

COMMON *Ground*

NEMAHA-MARSHALL ELECTRIC CO-OP ASSN., INC.

BOARD OF TRUSTEES

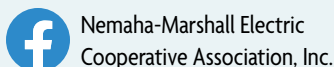
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STAFF

Kathleen M. O'Brien General Manager	Kimberly R. Broxterman Office Manager
Glenda L. Cafer Corporate Attorney	Justin R. Burdick Accountant
	Patrick J. Holthaus Line Superintendent

CONTACT US

P.O. Box O, 402 Prairie Street
Axtell, KS 66403
785-736-2345
8 a.m.-4:30 p.m., Monday-Friday
www.nemaha-marshall.coop



COINCIDENT PEAK



**MARCH 5
AT HOUR
ENDING 9 A.M.**

FROM THE MANAGER

A Month of Milestones, Memories, Growth



Kathleen O'Brien

"Sweet April showers, do spring May flowers." What a wonderful saying from the 1500s by Thomas Tusser. May has arrived and I am hopeful we are seeing some beautiful May flowers after some "non-stormy" April showers. Farmers are planting fields, gardeners are sowing vegetables, and flower enthusiasts are creating lovely hanging baskets, all of which I hope are being done with safety in mind.

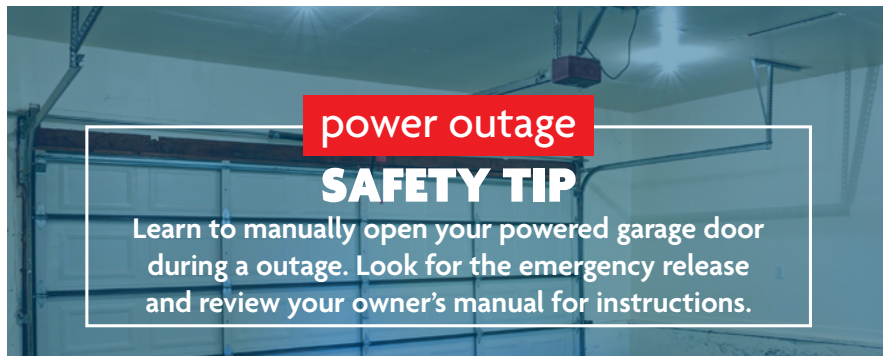
Our line crews have spring and summer full of projects designed to continue providing safe, reliable power for your homes and businesses. Safety is paramount in an occupation where a mistake can cost them their lives. We

ask that, as you read the Utility Work Ahead signs and see the white trucks on the side of the road with linemen in high-visibility clothing, you proceed with caution. They must stay focused on their tasks so please help make sure traffic is not another hazard they need to worry about.

One year ago, we started a new contest where five electric account numbers are randomly placed within the centerspread pages. Those who find their account numbers and notify our office before the 25th of the current month will receive a \$10 credit on their electric bill. There have been no winners since we started this contest so I am asking everyone to start looking, we would love to get some winners.

In our monthly time-of-use billing update the board has secured the services of JK Energy Consulting. This consultant will gather historical

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power outage

SAFETY TIP

Learn to manually open your powered garage door during a outage. Look for the emergency release and review your owner's manual for instructions.

ACCURATE CONTACT INFORMATION IS CRITICAL DURING OUTAGES

Make sure Nemaha-Marshall has your current cellphone number

Nemaha-Marshall is committed to keeping customers informed. In the event of a planned outage or an energy emergency, we reach out to impacted customers using your phone number we have on file. Having the correct contact information ensures we can reach you about urgent account and outage information.

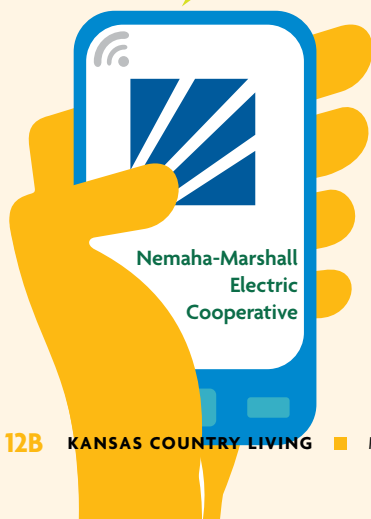
Your cell phone is only used to communicate electric outage information and estimated restoration times.

Be aware of scam texts and do not click links in texts from any number claiming to be Nemaha-Marshall. If you receive a suspicious message, or a message asking for money or account balances, report it to our customer service team.

Please call 785-736-2345 to update your number.

Need to Report an Outage?

785-736-2345



Beware of Scams; Use These Methods to Pay Your Bill

There are several convenient ways you can pay your Nemaha-Marshall energy bill. How you pay your bill is your choice and there is no fee for use of any method. Using Nemaha-Marshall's payment methods, instead of third-party processors, ensures your payment reaches us quickly, in a secure manner.

► **BEWARE THIRD-PARTY SITES:** Several

Nemaha-Marshall customers have been scammed out of money when they enter "Pay Nemaha-Marshall Electric Bill" into Google, and "Sponsored" ads pop up for sites with 888- or 844- phone numbers. Customers calling these numbers are pressed for payment information, and lose their money to scammers. The **ONLY** number you should ever call to reach Nemaha-Marshall is 785-736-2345.

► **E-BILLING:** When you sign up for e-billing, you receive an email on your billing date with a link to your bill. Click the link, review the bill and select your payment option. You can select the day your account will be debited up to your due date. You can opt out of receiving paper bills. Enroll online as www.nemaha-marshall.coop/SmartHub.

► **AUTOMATIC BANK DRAFT:** Your bill is automatically deducted from the bank account you specify on the due date. Enroll by visiting or calling our office at 785-736-2345.

► **ONLINE BILL PAYMENT:** Log in to your account at <https://nemahamarshall.smarthub.coop>. You can see your current bill and pay it from here using the bank account or credit card you specify. This service is available 24 hours a day, seven days a week. You can also pay from your phone by downloading the SmartHub app on any mobile device.

► **U.S. MAIL:** If you pay by mail, enclose your bill payment stub and a check or money order in the pre-addressed envelope provided with your bill.

Using Nemaha-Marshall's payment methods ensures your payment reaches us quickly, in a secure manner.

Please allow 3-5 days for Postal Service delivery.

► **OFFICE:** You may pay in person by check, cash, or money order at our local office, or drop your payment (bill payment stub and check or money order) in the drive-up drop box located on the east side of our building.

► **BUDGET BILLING:** Very cold winters and hot, humid summers often lead to high monthly energy usage. With our Budget Billing option, you can avoid seasonal peaks in your electric bill by dividing your payments evenly over the course of the entire year. Call our office to learn more or sign up.

All other payment options not listed above are considered "unauthorized pay agents." Nemaha-Marshall provides no assurance to the timeliness or accuracy of payments made via unauthorized agents. Unauthorized Pay Agents may be able to process a payment to Nemaha-Marshall on your behalf and can provide a convenient service to customers; however, they have no contractual requirement to operate under rules approved by the Kansas Corporation Commission.

Payments made to any bank or financial institution for deposit in, or transfer to, a Nemaha-Marshall account are included in this category. Nemaha-Marshall reserves the right to refuse payments from unauthorized agents if sufficient account identification is not included with the payment. Any additional fees or surcharges assessed by unauthorized agents are the responsibility of the customer.

A Month of Milestones, Memories, Growth

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peak usage data, calculate the costs associated with certain peak hours, and then propose a rate structure to recover those costs. Once the consultant has a proposed rate design, we will begin beta testing on a few electric accounts to be sure we are collecting the correct meter information and verifying the new rates are structured correctly.

We understand that the January 2024 rates adjustment and new billing statement are a bit confusing, and now we will be adding two new items on the bill for peak kilowatt (demand) and peak kilowatt-hour (usage). We encourage you to contact our office if you need help understanding your bill and we ask that you also start getting

familiar with your hourly usage data available to you on SmartHub. Pay close attention to your mid-to-late afternoon usage and see if you can start lowering your usage at those times in preparation for the new rates later this year.

As always, I hope you are enjoying the content of the centerspread and welcome any comments by calling me at 785-736-2345.

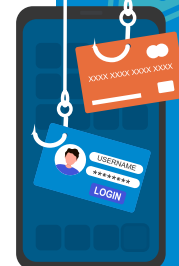
May is a month to celebrate Mother's Day, graduations, the end of school, and (one of my favorites) Cinco de Mayo. Then on Memorial Day, please remember the military men and women who sacrificed their lives for the freedoms we enjoy in this United States of America.

TIPS TO AVOID ENERGY SCAMS



If you suspect you're dealing with a utility scam, slow down and take your time before acting. Scammers often pressure you to make quick decisions or immediate payments. Instead, take the time to verify the legitimacy of the information by contacting your utility directly. Use a phone number from a reliable source, such as your bill. Taking this simple step can help protect you from falling victim to utility scams.

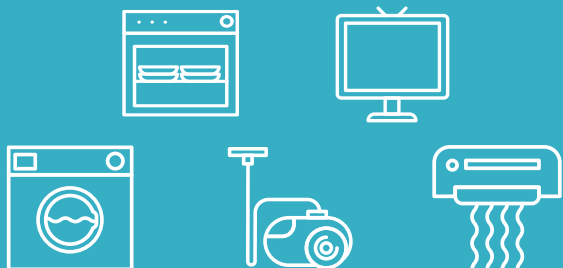
SOURCE: UTILITIES UNITED AGAINST SCAMS



WHAT IS DEMAND? Demand is how much energy you use in your home or business at any point. Demand times and amounts vary for each member.

MANAGE YOUR DEMAND

- ▶ Avoid stacking power-hungry chores like completing a load of laundry and running the dishwasher.
- ▶ Use "delay start" functions on large appliances.
- ▶ Use major appliances in the early morning or late evening.
- ▶ Close window coverings during the hottest part of the day.
- ▶ Use small appliances like air fryers or slow cookers instead of your oven.
- ▶ Keep the heat outside by cooking food on the grill.
- ▶ Have your HVAC system inspected and serviced to ensure it is in good working order.
- ▶ Turn off and disconnect electronics that are not in use.



QUESTIONS ABOUT DEMAND, HOW IT WORKS OR HOW IT AFFECTS YOUR BILL?

Call our office at 785-736-2345 or visit www.nemaha-marshall.coop.

TRACK YOUR DEMAND

TURN ON DEMAND TRACKING IN SMARTHUB!

1. Log in to your SmartHub App
2. Select the "Settings" cog within the "Usage" menu
3. Select "Both (kWh & kW)" under "Usage Type"

11 Electrical Safety Tips for Seniors

Electrical safety is crucial for everyone, but especially important for seniors. Adults over the age of 65 are at the greatest risk of death from fire and this risk increases with age, according to the National Fire Protection Association. As we age, our reflexes slow down, eyesight decreases and senses become less acute, making it essential to take extra precautions when handling electrical appliances.

Here are 11 ways for older adults to maintain a safe living environment:

- 1** Ensure that electrical appliances are in good working condition. Regularly inspect cords and plugs for damage or wear and tear.
- 2** Don't overload sockets or extension cords. Plugging too many appliances or devices into a single outlet can cause overheating and increase fire risk.
- 3** Limit the use of carpets and rugs, which are tripping hazards, and avoid placing extension cords under them to prevent overheating. To help prevent trips and falls, cords should not stretch across a room. For a safer and more permanent solution, consider having an electrician install additional outlets where needed.
- 4** Unplug appliances when not in use and before cleaning or repairing them.
- 5** Keep electrical appliances away from water and wet surfaces to prevent electric shock.
- 6** Install ground fault circuit interrupters (GFCIs), which are designed to prevent electric shock by shutting off power when a ground fault is detected. Install them in areas where water and electricity are in close proximity, such as kitchens, bathrooms and outdoor spaces.
- 7** Ensure proper lighting in all areas of the home, especially in hallways and staircases, to prevent trips and falls. Consider installing nightlights in bedrooms and bathrooms for better visibility.
- 8** Set water heaters to lower settings to prevent scalding.

9 When cooking on the stove, never leave pots and pans unattended, and avoid wearing loose clothing when cooking. Never open the oven door if something catches fire inside the oven. Consider using toaster ovens and small appliances that come equipped with an auto shut-off feature for added safety and convenience. This feature is designed to turn off the appliance automatically after a set amount of time or when a task is completed, reducing the risk of overheating or fire.

10 Use space heaters with caution. Space heaters can offer added warmth to a senior, who may get cold due to circulation issues that are common with aging. Use space heaters with built-in safety features such as an automatic shut-off switch. Keep space heaters on a steady surface

and at least 3 feet away from flammable objects such as curtains, bedding or furniture. Plug them directly into an outlet — do not use an extension cord or power strip — and unplug them when not in use.

11 Install smoke detectors on every floor and carbon monoxide detectors near all bedrooms. Test and replace the batteries twice a year — once in the spring and once in the fall.

BONUS TIP: If someone in the home uses a medical device that requires electricity, have a backup power source ready in case of a power outage and be sure to alert your local electric utility.

By following these safety measures, seniors can significantly reduce their risk of electrical accidents. Family members and caregivers can assist older adults in implementing these precautions to ensure their homes are safe and comfortable.

OUTAGES FOR DEC. 2024-JAN. 2025

Occasionally, a part or parts of the delivery system fail and an outage occurs. Below are the larger outages that occurred.

Date	Location	Substation	Number of Consumers	Outage Cause
March 4	16-3-12-15	Seneca	186	Jumper Laying Against Pole
March 4	28-3-09-08	Snipe Creek	43	Broken Crossarm
March 4	12-1-10-14	East Axtell	135	Bad Breaker
March 4	19-2-07-08	Lone Elm	40	Fuse Tap Tripped
March 4	12-2-05-05	Hanover	1	Bad Transformer
March 4	15-3-06-13	Marysville	1	Bad Consumer Wires
March 5	25-1-10-05	East Axtell	1	Bad Transformer
March 5	16-2-07-05	Lone Elm	1	Consumer Generator Problem
March 6	33-4-10-02	Frankfort	1	Bad Transformer
March 12	16-2-14-13	Seneca	127	Truck Tore Down Wires
March 13	01-4-10-16	Centralia	8	Bad Transformer
March 14	07-1-05-02	Hanover	333	Every Lost Power to our Substation
March 14	17-2-12-08	Seneca	1	Consumer Wires Contacted Pole Ground
March 19	20-3-13-04	Seneca	8	Bad Transformer
March 19	24-5-09-01	Frankfort	56	Broken Jumper
March 19	16-1-04-08	Hanover	333	Every Lost Power to our Substation
March 19	28-1-11-06	East Axtell	111	Windmill Tore Down Wires
March 21	Lanham	Hanover	1	Consumer Wires Down