

Midwest Energy, Inc. Current Comments

October 2023

Making energy work for YOU

Midwest Energy Prioritizes Cybersecurity Several Approaches Taken to Protect Energy Grid, Customer Information

Part of offering excellent electric and natural gas service is keeping those services secure and reliable. Reliability means repairing wear and tear on equipment and upgrading infrastructure to withstand storms and severe weather. It also means using technology and best practices to keep our computer and data systems secure from vulnerabilities. We're prepared to keep your information and the electric grid secure.

Members of our Information Technology and Operations Technology staffs attend annual cybersecurity summits and conferences sponsored by the Kansas Electric Cooperatives (KEC)

and the National Rural Electric Cooperative Association (NRECA) to network with other cooperatives to develop new technologies and infrastructure, learn from each

other, and keep the grid's cyber network secure. Midwest Energy's membership in the Electricity Information Sharing and Analysis Center (E-ISAC) provides a communications channel to learn and share cybersecurity and physical security information with other cooperatives across the country

through a web portal and email distribution list.

Our datacenter and computer network systems continually incorporate industry-approved *Continued*



Demand Rates Public Meetings Coming to a Town Near You!

To help customers better understand demand rates, Midwest Energy is hosting public informational meetings throughout October. All are welcome to attend and dinner will be provided.

OUR SCHEDULE:

- October 3 - Oakley** 6:00 p.m. at Oakley Country Club
- October 4 - Sharon Springs** 6:00 p.m. at The Farmhouse
- October 10 - WaKeeney** 5:00 p.m. at WaKeeney Public Library
- October 11 - Kinsley** 6:00 p.m. at City Hall Community Room
- October 17 - St. John** 6:00 p.m. at Stafford County Annex Building
- October 19 - Lyons** 6:00 p.m. at Lyons Public Golf Course
- October 25 - Hays** 6:00 p.m. at The Venue @ Thirsty's



Find more information
on demand rates at
www.mwenergy.com
or scan the code above!



MIDWEST
ENERGY, INC.

30764-1-0213

Cybersecurity is a Priority

controls to improve security and reliability. All Midwest Energy employees are trained and tested quarterly on the latest cybersecurity threats and techniques.

The Operations Technology staff maintains the strict controls required to stay compliant with the federally mandated North American Electric Reliability Corporation Critical Infrastructure Protection (NERC

CIP) regulations. To ensure these regulations are met, an on-site audit is performed every three years.

While we can't stop a storm or predict every possible disruption, as a co-op, we can do everything possible to prevent cybercriminals from disrupting energy services and compromising our member's information.

Save The Date!

2023 Annual Meeting

10 a.m. Monday, October 16th



Hilton Garden Inn

221 W. 43rd St.
Hays, KS

Cold Weather Rule Goes Into Effect Nov. 1

Midwest Energy complies with the terms of the Kansas Corporation Commission's Cold Weather Rule (CWR). The CWR is in effect from Nov. 1 through March 31.

The CWR allows for special payments and disconnection procedures for any Kansas residential electric or natural gas customer with an unpaid balance during the cold weather period. The CWR prohibits disconnection of service when the local National Weather Service forecasts temperatures to fall below 35 degrees in the next 48 hours. To prevent disconnection when it's 35 degrees or above, or to be reconnected, customers must make payment arrangements with Midwest Energy.

For residential customers to avoid service disconnection or to restore service during the CWR period, they must:

1. Contact Midwest Energy and inform the co-op of inability to pay the bill in full;
2. Provide sufficient information to

Midwest Energy to allow the company to make payment arrangements;

3. Make an initial payment of 1/12 the past due amount, plus 1/12 of the current bill, the full amount of any disconnection or reconnection fees, plus any applicable deposit, and enter into an 11-month payment plan for the remaining balance;

4. Apply for any assistance funds for which the customer is eligible. This can include governmental assistance, as well as private programs such as Midwest Customers Care (MCC). Customers must authorize Midwest Energy to send a copy of all bills and notices to a third party.

Midwest Energy sends written notice 10 days before a disconnection, plus attempts a phone call or personal contact 48 hours before disconnection.

To learn more about the CWR, visit www.kcc.ks.gov. Learn more about MCC at mwenergy.com.

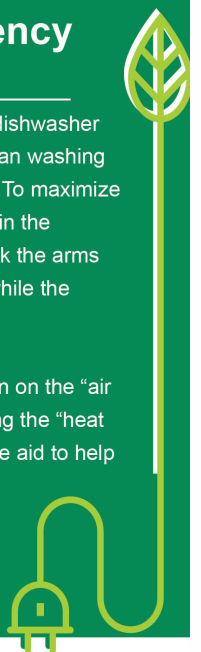


Energy Efficiency Tip of the Month

Did you know using your dishwasher is more energy efficient than washing a load of dishes by hand? To maximize efficiency, wash full loads in the dishwasher and don't block the arms or other parts that move while the appliance is in use.

For additional savings, turn on the "air dry" setting instead of using the "heat dry" setting and use a rinse aid to help dishes dry faster without spotting and streaking.

Source: Dept. of Energy



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

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

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