



CURRENT NEWS FROM THE ELKHORN RURAL PUBLIC POWER DISTRICT

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Serving the Elkhorn River Valley since 1940

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Former North Central PPD operations manager—

Thomas Rudloff is named general manager

The seventh general manager in Elkhorn Rural Public Power District history began work on Jan. 2, 2009, after 16-year manager and 36-year employee Terry Carson retired.

Thomas E. Rudloff, 45, brings 19 years of public power experience and a masters in business administration to his position at ERPPD. Tom has also completed the Robert I. Kubat Management Intrenship Program (MIP) through the National Rural Electric Cooperative Association. The MIP is an extensive training program designed to develop managerial skills and test administrative decision-making actions specifically tailored to the consumer-owned electric utility industry.

Tom started in public power at North Central Public Power District in Creighton, working with load control, then successively becoming an apprentice lineman, lineman, line foreman, general foreman, Supervisor of Engineering Services and Purchasing,

and finally Operations Manager.

His wife, Beata, goes by Be. They have two sons. Josh is 20 years old and currently enrolled in the Utility Line program at Northeast Community College. Aaron is 11 years old and in the fifth grade.

“I enjoy a variety of hobbies including hunting, fishing, and all kinds of sports,” stated Tom. “I especially enjoy these activities with my family. In addition, I like to read, and my wife and I enjoy walking. We can’t wait to put the cowboy trail to use. My family and I look forward to moving to the Battle Creek area and making new friends.”

Tom looks forward to working with the ERPPD Board and employees to serve the utility’s customers.

Tom added, “I look at Elkhorn Public Power as one of the premier electric utilities in Nebraska, with the people and the procedures in place to succeed. I look forward to contributing to the continued success of the district.”

Thomas E. Rudloff joins short list in ERPPD history

When Tom Rudloff accepted the manager’s position at ERPPD, he became seventh in district history.

A.H. “Pete” Lewis became the first manager after serving one year as a director; he served 10 years.

Ben Snively was acting manager from Sept. 10 to Dec. 1 in 1949. He was succeeded by Roy King, who managed less than four years, from 1949 to 1952.

LeRoy Hansen served as manager for 22 years, from 1952 to 1973. He had been hired in 1941 as a maintenance man.

Milton Smith managed ERPPD for 19 years, from 1973 to 1992. He had started as office manager in November 1959.

Terry Carson managed from 1992 through 2008, serving in that capacity for 16 years. He started at ERPPD in the dual role of accountant and office manager in 1973.

ERPPD General Managers

A Short List In Chronological Order

- A.H. “Pete” Lewis (1939-1949)
- Ben F. Snively [*acting G.M.*] (1949)
- Roy L. King (1949-1952)
- LeRoy Hansen (1952-1973)
- Milton Smith (1973-1992)
- Terry A. Carson (1992-2008)
- Thomas E. Rudloff (2009-present)

Budget OKed; includes construction, AMR

ERPPD Directors approved the 2009 budget at its meeting Dec. 9. It calls for building transmission facilities at Neligh and uprating more than 20 miles of three-phase distribution lines that were damaged during the last two ice storms. In addition, ERPPD will begin installing automated meter reading (AMR) equipment that will allow district staff to read meters and to monitor for outages and power quality from the office. AMR implementation should be completed in 2010.

The district plans to invest more than \$7 million in electric facilities during 2009 and another \$4.7 million in 2010. Customers can stay informed about the progress of these and other activities by reading the WIRE and checking the district’s updated website (www.erppd.com).

OUTAGE INFORMATION

During outages, ERPPD is ready to answer 7 FAQs

Power outages can create stress and frustration for customers as well as public power district employees. When the power goes out, there are seven frequently asked questions that we try to answer when our customers ask them.

There are times when answering them is not easy. However, if we can answer them to your satisfaction, we can keep you from making assumptions. Human nature assumes the worst, but if it were to stop there, it would not be so bad. However, wrong assumptions can quickly lead to misinformation.

Here are the FAQs we get and why we address them.

“Is ERPPD aware that my power is out?” We understand that you do not want to be overlooked. Every customer call is important. Unless the outage is widespread, we will take your information and, if we haven’t already, we will very shortly be sending a crew in response. You are always welcome to call to check the status of an outage, but please try to keep your calls to one per day, so we can respond to other customers during the outage. This cuts down on repeated and unnecessary calls.

“How widespread is the outage?” We probably won’t get specific, but oftentimes we will be able to give a general idea of the number of customers and areas affected. If the outage looks to be an extended one, we will let you know so you can make additional preparations for physical comfort, food storage, or medical needs.

“Are there hazards I should be aware of?” Outages are a perfect time for us to emphasize safety to our customers. Although we regularly publish this information in this newsletter and host it on our website, during an outage you are much more receptive to it. It is a great time to remind you of the danger of downed power lines—to stay away from them; to treat any line as if it is live; and to realize that trees, branches and debris could be hiding downed lines. During an extended outage, we stress the importance of standby generator safety. On page *WIRE-4* of this edition, we have provided an article on this very topic.

“What is ERPPD doing to restore power?” We want you to know if we’ve asked for mutual aid from contractors or other utilities. We’ll tell you if our crews are working longer shifts or if we need additional equipment to handle the situation. We want you to know that we go the extra mile to get your service restored as quickly and safely as possible.

“When can I expect my power to be restored?” This question is probably the most-often asked; but the most difficult to answer. In the early stages of an outage, you will

probably hear us say, “We don’t know.” We will know more after assessing the crisis and a game-plan is developed to restore power. When we do estimate, we will probably estimate on the long side. If the power is restored sooner than estimated, you are the better pleased.

“Why are some customers connected before others?”

The answer to this question has to do with the structure of our transmission and distribution systems. You should not assume the worst when you see others being restored and you remain in the dark. Our goal is to restore the most customers in the shortest time. Usually the nearer you live to a substation, the sooner you’ll see the light at the end of the outage.

“Is there anything I can do to help?” ERPPD is proud to have some of the most caring customers around. Many of them really ask this. You can warn neighbors and passers-by of hazards. You can check on neighbors, who are elderly or alone. In an extended outage, you may know of aid available to the affected parties. If you can relay that information to us, we can relay it to others. Some examples from our own experience include fire department crews filling stock tanks, churches offering hot meals, and schools offering shelter.

LEGAL NOTICE

STATEMENT OF NONDISCRIMINATION

The Elkhorn Rural Public Power District, a public corporation, furnishes the following Statement of Non-Discrimination to its customers, employees, and the general public.

The Elkhorn Rural Public Power District hereby certifies that it will fully comply with all requirements of the Title VI of the Civil Rights Act of 1964 to the end that no person shall, on the grounds of race, color, disability, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination in the conduct of its program and the operation of its facilities. The Elkhorn Rural Public Power District is committed not to discriminate against any person on the grounds of race, color, disability, or national origin in its policies and practices relating to applications for service, or any other policies and practices relating to treatment of beneficiaries and participants, including rates, condition and extensions of service, use of any of its facilities, attendance at and participation in any meetings of customers and participants in the conduct of the operations of this organization.

—Elkhorn Rural Public Power District



ENERGY EFFICIENCY REBATES

Earn a rebate for installing an electric heat pump

How does a customer become eligible for a heat pump rebate?

Three possibilities exist. A residential customer can:

- 1.A. Convert to a qualified air source heat pump or
- 1.B. Convert to a water source/geothermal heat pump;
2. Build new and install a qualified heat pump; or
3. Upgrade from a lower-SEER heat pump to a qualified higher-SEER heat pump.

How does the residential customer get the rebate?

The heat pump installer must complete a verification form for a heat pump that meets the minimum equipment standards (see below). The verification ensures that the new unit is operating within 10% of manufacturer specifications. The dealer must sign the form; the customer must sign it; then it must be submitted to Mark Gronau at ERPPD.

Air Source Heat Pump Rebates

Energy Star, 14 SEER, 8.2 HSPF	\$200
Energy Star, 15 SEER, 8.2 HSPF	\$250
Energy Star, 16 SEER or higher, 8.2 HSPF	\$300

Water Source or Geothermal Heat Pump Rebate

Energy Star-qualified	\$400
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Commercial, industrial lighting get efficiency rebates

4-Step To-Do List

1. Discuss potential C&I Lighting projects and guidelines (at right) with ERPPD's Mark Gronau and get an application form. Call ERPPD at 800-675-2185.
2. Select a contractor; install any of the systems identified in the listing below.
3. After installation, complete the application form.
4. Within 90 days of installation, submit the signed application (along with copies of the proof-of-purchase identified in the application's terms & conditions) to Elkhorn Rural Public Power.

Guidelines

- All replaced/retrofitted lighting equipment must be permanently installed.
- Only commercial and industrial customers qualify for the energy-efficient fluorescent fixture incentives.
- All incentives sought that are \$5,000 or greater require a pre- and post-installation inspection to be conducted by Elkhorn Rural PPD.
- An equal number of lighting fixtures will be impacted when compared to the number of fixtures considered for retrofit or replacement. Only existing lighting systems qualify for upgrade. New construction or addition of more light fixtures in a facility or facility addition do not qualify.
- Area lighting may be metered or unmetered.
- Area lighting may be customer-owned or utility-owned via a rental/lease agreement.
- A custom program is available if the prescriptive measures don't apply. Call ERPPD for specific details.

COMMERCIAL & INDUSTRIAL LIGHTING REBATES		Per fixture
What does the customer have now?	What is the customer changing to?	Rebate
• High Bay Lighting Replace Metal Halide fixture	with Fluorescent High Bay fixture	\$50-\$75
• Exit Signs Replace or retrofit Incandescent Exit Sign	with LED Exit Sign	\$20
• 4-ft Fluorescent Tube Lighting Replace or retrofit T12 fixture (w/ 2,3,4 lamps)	with T8 and electronic ballast fixture	\$10-\$20
• 8-ft Fluorescent Tube Lighting Replace or retrofit any T12 fixture	with T8 and electronic ballast fixture	\$15
• Area Security Lighting Replace Mercury Vapor lamp	with comparable High Pressure Sodium	\$20-\$40

STANDBY POWER SAFETY

Some rules for using portable electric generators

While standby generators can provide relief and convenience during a power outage, they can also be hazardous if used improperly. To keep your family safe when using a standby generator, please follow these basic rules.

Never operate a portable generator inside a home, garage, or other closed building.

Just like an automobile engine, a generator produces carbon monoxide when it is running. This is an odorless, invisible, and deadly gas than can overcome a person in a matter of minutes. To keep fumes away from people and pets, operate the generator outdoors and away from air intakes to the home. The U.S. Consumer Products Safety Commission recommends that those who use portable generators should install carbon monoxide alarms and battery backups inside the home, especially in sleeping areas.

Never plug a portable electric generator into a regular household outlet or breaker box.

Connecting your generator directly to your home's circuitry can send electricity back through power lines, creating safety hazards for crews working on the lines that are thought to be de-energized. Individual appliances should be directly connected to a receptacle outlet on the generator. The generator

should be started first, then connected directly to individual appliances using heavy duty, outdoor-rated cords with wire gauge adequate for appliance load. Directly connecting the generator to your home can damage your home's wiring or may even destroy the generator.

Permanently-installed generators for homes or businesses should only be installed by a certified electrician and have a properly wired transfer switch.

Once the decision is made to purchase a permanently-installed generator, most of the hazards tied to portable units disappear.

Rather than extension cords, the generator will provide power to critical loads through a transfer switch and wiring that are now part of the home's electrical system. The issue of carbon monoxide is gone, because the certified installer will locate the unit at a safe distance from the home.

The key is to select a qualified and experienced installer. He will need to conduct a complete inventory of the loads to be powered, to determine proper sizing of the generator, transfer switch, and conductors.

The installation must conform to all applicable local, county, and state electrical codes.

When you have an emergency, our people are standing by!

In the case of an outage, first check to see if the fuses below the meter are good. If you have breakers, make sure they are on and have not kicked out. If you have a double-throw switch for standby power, make sure it is in the correct position. Check with your neighbors to see if they have electricity. By doing this before calling us, we can determine if it is a line or an individual outage. This can help cut down on outage duration. Please give the name that on the account plus the consumer number and/or the legal location. This will assist us in sending our crews to the correct place.

Questions about your bill?

Please call the Battle Creek office, toll-free, 1-800-675-2185, during office hours, 8 a.m.-4:30 p.m., in regards to billing questions. When calling the office concerning billing problems, it will save time if you would have your meter serial number or customer account number and current meter reading. Remember to call the Battle Creek office if you have billing questions. All account payments should be mailed to:

**Elkhorn Rural
Public Power
District
P.O. Box 310
Battle Creek, NE
68715**

BOARD OF DIRECTORS

with Board position and subdivision

- Rod Zohner
President.....II
- Tim Means
Vice President ..II
- John Thiele (to Jan. 13)
SecretaryIII
- Dennis Kuchar
Treasurer I
- Robert Kee
DirectorII
- Larry Lindahl
DirectorIII
- Mark Miller
Director I
- Joe Thiele
DirectorIII
- Greg Weidner
Director I
- David Hoefler (Jan. 13)
DirectorIII

MANAGER

Thomas Rudloff

For Emergency Service or Outage Reporting

1-800-675-2185

After Hours Note:

The entire 800-number *must* be dialed, even for a local call.

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• **Communicate Electronically** •
• **With ERPPD** •

• **Internet: www.erppd.com** •

• **E-mail: erppd@erppd.com** •
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**Know what's below.
Call before you dig.**

**It's the law!
Call 811 Before
You Dig!**

Or 1-800-331-5666
Diggers Hotline
of Nebraska