

CURRENT COMMENTS

Midwest Customers Care Program Helps Those in Need

Bill payment assistance for low income customers is available through the Midwest Customers Care program. The program is funded by voluntary donations from Midwest Energy customers and employees, and is administered by The Salvation Army.

Qualifying Midwest Energy customers must have a household income of less than 200 percent of the federal poverty level and may not receive more than \$200 per heating season. Assistance is available from Jan. 1 through Aug. 31, or when the funding is exhausted, whichever comes first.

To apply for energy assistance, please call The Salvation Army at 1-816-756-5392, select option #3, and tell them you are a Midwest Energy customer. Customers can also download an application online or send an email requesting an application to kwm.fuelfunds@usc.salvationarmy.org. Applications can also be returned via email to this email address.

To donate to the Midwest Customers Care program, call us at 1-800-222-3121 or donate online.

To donate online, log into your online account at www.mwenergy.com. Once logged in, select the "Customer Care" tab. There, you will fill out your information and decide if you wish to make a recurring donation or a one-time donation. Recurring donations will appear on your Midwest Energy bill. In 2025, customers contributed nearly \$24,000 to Midwest Customers Care. Thank you!

Midwest Energy Recognizes National Co-op Month

You hear it on the radio and see it on our signs: "Midwest Energy—a customer-owned cooperative, making energy work for you." But what does it really mean to be a cooperative, and what makes the cooperative model unique?

October is National Co-op Month, making it the perfect time to remind customers what it means to be part of a cooperative. Let's take a look at the seven internationally recognized cooperative principles.

The Seven Cooperative Principles



Open and Voluntary Membership

Membership in a cooperative is open to all persons who can reasonably use its services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender or economic circumstances.



Democratic Member Control

Cooperatives are democratic organizations controlled by their members. The Board of Directors is elected from among the membership and is accountable to the membership. All customers have equal voting rights.



Members' Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative. Margins are returned to customers in the form of capital credit checks. In 2026 alone, nearly \$5.2 million was returned to our customer-owners.



Autonomy and Independence

Cooperatives are autonomous organizations controlled by their members. If they enter into agreements with other organizations, or raise capital from external sources, they do so on terms that ensure democratic control.



Education, Training, and Information

Education and training for customers, elected representatives, CEOs and employees help them effectively contribute to the development of their cooperatives.



Cooperation Among Cooperatives

By working together through local, national, regional, and international structures, cooperatives improve services, bolster local economies and deal more effectively with social and community needs.



Concern for Community

Cooperatives work to support the communities they serve. Whether through scholarships, sponsorships, grants or other initiatives, Midwest looks for ways to give back.

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.

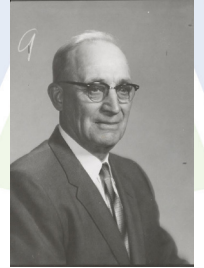
Midwest Energy: A Look Back in Time

Most customers do not remember a time before "Midwest Energy". However, our roots go back much further than the 1981 creation of Midwest Energy, Inc. Here is a brief history of the cooperative:

July 19, 1939

Central Kansas Electric Cooperative (CKEC) is incorporated by 20 rural families near Great Bend.

W.D. Essmiller is elected Board President, and six other men are elected as directors.



November 18, 1941

The first CKEC-built line is energized, serving 68 customers. Average consumption is 33 kilowatt-hours (kWh) per month, at a price of 6 cents per kWh (\$1.48 in 2026, adjusted for inflation).



October 19, 1977

CKEC signs an agreement to purchase the much larger Central Kansas Power, an investor-owned utility in Hays, for \$17.5 million. It would take nearly four years for regulators to approve the sale. The surviving corporation was renamed Midwest Energy and served more than 30,000 customers.



Midwest Energy, Inc.

Since then, Midwest Energy has continued to grow. We now serve 92,000 customers in 40 counties in central and western Kansas.

DEMAND TIP OF THE MONTH

During the summer months of June through September, residential customers are billed for their peak electric demand between 3 p.m. and 7 p.m. Now that we have entered the non-summer months, it's important to understand how demand charges are different.

During the non-summer months, customers are billed based on their peak electric demand at any time throughout the day, rather than only between 3 p.m. and 7 p.m. However, non-summer demand charges are half the summer rate.

To learn more about how different appliances impact your demand, visit our website at www.mwenergy.com and select "Energy Demand Calculator" under the Residential tab. You can also view your energy usage by logging into your Midwest Energy account and viewing your Customer Connect profile. This will help you identify trends in your energy usage and compare your usage to the previous month.

If you have questions, give us a call at 1-800-222-3121.