

November 2023 PowerLines



Polk-Burnett returns \$1.58 million to co-op members on November electric bills

by General Manager Steve Strohshane

During a recent visit with a local chamber of commerce, I was asked what makes an electric co-op different than other types of utilities.

First and most important, is that our members (You) are at the center of everything we do. Everyone who pays to receive electricity from the co-op is a member, and our success is based on your satisfaction. As a member-owned co-op, we listen to what you have to say about our performance and meeting your expectations. *We gather feedback in person, over the phone, on social media and through our annual email survey (below).*

Another key difference is that co-op decisions are made locally, by directors who live in our community. My October column shared that local governance is the co-op way.

And third, our electric cooperative is *not* in business for profit. Any revenue left after expenses is allocated and returned to you, according to our cooperative principles. Instead of returning money to distant shareholders, we return Capital Credits to the local members we serve.

Capital Credits are a benefit of your electric co-op membership

This month, I'm pleased to announce that Polk-Burnett Electric Cooperative will return \$1,582,256 in Capital Credits. If you purchased power in 1999-2002 and/or 2020, you'll get money back.

Capital Credits will be distributed to 17,168 active members and 8,121 former members. **Active members will receive a credit on November electric bills.** Former members will be mailed a check of \$10 or more; lesser amounts will be left to accrue for future payouts. **The amount of your distribution is based on how much electricity you purchased during those years.**

For more information about Capital Credits and the benefits of cooperative membership, visit polkburnett.com or call us at 800-421-0283, ext. 335. We're happy to answer your questions.



How are we doing?

We're conducting a member survey to ask for feedback about our performance.

If you receive a survey in your email December 1 to 10, please share your thoughts.

All who participate will be entered into a drawing for a \$50 bill credit; 10 will be awarded.

Thank you! Your input helps us plan for the future and improve our service.



Get to know Co-op Board Director Mike Morris

Mike Morris serves as vice president of the Polk-Burnett board and has been a director in co-op District 2 since 2008. He also serves on the Polk-Burnett Propane board.

"Learning how the co-op operates, where our power comes from, and buying and selling propane has been eye-opening," said Mike. "It's much more than just flipping a switch."

Mike said he's seen a lot of changes in the energy industry, including the transition to automated meters, a growing interest of electric vehicles and more solar and wind power generation. But he said it's the people he likes best about his 15-year board role.

Mike joined the board following his retirement as a math teacher and track coach for Unity School District. We all benefit from his experience as an educator; Mike is a clear thinker, dedicated to mentoring others and rolling up his sleeves to help wherever he can.

He and his wife, Mary Sue, live outside Luck. They have a son and daughter, and four grandchildren. Mike enjoys hunting and fishing, and has been a football and basketball referee for 50+ years! We thank Mike for his service to our co-op and our community!

The co-op board approves Capital Credits for members each year, along with representing members in setting policies and rates, and approving the budget and investments in the power grid. Learn more about your co-op board of directors on polkburnett.com; under the About Us menu.

Co-op scholarships



Our co-op scholarship program is now open for the Class of 2024!

We will award up to 90 \$1,500 scholarships to high school seniors whose

parents are members of the electric co-op. Candidates are also invited to apply for the Co-op Youth Tour of Washington, D.C.

Apply on polkburnett.com

Since 1987, Polk-Burnett has awarded more than \$1 million in scholarships. Giving back to the community and youth is part of our mission as a cooperative.

Polk-Burnett scholarships do not affect electric rates; they are funded with unclaimed Capital Credits that otherwise would be forfeited to the state, and by the generosity of co-op members who donate Capital Credits.

Co-op members may donate future Capital Credits to the co-op scholarship fund; contact our billing office, 800-421-0283, ext. 335, or enroll on polkburnett.com, under the Capital Credits menu.



Help make the season bright for local kids 16th Annual Polk-Burnett Holiday Gift Drive

Donate NEW, UNWRAPPED gifts

NOV. 27 - DEC. 8, 2023 | Monday – Friday, 8 a.m. – 4:30 p.m.

Polk-Burnett Centuria, benefits Operation Christmas in Polk County
Polk-Burnett Siren, benefits Interfaith Caregivers in Burnett County



Hunters, be safe, stay away from utilities

Do not shoot at power lines or utility equipment.

Never place deer stands or decoys on utility poles or equipment.

Save money with these winter energy savers

Winter typically brings some of the highest energy bills of the year. Low-cost home upgrades, like weatherstripping around exterior doors and caulking around drafty windows can help. If you're not sure where to start, contact us for information about a home performance test. Other ways to save this winter include:

- *Switch to LED holiday lights. They use less energy than incandescent lights, plus they are shatterproof and cool to the touch.
- *Use small appliances for holiday cooking. Microwaves, air fryers and slow cookers use less energy than your stovetop or oven.



4 ways to safeguard your home this winter

As the temps drop and the days grow shorter, take these steps to create a safe home:

- *Ensure carbon monoxide and smoke detectors are working properly. Test once a month and replace batteries once a year.
- *Inspect electrical cords, especially cords on holiday lights and portable heaters. Never use a cord that is frayed or cracked.
- *Don't overload outlets; they can overheat and catch fire.
- *Never leave food cooking on the stove unattended. Do not place flammable items like dish towels on cooking surfaces.



From your friends at Polk-Burnett Electric Co-op. We hope you have a wonderful holiday season! Find more ways to save and safeguard your home on polkburnett.com.

Clip & Save

Co-op phone extension directory

Dial 800-421-0283, then enter extension number:

- Billing, Electric Accounts, 335
- Board of Directors, 313
- Capital Credits, 335
- EV Chargers, 595
- Evergreen Renewable Blocks, 595
- Heating & Cooling, 595
- Load Management, Off-Peak, 595
- Member Services, 595
- New Construction, 389
- News Media, 333
- Operations, 389
- Operation Round Up, 333
- Power Outage, 1
- Propane, 378/411
- Rebates, 318
- Right-of-Way, 329
- Scholarships, 333
- Security Lights, 308
- SmartHub, 335
- Solar & Wind, 595
- Water Heaters, 595



A message from Polk-Burnett lineworkers

Please keep your phone number up to date

There are times when we need to contact you about a power outage at your location. Please make sure your account information is current, especially your phone number. Thank you!

Want to make sure you receive your Capital Credits, the best service and outage response?

Keep your contact information up to date.



Give the gift of power and light this holiday season

Gift certificates from Polk-Burnett Electric Co-op make great gifts for Christmas, birthdays, anniversaries and special occasions. They can be purchased in any amount at co-op offices in Centuria and Siren.



REBATES FOR CO-OP MEMBERS ON ENERGY EFFICIENT HEAT PUMPS

Today's electric heat pumps—air source and geothermal—provide high efficiency heating and cooling in an all-in-one system that can help lower your energy bills and improve comfort in your home.



EnergySense rebates can help co-op members make the switch to energy efficient heat pumps. Tax credits may also be available. Give us a call to compare heating and cooling options.

800-421-0283, x595 | polkburnett.com



IF YOU RECEIVE AN EMAIL SURVEY, WE APPRECIATE YOUR FEEDBACK TO HELP US IMPROVE.

All members who submit a survey will be entered in a drawing for a \$50 bill credit.

Polk-Burnett is your local Touchstone Energy Cooperative. Reliable power with efficiency and extraordinary service.

Like us on Facebook. Follow us on Twitter.

800-421-0283 • polkburnett.com



Equal Opportunity Provider and Employer | Member Owned | Community Focused

