrec.com and our Facebook page, ([facebook@flinthillsrec.com](https://www.facebook.com/flinthillsrec.com)) letting you know which days are peak load days.

If you have any questions about load management or what you can do to help, just give us a call. Using energy wisely helps to keep our cost down, the electric rates stable and reduces the need to invest in new power sources.

Office Closed for the 4th of July

Flint Hills Rural Electric Cooperative offices will be closed in observance of Independence Day on Monday, July 4.

Plan for a Safe and Happy Forth of July

Many of us love the month of July. It's the middle of summer, the kids are out of school and we celebrate Independence Day! Typically on the Fourth, we celebrate our nation's independence with grilled hamburgers and hot dogs, homemade ice cream and other sweet treats, and last but not least, fireworks. This is a time for fellowship with family and friends, but at Flint Hills RECA, we also want to make sure our members focus on safety.

To ensure you have the best Fourth of July possible, we would like to remind you about a few important safety tips from The American Red Cross.

Nothing says "Fourth of July" like a spectacular fireworks display! The safest way to enjoy this part of the celebration is to head to a local fireworks show. But if you want to put on your own show at home, be sure to follow these safety tips:

- ▶ Always follow the instructions on fireworks' packaging;
 - ▶ Never give fireworks to small children;
 - ▶ Keep a supply of water close by as a precaution;
 - ▶ Make sure to wear protective eye-wear when lighting fireworks;
 - ▶ Light only one firework at a time and never attempt to relight "a dud;"
 - ▶ Store fireworks in a cool, dry place away from children and pets; and
 - ▶ Never throw or point a firework toward people, animals, vehicles, structures or flammable materials.
- Cookouts are a great way to bring folks together on the Fourth. Whether you are grilling in your backyard or at a community park, make sure your feast includes a generous portion of fun and a side helping of safety. We recommend the following safety tips:
- ▶ Supervise your grill at all times;
 - ▶ Use the proper tools for cooking on a grill;
 - ▶ Never add charcoal starter fluid when the coals have already been ignited; and
 - ▶ Always follow the manufacturers instructions when using grills.
- Fireworks and cookouts wouldn't be complete without a sunny day. Here's hoping we have good weather, and if we do, make sure you are practicing sun safety:
- ▶ Use a broad spectrum SPF sunscreen and reapply often;
 - ▶ Protect your eyes by wearing sunglasses;
 - ▶ Drink plenty of water; and
 - ▶ Be on the lookout for signs of heat stroke (hot red skin; changes in consciousness; rapid, weak pulse; rapid, shallow breathing).
- However you choose to celebrate, Flint Hills RECA wishes you a safe and happy Fourth of July!

Flint Hills RECA Donates to Local 4-H Clubs

Through the Sharing Success program, Flint Hills RECA and CoBank donated \$2,000 that was split equally between Morris, Marion and Chase County 4-H clubs.

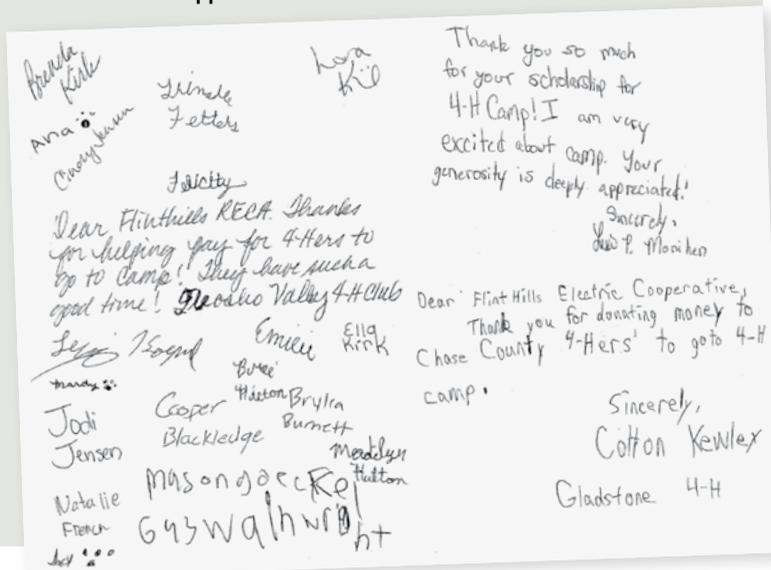
This is Flint Hills RECA's fifth year participating in the CoBank Sharing Success matching funds program. The program is designed to highlight the critical role that cooperatives play in rural communities. The grant matched a cash donation, dollar-for-dollar, to the local 4-H, non-profit organizations.

The donation will help local 4-H club members pay their way to the Rock Springs Summer Camp. Flint Hills RECA has been a proud supporter of the local 4-H clubs for many years.

"We know young people who participate in 4-H programs will continue to contribute to their rural communities in the future," said Bob Reece, general manager of Flint Hills RECA. "We are proud to support the 4-H clubs that include so many of our local youth."

CoBank is a national cooperative bank, serving industries across rural America. They provide loans, leases, and other financial services to agribusinesses and rural power, water, and communications providers in all 50 states.

Morris, Marion and Chase County 4-H club members express their appreciation for Flint Hills RECA's donation.





Timing is Everything

With summer here, Flint Hills RECA is into its peak load season. The higher our summer peak is, the higher the price the co-op has to pay for electricity during the coming winter.

That's why it is so important to try to control our peak load this summer (July, August and September). Each kilowatt shaved or shifted between 3 p.m. and 6 p.m. during peak load is a cost savings for everyone.

Things You Can Do to Help

- ▶ Move your laundry time to before 3 p.m. or after 6 p.m.
- ▶ Use a slow cooker instead of the electric stove or oven for dinner.
- ▶ Save ironing for later.
- ▶ Shut the grain dryer off for a few hours
- ▶ Stop the irrigation pumps between 3 p.m. and 6 p.m.
- ▶ Run dishwasher in early morning or late night.