

the Wheat Belt Connection



HAPPY VALENTINE'S DAY FEBRUARY 14

FEBRUARY 2019



At the Customer Meeting last year, Wheat Belt's President, Bernie Fehringer, asked if the attendees thought we should make the meeting an annual event. With their positive response, we are happy to announce the 2019 Customer Meeting, which will be held March 22, 2019. Please mark your calendar to attend this luncheon and meeting. We will include the agenda items in the next magazine insert.

If there is anything you would like us to address, please feel free to call or e-mail: wheatbelt@wheatbelt.com. Hope to see you there!

Scholarship Deadline
Reminder
February 15, 2019



Scholarship applications must be in the Wheat Belt office by the 15th of February. The applications can be mailed, e-mailed, faxed or you may deliver it personally to our office at 11306 RD 32, Sidney. If you do use the mail, please contact the office to insure we have received it, and keep a copy in case it did not arrive. There is several thousand dollars available through Wheat Belt and our partners, Tri-State Generation and Transmission, Basin Electric and Arbor Wealth Management. If you have any questions, please feel free to contact Yolanda Hruska, Customer Service and Marketing, at our office at 308-254-5871 or 800-261-7114.

Wheat Belt Connection

Editor
Pam Wieser

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Drawing Winner

Yolanda Hruska

It is easy to join the list of drawing winners. All you have to do is pay your electric bill before the delinquent notice is sent, around the 18th of the month. We draw one name each month, except December. That winner receives a \$50 credit on the bill, and are featured in the Spotlight the following month in the Wheat Belt Connection.

Thank you to all the past winners and Good Luck!



2019 ENERGY EFFICIENCY REBATE HIGHLIGHTED CHANGES

The 2019 changes include: on refrigerator recycling, there is a limit now of two payments per member. The rebate for ground source heat pump replacements has been lowered to \$250 per ton, and matched by Wheat Belt for a total of \$500 per ton. New installations are still \$500 per ton or \$1,000 combined.

On air source heat pump installations, the minimum is 15 SEER. If you install a unit that is rated above 17 SEER, you receive \$450 per ton with a Wheat Belt match.

The LED Lamps/Fixture rebate will remain the same for 2019, but as of the current time, it will be terminated in 2020.

The documentation on the program is rather lengthy, and we have added it to our website. Wheat Belt's participation level is printed on the website at www.wheatbelt.com.

If you have questions, please contact Yolanda Hruska, our Customer Service and Marketing Representative.

Quotes to Ponder

"One of the most courageous acts is to be yourself. Being different, recognizing your self-worth, and not caring about what others think, takes courage."

Unknown

"Retailers of over-priced trending products love sheep. If one jumps the rest follow!"

Unknown

"If you're being true to yourself, and it isn't enough for the people around you, maybe it's time to change the people around you."

Quotes Central

"Never look back - you aren't going that way."

Unknown

"If you don't stand up for what you believe, you will fall."

Unknown

"When you realize, it is not about being perfect, you will be happy!"

Unknown

"When you learn to stop caring what others think, you will find that their motivation was from jealousy, and it wouldn't have mattered what you changed, they would not."

Unknown

2019 Rebates

Check on-line at www.wheatbelt.com under the "Energy Efficient" tab or contact the office for current rebates offered by Tri-State G & T and Wheat Belt PPD.

This might be just the right time to purchase a new heat pump.

If you have multiple accounts, and would like them automatically totalled, Wheat Belt's On-line portal is just what you need.

Go to www.wheatbelt.com, and click on Pay Your Bill Online at the top of the page. Click on Register in the black bar. Once you have successfully created a username, you can associate as many accounts as you want under that name. From that point, you can just Login to view or view and pay. Call Jane if you have any questions at 308-254-5871 or 800-261-7114

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Tim Lindahl
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Tim's Tidbits

**Billing
Adjustments
Policy C-28**



Pam Wieser (Guest Editorial) There are, unfortunately, times when errors are made when reading, installing, calculating bills or because of a meter failure. We have procedures in place to eliminate errors, and we hope they are enough. However, there have been times (might I add "trying" times) when an error might get through. In most instances, the customer will notice an irregularity and contact us to investigate; however, in those instances that are not reported or discovered, we have addressed the recovery or refund with Policy C-28. Where we are a public power district, and not for profit, losses are paid by all rate payers.

C-28 Billing adjustments will be made when it is discovered that the customer was billed inaccurately. Such inaccuracies may occur as a result of, but are not limited to meter inaccuracy, meter connection errors, equipment failure, incorrect bill calculation, meter reading errors, incorrect coding errors, or tampering, diversion or subterfuge. The amount of the overcharge shall be refunded or credited to the customer and the amount of the undercharge shall be billed to the customer.

1. Billing adjustments due to reasons other than tampering, diversion or subterfuge:

1. Undercharge adjustments shall be calculated without interest and the period of adjustment shall

be for the entire period of inaccuracy or for the time period permitted under State law, whichever is less. Customers responsible for the back-billed underbill shall be given, at a minimum, the same time period to pay the underbilling as the length of time period of the undercharge adjustment.

2. Overcharge adjustments shall be calculated without interest and the period of adjustment shall be for the entire period of inaccuracy or for the time period permitted under State law, whichever is less. Payment of refund of an overbilling will be made in six (6) months or less from the time of discovery.

2. Billing adjustments due to tampering, diversion or subterfuge:

1. When a customer has been undercharged as a result of tampering, diversion or subterfuge, the undercharge shall be billed with interest to the customer for the entire period of the inaccuracy. Customers responsible for the back-billed underbill due to tampering or fraud by the customer shall be limited to a twelve-month time period to pay for the undercharge adjustment.

2. Interest shall be at the rate of twelve percent per annum commencing at the retroactive date of the undercharged as a result of tampering, diversion or subterfuge, and shall be compounded annually.

3. Notwithstanding, the above time limits, the Board may determine a different time limit for back-billing or refunding in order to achieve a reasonable, fair and just result.

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Safety First

BY PAM WIESER

Respect the Easement for Our Safety and Yours

When Wheat Belt enters into a contract to provide electrical service, we naturally must have an easement to operate and maintain that service. The area under the electric line, around poles and usually within ten feet of the line should be clear of obstructions that could delay or prevent linemen from restoring power or repairing damage. Often several linemen as well as equipment must be used to replace damaged equipment or poles.

We sympathize with the fact that poles are not aesthetically pleasing to most, but they are necessary if you want to enjoy the benefits of reliable electricity, and if elaborate landscaping keeps us from climbing those poles, or trees cause the lines to come down or short across, you and your neighbors will not appreciate the outcome.

Especially in the lake area, we have found customers' campers or equipment parked in the corner where we have meters and transformer poles placed. In most cases, the pole is on the lot line and is obstructed by privacy fences and/or campers and trailers. We ask that you take a few minutes to assess these areas, and remove obstructions.

If you have any questions or concerns, please feel free to contact our office at 308-254-5871 or 800-261-7114.

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