

“Why was my power out?”



Alisha Anker
General Manager

Sometimes determining the cause of an outage is as simple as looking out a window, other times clear blue skies leave our members stumped as to how they could be out of power. From car accidents to raccoons to tree limbs, the causes vary widely

and 2019 was no different. System-wide, members experienced 52,000 consumer-hours of service interruptions last year. This equates statistically to 4.7 hours for each member-consumer during the year. Now, while most members did not experience any outages whatsoever, others were out for much longer periods. What caused all those outages? Once again, we share with our members a summary of the causes by category. Unless mentioned, these statistics are in relation to consumer-hours out of power.

30% Tree Contact (aka Vegetation)

Up from last year significantly, Tree Contact with our power lines takes first place as the leading cause of outage hours during 2019. The Co-op prides itself in its diligent right-of-way clearing, spraying and vegetation management program. We are working as steadily as possible to achieve a cycle which allows trimmers to clear every line every five years. Although not a popular program, this statistic and the data behind it are the reliability driver for our clearance efforts. By comparison to 2018 in actual number of consumer-hours, members experienced almost 3 times the number of outage hours in 2019 due to trees than the year prior – over 15,500 consumer-hours to be exact,

compared to 5,900 consumer-hours in 2018.

The electricity industry has long put a large focus on keeping lines clear of trees, limbs, and the threats therefrom. Growth continues year after year. Contact with power lines will also continue until reclamation of our right-of-way is fully achieved. When trimmers are in your neighborhoods, please help us to create an electric system in which this cause does not continue to prevail.

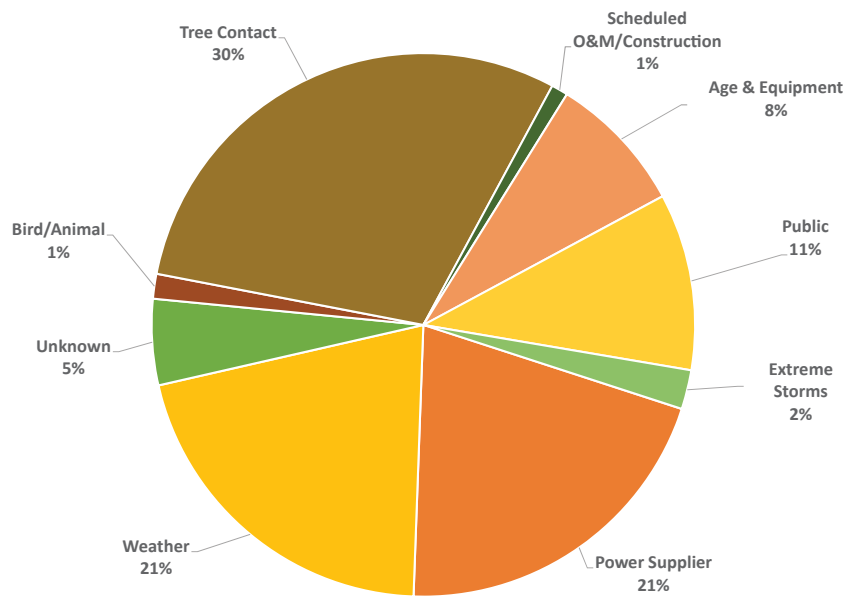
21% Weather

Up several percentage points over last year, Weather events caused a large number of outages during 2019. In hard numbers of hours, weather-related outages accounted for 10,840 consumer hours of power disruption, this compares to 5,200 hours during 2018. Our poles and wire endure the day to day elements of nature, but the wrath of Mother Nature can certainly disrupt service. Outage events due to Weather are caused during lightning, high winds, and ice storms. We note the May 2019

tornadic event described herein is not included in this Weather percentage.

21% Power Supplier (aka Transmission)

Down significantly from last year, by several thousand consumer-hours to be exact, the Power Supply cause ties for second place in percentage of leading 2019 outage hours. When Ameren IL or Prairie Power lose a transmission line serving one of our substations, the circuits fed from that sub are outaged



entirely. In most cases, we are able to backfeed from another substation to restore power to members, however this cause is still frustrating as it's largely out of our control. Kudos to our transmission entities for lowering the duration of these outages last year.

2% Extreme Storms

New to the categories this year, the Co-op classified many of the outage-hours during May 23, 2019 as an Extreme Storm. Severe thunderstorms the night prior evolved into a strong

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squall line of EF-1 tornados which cut a swath eastward from Jacksonville onto Lincoln through a majority of the Co-op’s service territory just before and after midnight. At the height of the storm, over 2,300 members reported Lights Out conditions. Widespread tree, power pole and power line damage occurred and our system saw much destruction. Due to the hard work by our Linemen and established contract crews, all outages were restored just 24 hours later with the exception of a small handful. Our hopes and prayers go out to the members impacted by that storm. We do hope you’ve been able to pick up your yards and your lives for the better.

11% Public & Member Accidents

Up several percentage points and almost double the actual number of consumer-hours compared to last year, it seems outages resulting from vehicles and farm equipment is on the rise. Cars, trucks and ag-related implements that contact our power poles and energized power equipment cause damage to our system and lead to large and small scale outages. Please be alert when operating this equipment and mindful of electric facilities.

8% Equipment Failure & Age

Up quite a bit from last year as well, general wear-and-tear of our electrical infrastructure does contribute to equipment failures. Age impacts us all,

including the electric system and its components. Our crews work hard to rebuild a small percentage of the system each year. This will continue and should lessen outage hours resulting from equipment deterioration going forward.

5% Unknown

Believe it or not, many times the cause of an outage is just not readily apparent. These remain a mystery.

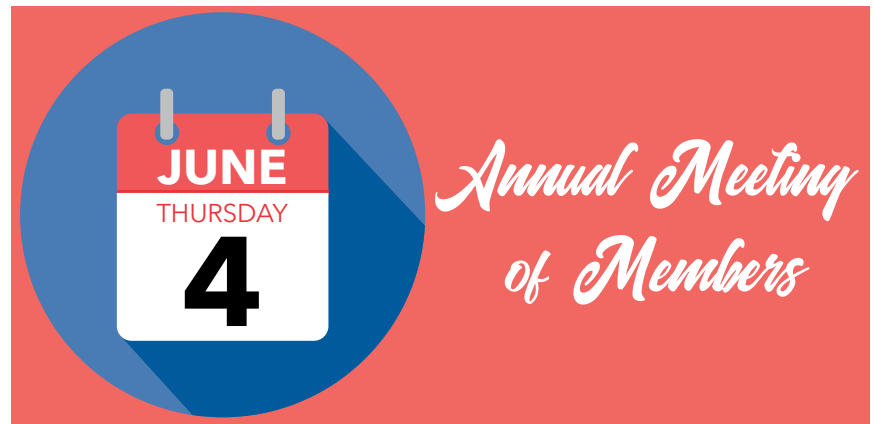
1% Animals

Sadly, animals like to roost, climb, and snoop around our electric poles and transformers. Birds, squirrels, racoons, snakes, opossums and other critters do like the warmth of energized equipment, which doesn’t always work out well for them. Thankfully, in 2019 the number of actual outage hours due to this cause is much lower than the year prior, causing

the percent of outage hours to be cut in half. We continue to install shields and guards to protect certain devices in an attempt to keep those sneaky critters safe from harm.

1% Scheduled Construction & Maintenance

Finally, a small percentage of the time members are without power for sake of scheduled construction and maintenance. While the consumer-hours attributed to construction efforts did increase over those during 2018, the percentage of total hours did not vary significantly. We do our best to alert members ahead of these scheduled incidents and appreciate your patience while our crews work safely to improve the system.



Paperless Billing now available!

To sign up, log on to your account through our Online Bill Pay Portal through the MyMEC App or from menard.com. Choose Account Management, Select the Paperless Options tab, and check the Email and Paperless Bill boxes. Click Submit All. You will see a green bar indicating your account information was successfully updated.

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EDIT ACCOUNT INFORMATION

Login Info. **Paperless Options**

Manage Paperless Options

Account	Address	<input type="checkbox"/> Email	<input type="checkbox"/> Paperless Bill
8675309	001 Willie Wiredhand	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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I understand that I have authorized the coop to communicate with me in the above manner

Menard Electric Cooperative 2020 Youth to Washington Scholarship Program

SCHOLARSHIPS:

- 🎓 One \$1,000 scholarship to a 4-year college or university
- 🎓 One \$500 scholarship to a 2-year community college
- 🎓 One \$500 scholarship to an accredited technical school
- 🎓 One winner selected from among scholarship winners for an all-expenses paid trip on the Youth to Washington Tour June 19-25, 2020.

Who Can Apply:

- 🎓 Applicant must be a high school senior or equivalent, graduating during 2020.
- 🎓 Applicant's parent/legal guardian must be a Menard Electric Cooperative member with their primary residence or business served by the cooperative.
- 🎓 Applicant must be available to attend the Youth to Washington Tour June 19-25, 2020.

Additional details are provided with the application form. Online application available at Menard Electric Cooperative's website at www.menard.com/scholarships.



Apply at menard.com/scholarships.

Deadline for applications is March 1, 2020.

Reporting outages

No matter the reason for an outage, you can report it to us through our mobile MyMEC app, on our website at menard.com or by calling 800-872-1203.

The MyMEC app allows you to report outages and other electrical issues, view an outage map, keep updated on power restoration, check on your account, make payments and more.

To download search for Menard Outage in the Google Play or iOS app store on your mobile device. You'll need to input the account number (which can be found on a recent bill) or your meter number (located under the digital digits and above the barcode).



Looking into adding solar this year?

Check out menard.com/distributedgeneration

Contact us at 800-872-1203 or info@menard.com



Board highlights

For full minutes visit menard.com or contact the office.
November 26, 2019

- Present were Directors D. Jay Frye, Warren Goetsch, Gary Holloway, Gary Martin, Donald McMillan, Michael Patrick, Dennis Ryan, Jodine Tate & Steven Worner; Manager of Accounting & Information Systems Chris Hinton, Manager Alisha Anker & Attorney Charles Smith.
- Anker: Gave summary of Prairie Power Deferred Revenue Plan. Collection returned as credit against future purchase power costs, at direction of co-op. Board approved keeping 2019 & 2020 Revenue Deferral waiver at 0.25 mills/kwh.
- Board approved 2020 budget.
- Board approved Corporate Authorization Resolution for Petefish, Skiles & Co. Bank authorizing Anker, Hinton & Director of Member Services Patricia Michels to sign transactions set forth.
- Board voted co-op to become member of Cooperative Response Center, Inc. (CRC).
- Anker: Reviewed operating statement, balance sheet, budget, member services report & past due notices/write-offs, meter zero-read audit report & advised meters being replaced, operations & reliability report, irrigation report featuring 3 new systems in 2020, Connect newsletter & capital credits estate report.
- Anker: Gave October financial report. Year to date margins were \$2,995,610 compared to \$2,695,860 last year. End of October equity 42.70%. Served 10,943 member accounts. Net utility plant \$51,011,306 compared to \$49,212,169 last year. Co-op meets requirements of RUS, FFB, NRFC & CoBank.
- Anker: Gave safety report.
- Goetsch: Gave AIEC report.
- Board designated Frye as Delegate & Anker as Alternate to ICWCG & Rochdale Services Annual Meeting.
- Martin: Gave Prairie Power, Inc. report.
- Next Board Meeting 12/23/19 at 9:00 a.m.

Seeking veterans to nominate

We are again seeking veterans from within our co-op family to nominate for a No Barriers USA Expedition sponsored by CoBank, a cooperative bank serving industries across rural America, including Menard Electric Cooperative.

This CoBank No Barriers USA Expedition might be right for you if you are: a combat or training-wounded veteran from any branch of the U.S. armed forces; suffer from a service-related disability, whether visible or invisible (i.e., PTSD); have a VA disability rating; are interested in challenging limitations and overcoming obstacles; are a member of, or immediate family of a member of, Menard Electric Cooperative.

No Barriers USA is a nonprofit organization that empowers people of all walks of life to overcome obstacles, live a life of purpose, and give back to the world, through its ground-breaking curriculum. Each expedition is designed to push participants mentally and physically in some of nature's most incredible wilderness to help them connect with fellow veterans and break through barriers in their life.

Interested? Contact us today!

Please contact us without delay at 800-872-1203 or info@menard.com for more information if you are interested in being nominated.



One Team
One Goal
Reliable & Safe Power



Game on!

Our Game Plan is always to provide you with reliable, safe power. There are no Time Outs in a storm, and you can rest assured that our Defensive Line is always ready to strike back against whatever interference Mother Nature sends our way. Enjoy the Big Game this month and know that our Team is ready for anything!

