

# Midwest Energy, Inc.

# Current Comments

April 2024

Making energy work for YOU

## Be Prepared Before a Storm Strikes Make Your Emergency Storm Supply Kit Today!

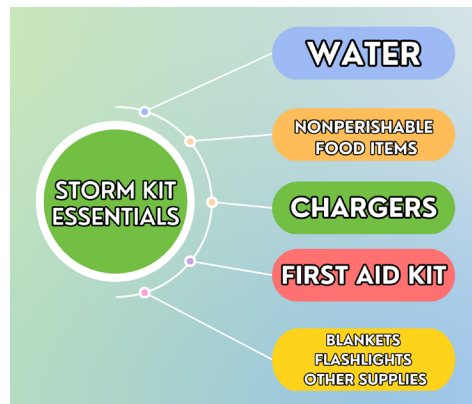
Storm season is almost upon us, and you don't want to be stuck without a plan. By preparing a storm kit, you can keep your household safe and comfortable in the event of a prolonged power outage.

Strong storms in Kansas can severely damage the grid, causing outages that can last days. This is why having a plan is crucial. Here are some ideas of what to keep in your storm kit:

**Water:** It is recommended to store at least one gallon of drinking water per person per day for drinking and sanitation purposes.

**Food:** Canned vegetables and soups, boxed cereal, peanut butter and other

nonperishable foods should also be a part of your kit. Store at least a three-day supply of food and replace expired items as needed. Keep your freezer and fridge closed as much as possible during an outage to preserve food.



**Chargers:** Having a full tank of gas in your car will enable you to recharge your cell phones and other electronic devices in your vehicle. A small solar-powered phone charger or backup battery could also be helpful.

**First Aid Kit:** Bandages, antibiotic ointments and other supplies are a must. Ensure you have prescription medications on hand.

**Other Supplies:** Keep flashlights, a warm blanket and/or sleeping bags for each family member and a battery operated radio. Have extra batteries to keep everything in working order and store it all in an easy-to-find, cool and dry place.

## Honoring Line Heroes: Lineman Appreciation Day is April 8

The National Rural Electric Cooperative Association recognizes the second Monday in April as Lineman Appreciation Day. Different organizations recognize different dates for Lineman Appreciation Day; The International Brotherhood of Electrical Workers (IBEW) observes National Lineworker Appreciation Day on July 10, to honor the birthdate of its founder, Henry Miller.

Regardless of when it's observed, we salute all Linemen, past and present, who go the extra mile in all conditions to keep the lights on. Thank you!



MIDWEST  
ENERGY, INC.

30764-1-0234

# Steps for Filing a Complaint with Midwest Energy

Midwest Energy is a self-regulated cooperative. Under Kansas law, final authority for handling member complaints rests with the Board of Directors (not the Kansas Corporation Commission.) Here are the steps to follow should you wish to file a complaint.

**Step 1:** Attempt to resolve the issue at the earliest opportunity with a Midwest Energy employee. Members are encouraged, but not required, to submit complaints and evidence in writing.

**Step 2:** If the complaint cannot be resolved by a Midwest Energy employee, members may contact Justin MacDonald, Vice President of Customer Service.

**Step 3:** If the Vice President of Customer Service is unable to resolve the issue, escalate the complaint to the Chief Executive Officer. The CEO will advise the member of his/her decision.

**Step 4:** If the CEO is unable to resolve the matter

satisfactorily, the member may escalate the complaint to the Chair of the Board of Directors. At the Chair's discretion, the matter may be placed on the agenda for consideration at the Board's next meeting.

You may contact us at 1-800-222-3121 to express any concerns. To contact the Board Chair, please visit [www.mwenergy.com](http://www.mwenergy.com) and click About > Transparency, to find a direct email contact link.

## Call 811 Before You Dig

April is National Safe Digging Month. Did you know it is illegal to begin a digging project without contacting Kansas One Call at 811? It is a free service to get your underground utility lines marked before you start any digging or construction.

By dialing 811 at least two business days prior to digging, utility companies in the area will be notified of your intent to dig. A locator will then come and detect the approximate location of buried gas, water, sewer and electric lines that may be in your path of work. These areas will be marked with flags or paint for easy visibility.

Remember that these marks provide the "approximate" location, and erosion or settling may cause underground lines to shift over time. It is important to call 811 each time you are starting a new project that requires excavation, as the utility lines may not be exactly where they were previously.

As always, after the locator has marked the underground lines, still proceed to dig carefully around those areas. Some utility lines may be buried at a shallow depth, where post drivers and shovels can be potentially dangerous. Even small projects require a call, no matter how shallow you think the digging will be.

So call 811. It's fast, it's free, and it's Kansas Law.

## Youth Tour Trip Winners!

Midwest Energy's Board of Directors recently selected two high school juniors to attend the week-long Electric Cooperative Youth Tour in Washington, D.C. this summer. The two individuals selected were: **Blair Niblock** from Heartland Christian School in Colby, Kan., and **Isabelle Jones** from Hays High School in Hays, Kan.

To be eligible for the trip, individuals must be juniors in high school, live in or attend school in Midwest Energy's service area, and their parents or guardians must receive electric and/or natural gas service from Midwest Energy.

Midwest also awards ten \$1,000 scholarships to high school seniors. Scholarship winners will be announced at a later date.

## ENERGY EFFICIENCY TIP OF THE MONTH

A well-designed landscape can add beauty to your home and reduce home heating and cooling costs. Plant deciduous trees with high, spreading crowns to the south of your home to block sunlight in the summer and reduce the need for air conditioning. Deciduous trees lose their leaves in the winter, allowing sunlight to warm your home.

Plant evergreen trees and shrubs with low crowns to block winter winds. Dense evergreen trees and shrubs planted to the north and northwest are the most common type of windbreak and can help lower energy used for home heating.

Source: [energy.gov](http://energy.gov)

Atwood, KS • Colby, KS • Great Bend, KS • Hays, KS

Phillipsburg, KS • Scott City, KS • WaKeeney, KS

**1-800-222-3121**  
**[www.mwenergy.com](http://www.mwenergy.com)**



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