

# Midwest Energy, Inc. Current Comments

June 2022

Making energy work for YOU

## Finding Demand in Customer Connect How to understand when and how quickly you use electricity

In October 2021, Midwest Energy unveiled Customer Connect, an online portal that gives customers secure access to detailed electric usage viewable in monthly, weekly, daily or even 15-minute increments.

Customer Connect also has a feature that measures demand. Demand refers to the amount of electrical power being used at a given time. One way to understand demand is to use an automotive analogy; the odometer on your car measures the total miles driven, (similar to your total kilowatt hour usage). Likewise, demand is like your speedometer, measuring the speed at which that energy is used. The more electricity you use at one time, the higher your “speed,” or the higher your demand. Your peak demand is established each month, during the period when you’re using the most kilowatts of electricity in a 15-minute interval.



Some customers already see demand information on their electric bill. Beginning in January 2023, Midwest Energy will begin displaying monthly peak demand on every customer’s electric bill.

“We are conducting a rate case currently that, if approved, would introduce a demand charge for residential and small commercial customers, but the demand charge would be partially or sometimes fully offset by reductions in the energy charge,” said Bob Muirhead, Vice President of Customer Service.

“Since the concept of demand is new, we want to put it on customer bills in 2023, to give people time to understand their demand and how they can manage it,”



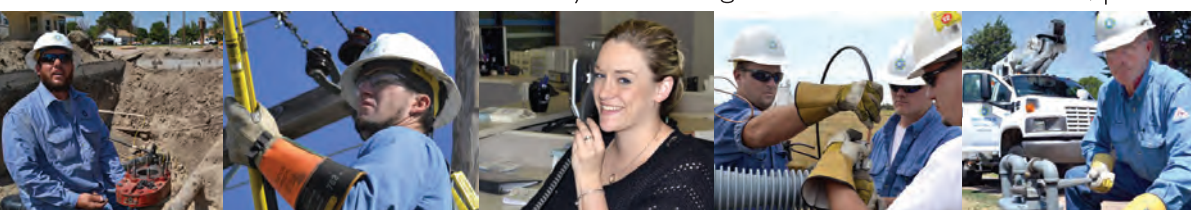
*You can use Customer Connect to see your ‘peak demand,’ or the maximum amount of electrical power used during a billing period.*

Muirhead added. Detailed information on this rate case will be forthcoming over the next few months.

You can use Customer Connect to see your current and historical demand online. To access Customer Connect, visit [www.mwenergy.com](http://www.mwenergy.com) and click the “login” button to access your Midwest Energy account. Once logged in, click the Customer Connect logo, which takes you to your usage dashboard. Once in Customer Connect:

- **Click “Reports”** on the upper left of the screen
- **Click “Meter Usage Chart”**
- **Select “Register”** from the Overlay dropdown
- **Select “KW”** from the Channel dropdown. This will show you the peaks and valleys of your demand over a period of time.
- **Selecting “KW Peak”** from the Channel dropdown will show a peak demand line on the chart. The peak demand line will stay constant, increasing only when new peaks are set. At the end of the billing cycle, peak demand resets.

A short video detailing how to see demand in Customer Connect is available at <https://bit.ly/3si0S79>. If you have any questions about finding your demand in Customer Connect, please call us at 1-800-222-3121.



MidwestEnergy

# Six Ways to Pay Your Midwest Energy Bill

There are several convenient ways you can pay your Midwest Energy bill. There is no fee for use of any method except credit, debit and ATM cards.

• **E-Billing.** When you sign up for e-billing, you receive an email on your billing date with a link to your bill. Click the link, review the bill and select your payment option. You can select the day your account will be debited up to your due date. You can opt out of receiving paper bills. Enroll online at [www.mwenergy.com](http://www.mwenergy.com), by visiting one of our offices, or by calling (800)-222-3121.

• **Automatic Bank Draft.** Your bill is automatically deducted from the bank account you specify. Enroll online at [www.mwenergy.com](http://www.mwenergy.com), by visiting one of our offices, or by calling (800)-222-3121.

• **Online Bill Payment.** Log-in to your account at [www.mwenergy.com](http://www.mwenergy.com), click on "My Energy Account" and make a payment.

• **U.S. Mail.** If you pay by mail, enclose your bill payment stub and a check or money order in the pre-addressed envelope provided with your bill. Please allow 3-5 days for Postal Service delivery.

• **Customer Service Offices or Midwest Energy Drop Boxes.**

You may pay in person at any of our local offices, or drop your payment (bill payment stub and check or money order) in the nearest Midwest Energy drop box. A list of authorized drop boxes is at [www.mwenergy.com/locations](http://www.mwenergy.com/locations).

• **Credit, Debit and ATM Cards.** Residential customers may use credit, debit and ATM cards at any customer service office, or online at [www.mwenergy.com](http://www.mwenergy.com) by clicking "My Energy Account." A fee of \$3.95 is charged by the card processing agent for each transaction.

All other payment options not listed above are considered "unauthorized pay agents." Midwest Energy provides no assurance to the timeliness or accuracy of payments made via unauthorized agents.

## Nominations for the 2022 Board of Directors Election Due July 8

Midwest Energy is a customer-owned cooperative, which means you, our members, elect your Board of Directors. Director Nominations are due July 8. Director districts up for re-election include:

**District 1** (1 position): Counties of Cheyenne, Greeley, Hamilton, Logan, Rawlins, Sherman, Thomas, Wallace and Wichita.

**District 3** (1 position): Counties of Barton, Ellsworth, Osborne, Phillips, Reno, Republic, Rice, Rooks, Rush, Russell and Smith.

**District 5** (1 position): Counties of Edwards, Finney, Grant, Gray, Haskell, Hodgeman, Kearny, Kiowa, Lane, Ness, Pawnee, Pratt, Scott and Stafford.

Nominees for these positions must be a resident in one of the

counties in the district for which he or she is nominated.

Nominations should be submitted online by July 8, 2022 at [www.mwenergy.com](http://www.mwenergy.com) by clicking "About," and then the "Board of Directors Nominations" link. Additionally, nominations may be made in writing by sending the nominee's name, address and phone number to:

Chuck Moore  
c/o Midwest Energy, Inc.  
1330 Canterbury  
Hays, KS 67601

The nominating committee will select nominees from the names submitted. Winners of the election to the Board of Directors will be announced at the Annual Meeting, scheduled for October 17, 2022.

### Energy Efficiency Tip of the Month

If you're looking to add smart technology to your home, consider smart plugs. Smart plugs are inexpensive and can be used to control lighting and other electronic devices through a smart phone app.

With smart plugs, you can conveniently manage lighting, home office equipment, video game consoles and more. By powering off unused devices when you're away, you can save energy (and money!).

Source: [energystar.gov](http://energystar.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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