



West Central *Electric News*



A Touchstone Energy® Cooperative

West Central Electric Cooperative, Inc. ~ Serving our members' needs since 1939

WCE launches SmartHub account manager

New app lets members manage accounts online or with mobile device

Beginning Jan. 31, WCE members will be able to manage their electric accounts right from their smart phones, tablets or computers with the launch of SmartHub, according to WCE General Manager Mike Gray.

"This app, which will be available to our members on Jan. 31, allows you to make payments, notify us of account and service issues, check your usage and communicate directly with the cooperative with just the touch of a button," he said.

The two-way communication with SmartHub allows members to make payments in a secure environment right from their mobile device or PC. SmartHub provides a safe and secure environment for bill payments and transactions between the cooperative

and members' financial institutions.

Through SmartHub, members can see detailed usage information from all of their accounts.

"SmartHub allows you to ask questions regarding your account and electric service, as well as providing another way for the cooperative to let you know about special offers, programs, events and more," WCE IT Manager Tim Bowler said.

Creating a SmartHub account takes less than three minutes. Members enter their profile information, choose their provider, and they're ready to begin. Log onto the WCE website at www.westcentralelectric.coop or download the free app by scanning the QR codes on this page to access the SmartHub in the Apple iTunes App Store or the Android Market.

Once on the website, click on "Online Bill Pay" at the top. Once set up, members will see a screen with windows allowing them to view and manage usage, make payments or view communications and alerts from the coopera-

tive. Members can also click on "My Usage" at the top for detailed information on usage by the month, day or hour.

"This information can be very valuable to a member who is questioning a bill to see exactly when and what time of day their usage spiked or receded, for example during holiday company or when away for a family vacation," Gray said.

If you need help using SmartHub, you can click on the "Help" button within the application on the upper, right-hand corner of the page on the screen.



iOS Users
Scan this QR code to access SmartHub in the Apple iTunes App Store



Android Users
Scan this QR code to access SmartHub in the Android Market.

New Year, new phone system for cooperative

WCE is beginning the new year with a new voice-over IP phone system which will help expedite calls and improve efficiency for members calling into the cooperative offices.

"This system will allow us to handle more calls without giving a busy signal, and will route calls more efficiently," WCE IT manager Tim Bowler said.

Both the Higginsville and Oak Grove offices will now operate on a single phone system, which means that all calls will be taken as they come in by available employees in either office.

"This means that a member may dial the Oak Grove number, but the call may be picked up in Higginsville," Bowler said.

The system comes with a new phone number: 816-565-4942, but the local numbers will still be able to be used during the phase-out period. The toll-free 800 number will remain the same.



STANDING STRONG... Allen Truesdell of Odessa fills out a Cooperative Action Network card which will be sent to the EPA asking them to take a common-sense approach to generating electricity. Recent emissions regulations passed by the EPA have all but eliminated the construction of new coal-fired plants, and proposed regulations for existing plants could drastically affect electric rates. Cooperative members are asked to help us take a stand as we fight to keep electric rates affordable. You received with your most recent bill, a form to fill out and send in with your next payment. This will add your name to the list asking the EPA to consider an "All-of-the-Above" approach to generating electricity which includes coal, natural gas, renewables and nuclear. If you prefer, or if you do not physically mail in your electric payment, you may log onto www.action.coop and do the same thing.

GETTING BACK ON

When the outages occur, we have a plan to make speedy repairs

When the chips are down, no one likes to be alone. It's always better to know there is someone, somewhere, you can turn to for help. When an electric cooperative is overwhelmed by a major storm, help is just a phone call away. The Association of Missouri Electric Cooperatives coordinates efforts to bring fresh crews into the recovery effort through its Procedure for Emergency Assistance.

Even in a storm as severe as the ice storm of 2009, or the heavy snow storms that struck in 2013, there always are systems out of harm's way. The association takes care of finding workers, equipment and supplies and sends them to the places where they can do the most good.

It helps that all cooperatives follow similar procedures and have line structures that are the same across the country. This similarity was no accident. Engineering standards put into place by the Rural Electrification Administration when the first electric cooperatives were formed were intended to save the fledg-

ling systems money by making bulk orders possible.

Those same standards help get electric cooperative lines back in operation quickly because crews know what to do whether they are working on their own lines or for a system that is based in another state.

This coordinated effort has brought crews to north Missouri from as far away as the Missouri Bootheel, and help from extreme northwest Missouri to electric co-ops in the southeast part of the state.

We have sent crews to other states, especially the Gulf States that have been pounded by hurricanes in recent years. This assistance has been returned on several occasions. Electric cooperatives from Louisiana, Mississippi, Nebraska, Arkansas and Illinois have sent help to their fellow linemen in Missouri.

Missouri has built up a lot of goodwill by assisting with storm repairs in other states. That assistance has paid great dividends over the years.

Continued on page 4

2014 WCEC and Linn State Technical College Electrical Distribution Systems Scholarship

West Central Electric Cooperative, Higginsville, Missouri, will accept applications from students interested in pursuing an Associate of Applied Science degree in Electrical Distribution Systems at Linn State Technical College, Linn, Missouri. This program provides for students a two-year scholarship in a quality college training program, a two-year college degree, and on-the-job training. General provisions of the scholarship are as follows:

ELIGIBILITY REQUIREMENTS

- A. Applicant should reside in the West Central Electric Cooperative service area.
- B. Applicant shall be expected to participate in an interview with the cooperative general manager and/or staff representatives in April.
- C. Applicant should be enrolled as a full-time student.
- D. Applicant should be a student in good academic standing with a minimum 2.5 high school cumulative GPA, or GED with 260 minimum score.
- E. Applicant should meet minimum admission requirements of and be accepted in the Linn State Technical College Electrical Distribution Systems program.
- F. Applicant should attend Linn State Technical College commencing during the Fall semester immediately following receipt of the application.
- G. Applicant is required to complete a summer internship at West Central Electric Cooperative, the summer semester between the first and second years of the academic program.

SELECTION AND AWARD OF SCHOLARSHIP

A. **Selection criteria:** To be considered, applicants must forward a complete application packet by the scholarship application deadline of April 1, 2014. The criteria used to evaluate applications for award will be based upon the following:

- Academic achievement
- Civic involvement
- Leadership
- Ability to communicate clearly-defined personal goals through personal goal statement (on application)
- Financial need
- Interview conducted by the general manager and/or cooperative staff

B. **Selection Priority:** This is a one-time annual scholarship awarded to full time students attending Linn State Technical College. West Central Electric Cooperative will determine the number of awards based on need and the number of applicants as well as the availability of funds. In the event a student is unable to fulfill the requirement of full-time enrollment for the fall semester in the year the scholarship is awarded, the scholarship may be transferred to the next available alternate.

C. **Scholarship Award:** The scholarship provides \$2,400 annually. \$1,200 is applied to recipient's account at Linn State Technical College in the fall semester upon the student's verified enrollment. The scholarship may be used for the cost of tuition, fees, books, tools, and/or other costs associated with a student's education. The scholarship is renewable each semester if the recipient meets the continued expectations of the scholarship, up to \$4,800 maximum per recipient.

APPLICATION PACKET

Deadline for application to assure consideration for the next following academic year is April 1, 2014. Please submit the following to be considered:

- High school transcript or official GED score report.
- Complete scholarship application, including personal goal statement and two character references.
- Two letters of character reference.
- Applications may be printed and mailed along with transcript or GED report and letters, or you may apply online at www.westcentralelectric.coop under the heading "Youth Programs." If you apply online, please mail your high school transcript or GED score report and your letters of reference.

EXPECTATIONS OF THE SCHOLARSHIP RECIPIENT

A. Recipient must maintain 3.0 GPA per semester. There will be a one (1) semester probation should the student's grades fall below a 3.0 GPA. Failure to return to a 3.0 could mean loss of scholarship. Applicant will provide the cooperative with a transcript at the end of each semester.

B. Recipient must attend all classes and work as scheduled. Excessive school attendance absences may result in suspension or termination of the remainder of the scholarship benefits.

C. Recipient must comply with Linn State Technical College's student policies and rules. Failure to abide by such policies and rules may result in suspension or termination of the remainder of the scholarship benefits.

D. Recipient must contractually agree to work at West Central Electric Cooperative for four years following completion of the degree. A copy of the employment contract is attached as Exhibit A. The receipt of this scholarship is expressly contingent upon the successful applicant executing said employment contract, Exhibit A. Failure to complete the contract would mean reimbursement of the scholarship based on incomplete term. Employment after graduation will be solely at the discretion of West Central Electric Cooperative management. The employment contract may be changed or terminated at any time due to employee misconduct or if a position is not available.

E. In the event the student initially awarded the scholarship is unable to fulfill the requirement of full-time enrollment for the fall semester, the scholarship may be awarded to the next available alternate.

F. Release of Information. In submitting the application, the applicant grants permission for the scholarship committee and scholarship sponsor to review high school and college transcripts and to contact character references. Submission of the application also grants permission to promote and publicize the scholarship and recipient(s).

H. Recipient must submit an official transcript to West Central Electric Cooperative at the conclusion of each semester to verify eligibility and GPA.

Submit application information to: West Central Electric Cooperative, Inc.; Att.: Heather Hoflander, Scholarships; P.O. Box 452; Higginsville, MO 64037

2014 John & Kathryn English Memorial Scholarship

I. Background

The John & Kathryn English Memorial Scholarship Trust was created under the terms of the Last Will & Testament of Kathryn English. The purpose of this trust is to provide scholarship grants for high school graduates who are or were active 4-H members at the time of their high school graduation and who desire to attend college to pursue a degree. John English, a former director of West Central Electric Cooperative, Inc., designated West Central's Board of Directors as Trustees of the Memorial Scholarship Trust.

II. Amount of Scholarship

The John & Kathryn English Memorial Scholarship Committee will award at least one \$1,000 scholarship (\$500 per semester) to a student beginning his/her freshman year in college. This student may reapply for additional grants for their next three years of study. The amount of these grants will vary due to availability of funds. The committee may decide to make one or more one-time scholarship awards based on merit.

III. Selection Criteria

A. The applicant will be selected without regard to sex, race, creed or color.

B. The applicant must attend a high school in West Central Electric's service area, or have a parent or legal guardian who is a current West Central Electric member.

C. A cumulative 3.0 or better grade point average is required.

D. A minimum ACT score of 18 is required.

E. Participation in 4-H at the time of high school graduation is required.

F. Two reference letters are required. No letter may come from a relative, and one letter must be from an adult involved with 4-H (for example a project leader, a 4-H youth specialist, a county livestock specialist etc.)

G. A high school transcript must accompany the application.

H. The Scholarship Committee will consider financial need and special circumstances when selecting the winner of this scholarship. Please address financial need and any special circumstances when answering question # 5 on this application.

I. Please submit a recent photo along with your application.

This photo will be used for press releases and for the WCE newsletter if you are selected a winner. Winners who have not included a photo with their application will appear as "photo not available" in all publicity materials.

J. Finalists will be required to participate in an interview with the scholarship committee.

K. All scholarship applications MUST BE TYPED.

L. High School counselor must sign your transcript. (Home school transcripts are accepted, but must be signed by the teacher.)

M. All of the above requirements, except item I, must be met for an application to be considered

IV. Application Deadline

All applications must be postmarked on or before Feb. 21, 2014. Send applications to Heather Hoflander, West Central Electric Cooperative, P.O. Box 452, Higginsville, MO 64037.

V. On-line applications

Scholarship applications are available on line at www.westcentralelectric.coop under the heading "Youth Programs." Applications may be printed and mailed, or filled out on line and emailed. If you choose to email your application, please also either email your photo as a jpeg to heather@wcecoop.com or mail a photograph along with your transcript. Applications submitted via email must arrive by 4:30 p.m. Feb. 21, 2014.

VI. Finalist Notification

Interviews will be scheduled for the evening of Wednesday, March 19, 2014. All students applying for this scholarship should tentatively plan for an interview on this date. Those scheduled for interviews will be notified by Monday, March 10, 2014 by both phone and mail.

2014 West Central Electric Cooperative Scholarship

I. Amount of Scholarship

This year, up to 20 high school seniors will receive a \$500 West Central Electric Cooperative scholarship for use at any college, university, trade or technical school.

II. Selection Criteria

A. The applicant will be selected without regard to sex, race, creed or color.

B. The applicant's parent or legal guardian must be a current WCE member.

C. A cumulative 3.0 or better grade point average is required.

D. A minimum ACT score of 18 is required.

E. A high school transcript must accompany the application.

F. The Scholarship Committee will consider financial need and special circumstances when selecting the winner of this scholarship. Please address financial need and any special circumstances when answering question # 7 on this application.

G. Please submit a recent photo along with your application. This photo will be used for press releases and for the WCE newsletter if you are selected a winner. Winners who have not included a photo with their application will appear as "photo not available" in all publicity materials.

H. All scholarship applications MUST BE TYPED.

I. High School counselor must sign your transcript. (Home school transcripts are accepted, but must be signed by the teacher.)

J. All of the above requirements, except item G, must be met for the application to be considered

III. Restrictions

A. Children and grandchildren of current West Central employees and directors are not eligible to apply.

B. Four-year recipients of the John and Kathryn English Memorial Scholarship Trust will not be considered.

IV. Application Deadline

All applications must be postmarked on or before March 21, 2014. Send applications to: Heather Hoflander, West Central Electric Cooperative, P.O. Box 452, Higginsville, MO 64037.

V. On-line applications

Scholarship applications are available on line at www.westcentralelectric.coop under the heading "Youth Programs." Applications may be printed and mailed, or filled out on line and emailed. If you choose to email your application, please also either email your photo as a jpeg to heather@wcecoop.com or mail a photograph along with your transcript. Applications submitted via email must arrive by 4:30 p.m. March 21, 2014.

VI. Winners' Notification

Recipients of the scholarship will be notified by May 1, 2014 by mail.

Scholarship money is available to area high school seniors

Each year, West Central Electric Cooperative makes an investment in the future of our communities by awarding thousands of dollars in scholarships to area high school graduating seniors.

Three different scholarships are available through WCE; the West Central Electric Cooperative Scholarship, the John & Kathryn English Memorial Scholarship and the West Central Electric Cooperative and Linn State Technical College Electrical Distributions Systems Scholarship.

The **John and Kathryn English Memorial Scholarship Trust** is a renewable scholarship given to seniors active in 4-H. Scholarship amounts depend on the current status of the trust fund.

The **West Central Electric Scholarship** is a one-time award given to graduating seniors each year. The number of scholarships awarded depends on the availability of funds. WCE will award up to twenty \$500 scholarships each year.

The **West Central Electric Cooperative and Linn State Technical College Electrical Distribution Systems Scholarship Program** provides a two-year college scholarship to a student interested in pursuing an Associate of Applied Science degree in Electrical Distribution Systems at Linn State Technical College, Linn, Missouri. This scholarship provides for students a quality college training program, a two-year college degree, and on-the-job training.

Details on all three scholarship programs can be found in this newsletter or online at www.westcentralelectric.coop. Applications are available online, at either of WCE's two offices, from area high school counselors, or at the Jackson, Johnson and Lafayette county University Outreach and Extension Centers.

For more information on West Central Electric Cooperative's scholarship programs, contact WCE at 800-491-3803 or 660-584-2131.

Scholarship applications are available from the following places:

- ◆ at your high school counselor's office,
- ◆ online at www.westcentralelectric.coop,
- ◆ from West Central Electric Cooperative's Higginsville office or Oak Grove office.

Call WCE at 1-800-491-3803 for more information.

IMPORTANT DEADLINES

Students entering the

2014 Rural Electric Youth Tour contest

Essays must be turned in to the Higginsville office no later than 4:30 p.m. February 14, 2014.

Essays submitted via email must arrive no later than 4:30 p.m. Feb. 14, 2014.

Applications for the

2014 John & Kathryn English Memorial Scholarship

must be postmarked no later than Feb. 21, 2014.

Applications submitted via email must arrive no later than 4:30 p.m. Feb. 21, 2014.

Applications for the

2014 West Central Electric Cooperative Scholarship

must be postmarked no later than March 21, 2014.

Applications submitted via email must arrive no later than 4:30 p.m. March 21, 2014.

Applications for the

2014 WCE and LSTC Electrical Distributions System Scholarship

Must be postmarked no later than April 1, 2014.

Applications submitted via email must arrive no later than 4:30 p.m. April 1, 2014.

Headquarters:
7867 S. Highway 13, P.O. Box 452
Higginsville, MO 64037
1-660-584-2131 or 1-800-491-3803

District office:
506 N. Broadway
Oak Grove, MO 64075
1-816-625-8211

Website:
www.WestCentralElectric.coop

24-Hour Number:
1-800-491-3803

General Manager:
Mike Gray

Board of Directors:
Densil Allen, President
Clark Bredehoeft, Vice-Pres.
Paul Nolte, Treasurer
Robert Simmons, Secretary
Stan Rhodes, Asst. Sect.
Dale Jarman, Director
Max Swisegood, Director
Richard Strobel, Director
Sandra Streit, Director

From the Boardroom...

Regular meeting of the Board of Directors held November 21, 2013

The meeting was called to order by President Densil Allen. Robert Simmons, Secretary of the Cooperative, caused the minutes of the meeting to be kept. The following Directors were present: Max Swisegood, Clark Bredehoeft, Paul Nolte, Dale Jarman, Richard Strobel, Densil Allen, Robert Simmons, Stan Rhodes and Sandra Streit. Also present were General Manager Mike Gray, Admin. Asst./Benefits Admin Kim Lewis, and cooperative attorney Matt Krohn.

APPROVAL OF AGENDA

After discussion, the agenda was approved.

APPROVAL OF MINUTES

The unapproved minutes of the regular meeting of the board of directors held Oct. 28, 2013, were approved.

REVIEW OF EXPENDITURES FOR AUGUST

An itemized list of expenditures for October was presented to the board, and the payment of the bills was ratified.

APPROVAL OF REPORTS

The following October 2013 reports were approved: Operating Report (RUS Form 7) and Comparative Operating Statement including the Financial Statistical Report with month and budget comparisons and statistical data pertaining to operating revenue, expenses, margins, assets, liabilities, and KWH sales; Treasurer's Report; the written monthly Construction, Retirement, Maintenance and Operations Report and the Safety Report, which included no lost time accidents during the month. Directors voted to close out the Construction Account at UMB Bank and open a new account with First Central Bank. Gray reported he met with Croft for a pre-construction conference with construction to begin Dec. 9, 2013.

SAFETY REPORT

Gray reported no lost time accidents during the month. Employees have now worked 1,272 days without a lost-time accident.

MEMBERSHIPS

The applications submitted for membership in the cooperative were accepted and approved. Directors reviewed a list of requests for termination of membership in the cooperative which, along with their requests that their billings be deducted from their deposits and the remainder, if any, be refunded to them, were accepted and approved.

N.W. ELECTRIC POWER COOPERATIVE, INC. REPORT

Manager Gray and Director Nolte reported their attendance at the November board meeting and shared highlights of the meeting.

SCHOLARSHIP COMMITTEE REPORT

Director Dale Jarman reported the committee has reviewed 2014 applications. The board provided direction regarding the number and amount of scholarships to the committee.

DISCUSSION ON ACTION.COOP GRASSROOTS EFFORT

Member Services Manager Steve Moore was invited into the meeting to report on his attendance at the EPA listening session Nov. 4 in Lenexa, Kan. for existing coal-fired plants. Moore reported on the challenges facing the cooperative. Gray also reported on the issue. Considerable discussion ensued about the cooperatives' grassroots strategy on the EPA's proposed new climate regulations. The board provided input about the cooperative's strategy and marketing efforts.

MANAGER'S REPORT

Manager Mike Gray provided his Manager's Report for the month. He reported on the following: 1) Monday, Dec. 30 will be the December board meeting; 2) employee Christmas gifts; 3) NRECA annual meeting is March 25 in Nashville, and the National Directors' Conference is March 22-25 in St. Louis; 4) the board retreat will be Jan. 23-24 at the Hilton Garden Plaza Inn in Independence. Director Streit reported on the directors' class she attended in Jefferson City recently.

UNFINISHED BUSINESS

None

NEW BUSINESS

None.

MEETING ADJOURNED

FINANCIAL REPORT • Statement of Operations • November 2013

	This month	YTD 2013	YTD 2012
Revenue	2,083,615	23,373,372	21,722,501
Power Bill Expense	1,309,270	14,019,893	13,769,445
Operation & Maint. Expense	426,172	5,328,094	5,072,454
Depreciation Expense	149,652	1,629,395	1,581,372
Interest Expense	<u>117,507</u>	<u>1,251,857</u>	<u>1,031,797</u>
Total cost of Srvc. (Total Expense)	2,002,601	22,229,239	21,455,068
Operating Margins (Revenue less Expenses)	81,014	1,144,133	267,433
Other Margins	<u>5,081</u>	<u>190,283</u>	<u>14,402</u>
TOTAL MARGINS	86,095	1,334,416	281,835

GETTING BACK ON

From page 1

These days, electricity is a necessity. No one likes to be without electric service for any length of time. Rest assured your electric cooperative is going to do its best to get you back on-line as quickly as possible.

Sometimes, those repairs take longer for a variety of reasons. Storm debris may be blocking roadways, forcing us to take long detours or to wait for the roads to be cleared.

Snow or ice may make driving treacherous. We must always think of the safety of our workers and those lending a hand

We appreciate your patience and understanding during these times of crisis. No one likes it when storms strike. But when this happens, the cooperative way works wonders.



MEMBER APPRECIATION DAY... Mike Hutchko (left) of Leeton, visits with General Manager Mike Gray regarding recent EPA regulations affecting coal-fired plants. Hutchko and his wife, Carolyn, were among many members who visited the cooperative's offices in Higginsville and Oak Grove for the annual Member Appreciation Day in December. Members enjoyed punch, coffee and Christmas cookies while getting the opportunity to visit with WCE employees.

2013 Member Appreciation Day winners:

\$25 Energy Certificates

Harold Oetting, Concordia
Melvin Ficken, Knob Noster
Eva Vera, Higginsville
Heather Johnson, Warrensburg
Edward Weber, Oak Grove
Elizabeth Standley, Bates City
Jim Black, Napoleon
Gerald Hatfield, Oak Grove

Willie Wiredhand Ornaments

Sandy Spease, Lexington
Harold Hoepfner, Mayview
Kathy Durham, Odessa
Michelle Doran, Bates City