


November 2024



West Central Electric Cooperative

A Touchstone Energy Cooperative 

Electric News

Your co-op is proud to be part of your community

page 2

Member Satisfaction Survey Results

Thank you members for our high marks!

page 3

Locate leaks before cold sets in

Here's what to look for to improve efficiency

page 5

Can you help us find these members?

Returned capital credits checks list

pages 5-7

Safety Tip

Heating equipment accounts for 13% of home fires. Place a space heater on a hard surface and make sure clothing, papers and other combustible items are at least 3 feet away from the heater.



Safe
Electricity.org®

**WCE offices will be closed
Monday, Nov. 11 in observance
of Veterans Day and
Thursday and Friday, Nov. 28-29
for the Thanksgiving holiday.**

West Central Electric Cooperative, Inc.

Headquarters:

7867 S. Highway 13, P.O. Box 452, Higginsville, MO 64037
816-565-4942 or 1-800-491-3803 • PAY BY PHONE: 1-855-874-5349

To report outages 24/7:

Call 816-565-4942 or 1-800-491-3803 • or report outages at
www.westcentralelectric.coop under "Report Outage"

District office:

506 N. Broadway, Oak Grove, MO 64075

Website:

www.westcentralelectric.coop

General Manager:

Michael Newland

Board of Directors:

Densil Allen Jr., *President*; Clark Bredehoeft, *Vice-President*; Dale Jarman, *Treasurer*; Robert Simmons, *Secretary*; Stan Rhodes, *Asst. Secretary*; Richard Strobel, *Director*; Jeremy Ahmann, *Director*; Colby Dowell, *Director*; Elizabeth Houtsma, *Director*

This institution is an equal opportunity provider and employer.

ON THE COVER: Operations Manager Scott Gard guides a WCE bucket truck through the Concordia Fall Festival grand parade.

Photo credit: Jeff Rhoades, Staking Engineer

Your cooperative is proud to be part of your local community

Supporting our local communities is one of the Seven Cooperative Principles and it is also one of Touchstone Energy's core values, but that is not why we do it. Supporting our local communities is something that is important to us at West Central Electric Cooperative because this is where we live. This is where we work. This is where we choose to raise our families.

It takes all of us working together to make our local communities strong and viable, and the best they can be. You will see WCE employees at community events and activities because we volunteered to be a part of something bigger than just ourselves.

WCE employees coach little league teams, lead 4-H projects and work with various organizations. Sometimes we drive a bucket truck in a local parade and throw candy, or work a booth at a town's Halloween trick-or-treat night handing out lighted trinkets to keep kids safe and visible during their night of fun.

“ Supporting our local communities is something that is important to us at West Central Electric Cooperative because this is where we live. This is where we work. This is where we choose to raise our families.”

Playing a role in helping to better the communities we are a part of is something for which we are grateful, and what we will always do. Thank you for allowing us to be involved!



Michael Newland

GENERAL MANAGER

As a cooperative we provide scholarships and donate funds to support events sponsored by 4-H and FFA groups, schools and chambers of commerce. We also administer the Operation RoundUp Foundation to help fund local projects and organizations including school backsnack programs, area food pantries, parks and recreation projects, 4-H, Special Olympics, school music and STEM programs and many, many others.

Member Satisfaction Survey provides important information

WCE strives to maintain level of service that has resulted in consistently high scores

One main goal of your cooperative is to improve your quality of life. That is done by delivering reliable electricity to homes and businesses, by working to provide electricity at the most affordable rates and working with members to help them use electricity efficiently to manage their bills; all while maintaining a culture of safety for our staff and educating members about how to stay safe around electricity.

“You, our members, provide the best guidance through volunteer feedback to determine if we are meeting our goals and if we need to make any adjustments by measuring your satisfaction with our service and other questions about how you use electricity,” General Manager Michael Newland said.

In the fall and winter of 2023-24, West Central Electric Cooperative, along with 48 other co-ops in Missouri, Oklahoma and Iowa, participated in the Member Satisfaction and Appliance Saturation Survey conducted every two years by our generation cooperative, Associated Electric Cooperative, Inc. (AECI). Randomly-selected members were sent an email invitation from the research partner working with AECI to take the survey online.

Member Satisfaction Survey gives us important information

In general, the survey focused on measuring member satisfaction and cooperative performance in several service and operations areas, such as contact experiences, handling problems, service reliability, outage restoration and cooperative principles. Feedback on additional areas such as communications, online account management, social media use, attributes of electricity, electric vehicles and household energy use, was also collected.

“We sincerely appreciate our members who took the time to respond to this survey,” Newland said. “Your feedback is critical to understanding how well we are meeting your expectations and how to adjust processes and communication to exceed your expectations in the future.”

How did West Central Electric score?

As a part of the survey, member responses to four questions (Overall Satisfaction, Meeting Expectations, Comparison to an Ideal Utility Company, and Likelihood to Choose Again) were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States. **For 2024, West Central Electric received an ACSI score of 87 on a 100-point scale.** Your cooperative’s score is higher than the cooperative energy utilities national average (78), the investor-owned utilities national average (74) and the municipal utilities national average (75) per the industry ratings in the 2024 ACSI AECI Member Satisfaction Survey.¹

What do the marks mean?

Overall, WCE members indicated high levels of satisfaction with performance related to restoring power, having knowledgeable employees, keeping blinks and outages to a minimum and being a name members trust. Although we try to regularly communicate about the cooperative difference and the benefits of being a member of the cooperative, many members do not realize these benefits. When respondents were asked if they consider themselves a member, an owner or a customer of the co-op, only 47 percent indicated they identify as a member/owner.

“We strive to ensure you know you are a **member**, and **not** merely

a customer, and to educate you on the advantages of being a member and owner of your cooperative,” Newland said. “You, and all our other members, are truly the reason WCE exists.”

What is top priority to you?

Additionally, when ranking attributes of electricity, members indicated that reliability is the top priority. When asked to rank the order of importance for reliable, affordable and zero carbon and/or renewable electricity, 51 percent of members said that reliability is most important, 43 percent of members said that affordability is most important and 6 percent of members said that having zero carbon and/or renewable energy is most important.

What do we do with this information?

All survey results will be used to help guide the co-op’s strategic direction. The survey data can help prioritize opportunities for improving member satisfaction and engagement.

“Over the past 14 years, our scores have either remained steady or increased, and we are proud that you feel we are doing a good job living up to your expectations,” Newland said. “Our employees work every day to live out the co-op message for our members. It’s what we do.”

1 Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Associated Electric Cooperative, Inc., collected between Nov. 1, 2023-Feb. 29, 2024. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.



Your electric cooperative employs hard-working and dedicated staff who work together for the benefit of you, our member. Thank you for proving that “hard work pays off” by providing your feedback in our 2024 member satisfaction survey that includes American Customer Satisfaction Index (ACSI®) metrics. Your opinion landed us higher than the publicly reported energy utility industry average scores and ahead of several other industry averages as well.*

87

 **West Central Electric Cooperative, Inc.**
A Touchstone Energy® Cooperative 



*Based on American Customer Satisfaction Index (ACSI®) reports for the noted industries in 2023/2024 and compared to data provided by Associated Electric Cooperative, Inc., collected between Nov. 1, 2023-Feb. 29, 2024. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.

Energy

"It was a professional development that I truly gained a lot of knowledge from."

--Arianna Hunter
Warrensburg High School

in Today's Classroom

Program sends knowledge, resources back to classroom

If you are a teacher, getting the opportunity to attend a two-day course that earns you professional development hours, allows you to network with teachers from around the state and provides you with materials to take back to your classroom -- all at no cost to you -- may sound too good to be true. If you are a teacher familiar with electric cooperatives and what they do for their local communities, however, you know it is just par for the course.

This summer Arianna Hunter, Warrensburg High School science teacher, attended the Energy in Today's Classroom program sponsored by Missouri's electric cooperatives. The program is a two-day course designed to fully support Missouri's statewide educational standards and provide teachers with a background in energy and energy production including energy basics, power generation and transmission, eco-



Arianna Hunter (left) and fellow participants ready for the power plant tour during the 2024 Energy in Today's Classroom program.

nomics and energy production and more.

"Before the program, I did not understand energy demands," Hunter said. "I am very much pro-nuclear energy, and love that nuclear energy is part of our energy mix, but I didn't understand that nuclear energy is steady and can't adjust as easily to peak demand times like the Bagnell Dam and the gas plants. Now when I'm teaching, I'm able to explain the pragmatic aspects of Missouri's energy situation."

Participants also tour a substation and an operating power plant. In addition to the materials and information covered during the course, participating teachers are awarded a gift card to spend for classroom materials.

"I loved touring the Bagnell Dam and substation. It was so interesting to see how the energy is harvested. I knew a lot of the theoretical idea but it was incredible to see it in person," Hunter said. "I was able to purchase scientific calculators for my chemistry students, which they will be able to use during our energy unit when we begin quantifying energy in chemical bonds. I am also looking forward to using the radiometer to show how energy can be converted from one form to another."

Teachers attending the course participate in 15 hours of classroom training over a period of two consecutive days, and receive 15 hours of professional development. Middle and high school educators who focus on math, science, agricultural science, energy, and building trades are ideal candidates for this course.



(L-r) Arianna Hunter of Warrensburg High School. Instructor Keith Mueller of Central Electric Power Cooperative.

For more information, or to submit an application, contact Brent at brent@wcecoop.com or Heather at heather@wcecoop.com.

Hatfield earns journeyman status

West Central Electric lineman Austin Hatfield completed his apprenticeship and test, and was promoted to journeyman lineman in August.

Hatfield joined the cooperative in July 2023 and works out of the Oak Grove location.



State Fair Winner

Kathy Angel of Mayview was the winner of a \$25 Amazon gift card following a drawing at the Missouri State Fair. She stopped by the Missouri Electric Cooperatives Building and entered to win one of several prizes for co-op members visiting the building.



Can you help us locate these people?

The following members have capital credit refund checks due them. Checks mailed to the last address on file for these members have been returned.

If your name, or the name of a deceased person to whom you are the heir, appears on this list, claim your property by calling 800-491-3803.

Abell, Edward J	74.88
Adams, Robert L	121.91
Alexander, Dennis M & Kathryn A	9.12
Aldredge, K J	63.23
Allen, Ricky	9.15
Allen, Scott M	11.08
Amer, Tamrah E	53.98
Anderson, Bryan K & Sandra	7.59
Anderson, Jordan L	8.90
Anderson, Patrick & Edith C	51.89
Armstrong, Marilyn	63.47
Arthur, Gregory E & Sue	131.69
Atwood, Jason & Lisa	19.62
Averbeck, Nichole	70.70
Aversman, Anna M	61.59
Babbin, Mary C	5.37
Baker, Robert C	88.07
Baldwin, Coty W	11.64
Banahan, Eugene R & Donna F	21.33
Banks, Bill D & Tracy L	7.16
Barclay, Don W & Jana B	6.69
Barnard, Randall E	8.84
Barton, Robert T & Tammy S	93.15
Bates, Barbara	158.56
Beach, Kathy	47.96
Beauchamp, James W & Melinda A	117.93
Beckman Family Farms LLC	43.11
Bell, June	129.99
Berry, Jerry & Debbie	74.76
Betts-Bowman, Grant & Shay Kurtz C	16.08
Beumer, Daniel J & Angel J	54.63
Black, Jennifer L	15.67
Blaco, Garrett	75.05
Blecke, Chad & Karla	42.99
Bongiovanni, Phil J Jr & Carol	265.96
Bonine, Charline	73.37
Bowder, Jeff & Virginia	24.26
Brantner, Kimberly L	14.95
Brasfield, Kevin	16.39
Breshears, Norman C & Sharon L	147.78
Bridgewater, Sandra	17.40
Brooks, Joshua D	136.70
Brown, Debra K	204.17
Brown, Debra K	31.19
Brown, Edward J	71.35
Brown, Jackson D	8.61
Brown, Patricia A	28.20
Brown, Sonny & Nanette	25.19
Brown, Tressie	6.98
Bruursema, Terence W & Christi	74.22
Bryant, William N	281.52
Buhlig, Ann	17.10

Locate leaks before cold sets in

The best way to measure air leaks in your home is through a blower door test that depressurizes the house. This test is typically part of an energy audit conducted by a qualified technician. Your cooperative offers general energy audits with a 50-50 cost share (capped at \$175) between the member and cooperative available for more intense audits. See [www.https://www.westcentralelectric.coop/energy-saving-rebatesfor](https://www.westcentralelectric.coop/energy-saving-rebatesfor) details.

Even without a blower door test, here's how to find some air leaks, according to the U.S. Department of Energy:

Inside inspection – Inside your home, look for any cracks and gaps in the following areas:

- Electrical outlets
- Switch plates
- Door and window frames
- Electrical and gas service entrances
- Baseboards
- Weather-strip-ping around doors
- Fireplace dampers
- Attic hatches
- Wall- or window-mounted air conditioners.



- Cable TV and phone lines
- Where dryer vents pass through walls

- Vents and fans
- Pipes and wires, foundation seals, even mail slots

Outside inspection – On the outside of your house, inspect:

- All areas where two different building materials meet, including all exterior corners, outdoor water faucets, where siding and chimneys meet and areas where the foundation and the bottom of exterior brick or siding meet

- Exterior storm windows and doors to make sure they are securely fastened
- Regular windows and doors – if you can rattle them or see daylight around them, you've got leaks

To do your own blower-door pressurization test to find leaks. DOE says to:

- Turn off all combustion appliances, such as gas burning furnaces and water heaters, on a cool, very windy day; if you don't want to turn off the furnace, turn on all exhaust fans
- Shut all windows, exterior doors and fireplace flues
- Turn on all exhaust fans that blow air outside, such as your clothes dryer, bathroom fans, or stove vents, or use a large window fan to suck the air out of the rooms
- Light an incense stick and pass it around the edges of common leak sites; wherever the smoke wavers or is sucked out of or blown into the room, there's a draft; you also can use a damp hand to locate leaks – drafts will feel cool to your hand.

Can you help us locate these people?

Bullard-Robinette, Dawn L	45.86	Evans, Gregory W & Brenda	13.08	Hoagland, Chad & Christy	157.49
Burch, Julie	32.07	Everhart, Glenn & Janet	152.13	Hodges, Samuel W	44.48
Burkard, Kathryn L	28.32	Everts, William C	14.04	Holland, Tyler H & Ames, Bevan	5.43
Burkhart, John	7.85	Ewing, Stephen M & Mary C	78.12	Hoppe, Albert W Jr	92.14
Burns, Dona	386.73	Fagg, Steven L	43.51	Hudson, Courtney	47.05
Burton, Michael J	15.08	Falkenstein, John E & Wilma J	80.92	Huff, Neil L & Katie N	17.10
Busch, Carol J	65.87	Fannin, Robert M & Kara M	8.74	Humphrey, Johnny R	8.09
Butler, Agnus	8.19	Faust, Teresa G	44.02	Integrated Assetservices Inc	16.68
Bybee, Jacquelin	40.73	Ferguson, Bonita T	18.70	J & K Rentals LLC	32.90
C 9 Enterprises	75.35	Ferris, Mark L	10.58	J Vernon Homes LLC	15.75
Caddell, Cindy L	18.29	Fischer, Steve & Kristin M	102.22	Jacobs, Jerry L & Winnie	18.22
Callahan, Ronald L	95.82	Fisher, Karen C	287.59	Janik, Daniel S & Deborah S	104.37
Camp, Kara	36.19	Fisher, Ron M	22.66	Jaramillo, John & Greathouse, L	46.64
Campbell, Willa B	14.93	Fisher, Ronald M & Rita L	130.48	Jeans, Harold	6.54
Canto, Shamir W	31.64	Flaspohler, Bill & Kim	18.70	Jenkins, Michael L	260.54
Cantrell, Bobby	10.21	Flaspohler, Jeremy & Julie	244.47	Jennings, Nancy Jo	14.48
Cantwell, Harvey J & S R	83.11	Fleming, Katherine L	83.66	Johnson, Becky	125.87
Carleton-McVay, Deni	222.09	Flynn, Larhonda L	5.00	Johnson, Jim & Kathy	6.38
Carlisle, Gregory	63.91	Forkner, Scotty A	80.80	Johnson, Lucas & Gildehaus, Ti	8.14
Carpenter, Joseph E	12.27	Foster, Myrton	19.03	Johnson, Shawn R & Larry W	40.93
Carrell, Sam E	8.98	Fountaine, Earl B	6.76	Jones, Jade	32.23
Carter, Sandra K	266.60	Fox, Berlinda	75.48	Jones, Kevin E	13.68
Casto, Ray & Anita	244.38	Frakes, Kellie K	32.26	Jordan-Kruse, Jonalene	72.14
Cathey, Cameron J & Stacy L	130.47	Franklin, Willard	127.98	KC Reo Sales	9.47
Catron, Jeffrey A	38.55	Franz, Douglas S	92.96	Keating, Dessa M	8.24
Chambers, Andy & Kerri A	216.78	Frishman, Patricia	12.34	Keilholz, Jeffrey S & Me Won	11.00
Chase, Miranda D	83.00	Furaus, Sandra K	241.35	Kelly, Mark E	6.53
Childress, Rachel L	57.66	Gardner, James L & Ruby F	83.23	Kennicutt, Ricky E Jr & Donna	52.38
Chisholm, Shawn R	171.26	Gattenby, Gary L & Deb A	78.32	Kerley, Jace M	12.02
Clark, Shawn M	20.18	Gauchat, Andrew R	93.77	King, Chad B & Jackson, Victoria	89.12
Cole, Jody	19.22	Gauchat, Lacey N	31.85	King, Kelly	53.72
Coleman, Jeffery W & Martha M	5.74	Gee, Vanessa J	22.50	Kluge, Kristina	6.56
Collier, James W	13.23	Giblet, Richard & Toni	6.81	Knesek, Billie R & Rebecca	95.75
Coon, Shirley A	555.77	Gibson, April L	58.43	Koch, Brenda A	47.43
Cornerstone Builders LLC	83.10	Giffin, David L & Kelly S	99.08	Kohlstaedt, Cynthia	68.43
Cox, Dale L	296.78	Gifford, Megan	10.42	Kraus, Michael J & Cyndi L	8.90
Crahan, Tommy L	109.98	Goff, Dillon R	10.18	Lamb, William L	94.36
Creative Mortgage Consultants	1.47	Goffinet, J M & Debra	293.28	Langston, Kenneth D & Lora	110.77
Culbertson, Patricia A	10.79	Goodrich, Kristen N	13.82	Lankford, Andrew & Amanda	76.66
Curlee, Diana M	23.43	Goodrum, Matthew	7.81	Laster, Judy	180.35
Dalton, Arnold	336.87	Gosroski, Charles	335.14	Lawrence, John B	123.28
Danner, Ronald L	107.37	Grant, Louise	48.38	Leckliter, Cliff	166.90
Daughtrey, Charles H	213.78	Graubner, Devin	18.33	Leckliter, Clifford & Robin	21.39
Davis, Deborah	86.99	Gregory, Shane E	0.89	Legendre, Deborah D	61.90
Davis, Marcus V & Crystal M	116.43	Guitz, Amiel J	34.62	Leonard, Anna M	65.07
Davis, William J & Monica	72.00	Gustafson, Mark S	17.72	Lewis, Robert	40.16
Dawson, James & Christina M	82.62	Gustafson, Stanley D & Delores	87.91	Lindemyer, Louie G & Gerry	107.19
Day, Loren E & Barbara B	6.55	Guymon, Martin & Michelle L	4.80	Lindsay, Joe	11.27
Deckard, Sherry L	96.46	Gwinn, Kristie L	6.02	Link, Jerry	29.66
Dehn, Amber	42.50	Hacker, Jane & Marie	9.29	Linton, Josh R & Michika	73.95
Delana, G Raymond & Jessica M	22.19	Hamilton, Vicki L	6.56	Lloyd, David W	5.67
Dickerson, Clinton	17.35	Hammer, Vicki L	19.57	Long, Kelly J	124.35
Dickinson, Stephen & Gentry, J	22.18	Haney, Chris	27.59	Long, Lew L	21.47
Ditzfeld, Christina R	16.64	Hankins, Sharolyn B	63.24	Long, Micheal A & Michelle L	110.88
Dobbs, Ruth A	114.62	Hanks, Nikki J & Patrick R	8.80	Lopez, Francisco	5.41
Doherty, Rhonda	8.37	Harris, Richard	20.10	Mabie, Jonathan J & Kristie R	103.45
Dolan, Kevin & Amelung, Michel	17.67	Hayes, Janine R	17.16	Mackie, Amy R	15.41
Dominion Realty Inc	13.73	Hays-Clawson, Rikki L	22.17	Mackley, Steven	58.91
Donigan, Brian & Mcnamara, Jay	491.14	Hayward, Laura	24.31	Magel, Mark C	55.86
Doty, Clark K & Laurie A	120.31	Heimsoth, Traci	32.66	Main, Adrian	24.35
Dunn, William & Willard, Lisa	119.80	Hejl, Lisa	9.99	Mann, Daniel E	38.96
Durham, Bonnie L	164.88	Hicks, William & Vanosdoll, Sherry	16.96	Mann, Darla & Williams, Courtney	17.65
Dutch Custom Homes LLC	71.37	Higgins, Randall A & Tammy J	79.95	Manuel, Kenneth & Jolene R	65.10
Elsberry Realty	14.13	Highfill, David D	7.44	Martin, Brian L & Anita	5.37
Embree, Rodney D & Dawn A	124.61	Hilgedick, Leslie	105.21	Martin, Loretta A	98.37
Engelmann, Heidi R	84.26	Hill, Gene P	26.89	Martin, Marvin H & Cynthia L	105.98
Enomoto, Patricia H	3.73	Hill, Travis W & Manda	194.32	Mason, Randall	14.67

Can you help us locate these people?

Mason, Scott	70.57	Reimer, Jeffrey S & Kimberly	75.81	Sutherland, Linda	131.64
Mathis, Hannah & Ridge	13.38	Remlinger, Remi	18.68	Sutherland, Richard D	68.27
Matos, Ismael & Dolores	239.43	Renfro, Janice	143.59	Swan, Emma-Jayn	27.36
Mattly, Stephen H & Linda M	127.54	Rewerts, Thomas W	94.76	Swofford, Angelina R	22.63
Mattly, Thomas C & Judy	30.09	Reynolds, Sharon K	73.99	Talley, John M & Kristy K	58.74
Mauk, Elwyn L & Betty	86.25	Rice, Benny L & Margaret E	50.82	Talley, Robert & Chris	120.09
Maulupe, Samantha	57.15	Richards, Robert A	60.01	Taylor, Mark A & Janice	37.99
Mayeaux, Kathryn J	0.63	Richardson, Lisa	82.02	Tener, Christopher & Laberdee, J	104.79
Mccauley, Nancy	26.23	Ridley, Bonnie J	5.15	Terry, Donna L	69.40
Mccoy, Mary	130.56	Robinson, Jackie	19.59	Terry, Jeffrey M & Sara S	39.67
Mcguinn, Phillip R	32.05	Rodgers, Jim C & Dorothy	138.94	Thomas, Kenneth	19.98
Mckinney, Curtis & Tina M	18.19	Rodick, Betty	100.37	Triplet, Jonathon W	15.80
McTaggart, Patrick A	89.85	Rodriguez, Michaela & Rougeau, R	5.65	Turman, Joyce	33.80
Meenan, Karen	9.11	Roskop, Karen & Brittany	7.16	Tuttle, Kassandra L	11.59
Meierarend, Harry C Jr & Chery	201.02	Rowland, Thomas & Amy	25.24	Usery, Cynthia A	13.09
Merrill, Nora	195.35	Roy, Arthur & Sarah	113.62	Vandevent, Tara	164.35
Meyers, Erin D	115.74	Rucker, Aaron	82.12	Vansickle, Jody R	54.65
Miller, Mitch & Kristi M	207.75	Rutherford, Patsy	13.92	Vargas, Antonio	50.10
Miller, Todd & Ritter, Monica	54.66	Sales, Sean P & Robin	52.46	Velaer, Joy L	134.97
Mitchell, Danielle L	50.39	Sanchez, Bryant I	15.92	Vester, Nellie J & Morris, Denise	2.01
Mobile Radio Communications	91.17	Savage, James D	14.44	Vrentas, Angela M	16.91
Mong, Tony W & Danielle D	95.09	Scarborough, Douglas E & Norma	10.90	Walker, Michael & Carole	26.13
Moore, Tara	36.49	Schaffer, William S	27.88	Wall, Susan	18.36
Moore, Wayne A & Kathy S	254.67	Schindler, Ronnie	30.60	Wallace, Gerald W	69.57
Moreno, David Jr & Morgan, Tracy	5.92	Schmidt, Cassandra	43.36	Walters, Heather B	6.94
Morris, Edward W & Dawn L	243.68	Schooley, Tina	171.85	Ward, Richard & Denyse M	51.44
Morrison, Randall J	58.56	Schoonover, Jeffrey M & Mona	44.64	Ward, Sharon	37.19
Mosby, Beau Adam K & Melanie S	16.69	Schuckenbrock, Cassie	13.26	Warren, Jammie	12.44
Motley, Madonna A	9.72	Schwantz, Bradley	50.42	Watkins, Daniel & Effie	46.26
Moutrey, David & Virginia L	48.35	Scott, Lucas A	7.75	Watkins, Ryan & Tiffany M	33.37
Mueller, Donald C & Jeanine J	60.94	Seaman, Clint & Melissa	127.70	Weikal, Todd R & Andrea L	270.34
Munson, Erryn	42.08	Seek, Lorrie L	26.44	Wenzel, Danny	99.72
Murphree, Lyda	31.79	Self, Dana	57.89	West, Justin C	16.29
Myers, Dustin E	7.19	Shackelford, Michele L	88.80	Westad, Jacob L	40.42
Newman, David & Bauzon, Mary	36.89	Shannon, Tina M	53.49	Wharton, Rusty	12.48
Nicholson, Delana D	106.20	Shaw, Caleb	17.44	Wheeler, Joseph L Jr & Joseph	3.40
Nunez, Barbara R	195.85	Shaw, Kerry A & Cheri L	24.62	White, Michael & Tammie	279.22
Nunez, Bobbie Franklin	27.35	Shepard, Adam T & Domini R	9.33	Whiting, Chris & Lara	116.51
O'Dell, Ronald & Brenda	145.75	Sherman, W D	68.51	Whitworth, Amanda D	49.32
Odenthal, Brandi	151.35	Shields, F	47.87	Wieligman, Curtis R	59.38
Ohern, Danielle K	13.82	Shore, Darren L	48.46	Wilcoxon, Jared M	6.20
Overturf, Megan A	22.31	Shull, Clyde M	8.74	William, Jensen	42.98
Par Cur Construction	28.52	Skeel, Brian	5.10	Williams, Aylo	77.21
Parish, Janice	33.07	Smading, Vernon	67.68	Williams, Misty	81.46
Park, Timothy J & Judith L	124.83	Smith, Brian L	129.10	Williford, H B	83.06
Parris, Damion L & Montina	81.47	Smith, Charles Glenn & Shawn M	161.57	Wilson, Joseph L	22.18
Parrott, Cody D & Alayna M	7.33	Smith, Charles S & Marion L	60.03	Winkel, Carolyn	51.50
Payne, Angelica	52.35	Smith, Deanna G	11.53	Winton, Dennis	11.61
Pearce, Homer W	170.68	Smith, John Alex & Carl Belton	5.68	Wise, Janet L	68.88
Pemberton, Willis	56.38	Smythia, Damon A	51.44	Wolfe, Vernon & Bobbie	348.34
Pendergrass, Michael	56.05	Spear, David R	1.45	Wostenberg, Rodney & Theresa	56.58
Perez, Andres	17.83	Spears, Joshua & Melissa	18.29	Wyatt, Wayne	40.87
Peterson, Doug	199.33	Spinar, Dale	48.76	Wymore, Denise R	12.85
Peterson, Joshua A & Michelle	217.80	Sponseller, Ricky L	7.88	Yeager, Nathan	125.10
Petty, Katie	7.89	Star Land Development Inc	270.99	Young, Andrea E	67.48
Pickett, Connie & Jordan-Kruse J	23.22	Statler, Kimberly	28.04	Young, Jean A	32.60
Poindexter, Danny & Debbie R	128.57	Steamasters	49.57	Young, Kyle M	12.97
Potter, Sidney	20.36	Steinmeyer, Kurt	235.58	Young, Lonny E & Mary E	54.03
Praetorius, Tricia & Leon	104.91	Stelljes, Dawna C	18.78	Youngdahl, Allen L & Michelle	14.20
Prentzler, Larry L	95.19	Stephens, Gregory W & Kristina	69.36	Zeller, Rachel A	30.33
Quick, Gary L	40.81	Stephenson, Robert M	87.32	Zeller, Terry	30.32
Quick, Jerold & Heflin-Quick Shan	22.66	Stewart, Tiffany	9.12	Zey, Kenneth H	69.38
Quiroz-Macias, Salvador	21.26	Stewart, Travis L	90.32	Zeysing, Gary W	23.32
Rahe, Misty	130.96	Stone, Ed & Angel	134.04	Zillner, Charles F & Lynette M	24.95
Ramey, Mark Conway II & Colye	17.71	Stovall, Brett & Kelly	115.34	Zubeck, Frederick & Mary H	15.70
Rank, Ariel M	17.10	Strickland, Charles R	49.81		
Reilly, Shawn & Brandie L	9.53	Stubblefield, Karen M	41.11		

FROM THE WCE BOARDROOM

Regular meeting of the Board of Directors held August 22, 2024

A meeting of the board of directors of West Central Electric Cooperative was held at the offices of the Cooperative, in Higginsville, Missouri, at 9:30 a.m. on Thursday, August 22, 2024, pursuant to the bylaws of the cooperative and previous resolution of the board of directors. The meeting was called to order by President Densil Allen Jr. Cooperative Attorney Sheri Smiley caused the minutes of the meeting to be kept. The following directors were present: Allen, Robert Simmons, Richard Strobel, Stan Rhodes, Dale Jarman, Jeremy Ahmann Colby Dowell and Elizabeth Houtsma. Clark Bredehoeft was absent. Also present was General Manager Michael Newland.

MEMBER SATISFACTION SURVEY

Kami Mohn, Manager of Member Services and Economic Development for AECl, presented the 2023-2024 Member Satisfaction Survey results. She went through the results obtained for the Cooperative and reviewed demographics, satisfaction, utility score comparisons and reported that overall the co-op scored consistently higher than the AECl system as a whole.

APPROVAL OF AGENDA

After discussion, the agenda was approved.

APPROVAL OF CONSENT AGENDA

The board approved its consent agenda consisting of the minutes of the regular meeting of July 25, 2024; expenditures for the month of July 2024; new membership applications and membership terminations; treasurer's report.

APPROVAL OF REPORTS

The following reports were approved:

Financing and Treasurer's Report: Accounting Manager Rebecca Hoeflicker presented the July 2024 Operating Report (RUS Form 7) and Comparative Operating Statement. She reviewed the Financial and Statistical Report and Treasurer's Report with monthly and annual budget comparisons. She also gave the investment report. She presented and reviewed statistical data pertaining to operating revenue, expenses, margins, assets, liabilities, cash flow management, and KWH sales and ratios. She reported on the impact a large load has. She reported on TIER and interest rates. She reported on investments and the income statement. Capital credit payouts and the impact of the payouts were discussed.

Operations Report: Operations Manager Scott Gard provided an oral report to supplement his written Operations Report. He reported on crews and pole inspections. He reported 7,740 poles have been inspected to date with a 3% rejection rate and that inspection is now complete. He reported on outages and causes for the month. He gave a machine and fleet report and reported on brush crews and right-of-work being done.

Safety and Engineering Report: Engineering Manager Pete Nelson provided an oral report to supplement his written Safety and Engineering Report. As of July 31, 2024, employees have worked 637 days without a lost-time accident. Co-op employees drove a total of 40,575 miles as of the end of July without a serious accident. He reported on safety meeting presentations, the district safety coordinator meeting and crew visits. He gave an engineering/staking report. He provided a construction, retirement, maintenance and operations report. He reported the MECIP audit was completed.

Member Services Report: Member Services Manager Brent Schlotzhauer provided an oral report to supplement his written Member Services Report. His report included RoundUp enrollment



and RoundUp updates. Updates from the annual meeting were discussed. New booklets for the members with the updated bylaw revisions are being printed. He gave a net metering and rebate report. He reported on area chamber meetings attended and the state fair booth he worked in. Liability insurance coverages were discussed

IT REPORT

IT Manager Tim Bowler provided an IT report. He discussed having monthly reports in the board packet including phishing activities. He reported the SCADA equipment is in. The current computer programs and software vendors were reviewed.

NW

Newland and Simmons reported on the August board meeting.

AMEC REPORT

Newland gave the AMEC report. He reported he and Bredehoeft had attended the Aug. 7 meeting. He reported a Veteran's Association presentation was given. MECIP reports and a departmental report were given. Sales tax exemptions were discussed. AMEC reported on elections. An AECl update was given.

ANNUAL MEETING DISCUSSION

Administrative Assistant Kim Lewis gave an annual meeting review. The speakers were discussed

LEGAL REPORT

Smiley gave the legal report for the month.

MANAGER'S REPORT

Newland presented the monthly Manager's Report. He reported the co-op received recognition for all directors donating to the co-op PAC. Operations is currently reviewing how other co-ops keep trucks stocked. Annual meeting feedback was given. Work loads and tasks were assessed. He attended a manager meeting at AECl where rates were discussed. MECIP's audit was very positive with no significant issues found. Policies will be sent to the Policy Committee for review. The strategic plan was reviewed. Parade attendances were reported on. Truck signs are all on co-op trucks identifying them as co-op trucks. The Wage and Salary Committee will be meeting in September.

UNFINISHED BUSINESS

None

NEW BUSINESS

None.

EXECUTIVE SESSION

Executive Session was called at 11:58 a.m. and adjourned at 12:30 p.m.

ADJOURNMENT

Meeting adjourned.

FINANCIAL REPORT • Statement of Operations • July 2024

	This month	YTD 2024	YTD 2023
Revenue	\$3,451,916	\$21,258,371	\$19,305,016
Power Bill Expense	2,103,201	12,991,344	11,095,142
Operation & Maintenance Expense	890,605	5,132,190	4,705,097
Depreciation Expense	210,401	1,462,190	1,557,216
Interest Expense	<u>147,362</u>	<u>921,776</u>	<u>848,512</u>
Total cost of Service (Total Expense)	3,351,569	20,507,500	18,205,967
Operating Margins (Revenue less Expenses)	100,347	750,871	1,099,049
Other Margins	<u>28,167</u>	<u>198,567</u>	<u>171,298</u>
TOTAL MARGINS	\$128,514	\$949,438	\$1,270,347

