

Energy for Generations
PERENNIAL™ NEWS
 PUBLIC POWER DISTRICT

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Get to know your
Directors



Steve Siebert

Steve Siebert has been a member of the Perennial Board of Directors since 2007. He and his wife Margie live in Henderson. The Sieberts have two children; Tara Swartzendruber and husband Brent of Henderson, and Chad Siebert and wife Lisa of Colorado Springs, CO. The couple has four grandchildren.

Steve is a past member of the Henderson Health Care board and the Henderson Co-op board. He is a current member of the Mainstay Communications board.

Steve and his wife are members of the Henderson Bethesda Mennonite Church. Steve enjoys golf, watching dirt track racing and spending time with his family.



Mark Becker

Mark Becker has been a member of the Perennial Board of Directors since 2009. He and his wife Meg live on a farm east of Exeter. The couple has 3 children; Chase at West Point, Ashley at York and Kayla who is attending College of St. Benedict in St. Joseph, Minnesota.

Mark is a past president of Exeter Feeders & Breeders. He is currently a member of the Exeter Rural Fire District, the Fillmore County Ag Society and St. Stephen's Catholic Church board where he and his wife are members.

Mark enjoys spending time with his family attending their activities. He says that his experience on the Perennial board has given him a greater understanding of the workings of electric generation & distribution and the effects it has on our local rates. He looks forward to his continued service to the District.



Steve Wright

Steve Wright has been a member of the Perennial Board of Directors since 2009. He and his wife Joyce live on a farm northwest of Benedict. The Wrights have four children; Brandon and wife Jamie of Central City, Kyle of Benedict, Lauren of Benedict and Kelly of Lincoln.

Steve is a past president of the United Farmers Cooperative (UFC) He and his wife are members of the United Methodist Church in Benedict. He enjoys stock car racing and watching sporting events that his children are involved with.

For a complete list of the Perennial Board of Directors please turn to page D.

Rebates for Commercial HVAC

HVAC systems are the primary energy consumers in commercial buildings. In fact, they can account for about half of the energy used in your building. Improving the performance of your HVAC system not only saves energy, but can have a positive impact on your building occupants' health, comfort, and productivity as well.

Do you have an old air-conditioner, rooftop unit or heat pump that should be replaced? Are you building a brand new facility and considering a state of the art HVAC system that will provide energy savings for years to come? Either way, our Commercial HVAC Incentive Program will pay you to do so.

Call us at (402) 362-3355, (800) 289-0288 or go to www.perennialpower.com and follow the link to Energy Wise Rebates for more information.

NEW BUSINESS HOURS
7:30 a.m. to 4:30 p.m.
Monday through Friday.

Striving for customer satisfaction

by Jamey Pankoke

When I talk to people that know where I work, their response usually leads me to believe that they think I am in the electric business. However, they are mistaken. Providing electricity is just part of our job at Perennial. But our real business is satisfying customers.

Our desire to satisfy customers stems all the way back to 1938 when our District was created. Farmers in this area joined together and formed our company; because they knew that having affordable electricity would improve the standard of living and the economic competitiveness of the family farm. That cooperative spirit and desire to bring satisfaction to customers created a focus in our organization that has been passed down through the generations and still exists today. And it's that focus that produces customer satisfaction.

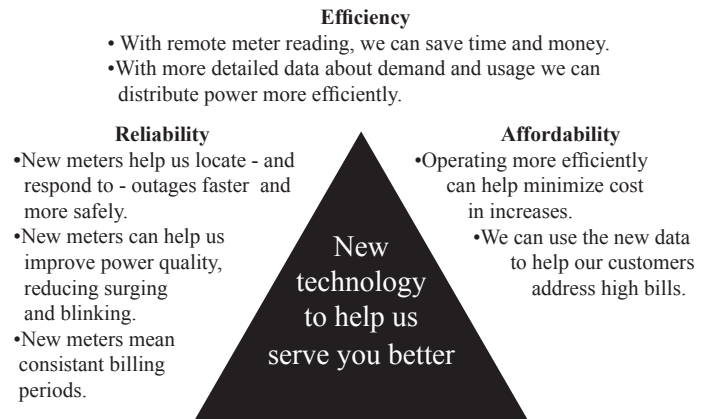
This doesn't mean that I think everyone of our customers is satisfied with us all of the time. I know this isn't true. It's hard to be satisfied when you are waiting for power to be restored following an outage, or when the cost of electricity goes up like it has in the past few years. The real measure of customer satisfaction, however, is how our customers feel about us overall. How do we answer the phone or greet customers that come into our office? How well do we work with customers in extending the electricity system to them for a new or updated service? How reliable is our power? How quickly do we respond to power outages? How reasonable are our prices? How well do we help customers become more energy efficient so they can reduce their energy use and costs? How involved are we in the communities we serve? The answer to these questions determines the degree of customer satisfaction we deliver, and ultimately the long-term success of our District.

Many things have changed since 1938, but one thing hasn't changed and that's our commitment to satisfying our customers through reliable electric service, effective energy solutions, and excellent customer service at fair and reasonable prices. We know that if we are successful in these areas, our customers will be satisfied.



Jamey Pankoke
General Manager

New AMI system already improving service



If you have been following our updates about our new AMI system over the past several months, you already know we are reading every meter in the District. This process is going well.

Aside from logging meter readings on a daily basis, you may not realize what else the AMI system is doing. The system is also monitoring power quality throughout the District on a real-time basis. In other words with a click of a mouse, we can see what the voltage is at every meter, or if customers are experiencing blinks. You can only imagine how useful this information has been in helping us locate and fix problems, before they cause damage. Outage times have also been decreased with the help of the new AMI system.

In the near future, after our "Geographical System" is in place, we will take full advantage of the Outage Management System. In short, the Outage Management System will have the ability to predict where outages are based on where it sees power losses occurring. In the past we had to solely depend on telephone calls coming from customers telling us they were out of power. The calls would be plotted on a line map and a judgement was made where to send the crews. Sometimes crews had to go around and check voltage to see where the problem actually was.

Customer calls were and still continue to be a vital part our success in locating problems and restoring power. However, as many of you know, phones don't always work during power outages and during larger outages, your calls can't always get through due to call congestion. The Outage Management System will further enhance our ability to get your power back on after an outage.

The AMI system also has the ability to do line voltage studies. Our engineering department will use this information to determine where future line upgrades are needed.

Summer outlook for maintenance and construction



Crew setting a new junction pole at the intersection of Road O and Road 14 in York County. Keith Hoffman (in bucket) Harry Weldon (below bucket) Lance Ring (guiding pole) Josh Seaberg (on road remotely operating digger truck)

Crews will be busy this summer working on several projects that will improve the reliability of service throughout the District. A few of the larger projects scheduled for this summer include:

- A 5-mile line rebuild on the east circuit of the Blue River Substation south of the I-80/Waco Exit. This project will give us better voltage support in that area as well as bring us closer to completing a tie-line between the Blue River and Waco Substation.
- Distribution line upgrades in Milligan. This project will continue our effort to ultimately upgrade the entire distribution system in Milligan.
- Upgrade of six miles of sub-transmission line converting it to 69,000 volts and also working toward a loop-feed. This on-going project will give us better voltage support in our transmission system
- Upgrade of the McCool Junction Substation and adding electronic reclosures. This project will allow us to have better monitoring capabilities in this substation and ultimately cut down outage times to customers.
- We will continue to utilize Crowl Tree Service and our own crews for tree maintenance. This ongoing project maintains reliability of service to all customers.
- Crews will continue to replace poles that were tested by Osmose, which is a pole testing company. Every year a small percentage of poles are identified as reaching the end of their useful life and must be replaced.
- All of the irrigation load control switches will be replaced by the beginning of the 2011 irrigation season. This will improve our load control capabilities as irrigation loads will now be monitored through our AMI system.

First storms of the season hit May 11,12

by Ardean Richert

Severe weather in our service area resulted in several outages to some of our consumers. On Wednesday, May 11th, 2011, we experienced high winds from a fast moving storm with outages starting at 2:05 p.m. in the southern part of the District and continuing north during the rest of the afternoon and early evening. Eleven outages were recorded affecting 765 customers. Most of the outages were caused by the wind blowing trees and building debris into primary and secondary lines. The most extensive damage from this storm was in southwest York County where four sub-transmission poles were broken or blown over. As a result, customers in northwest Fillmore County and southwest York County were out of power for a little over an hour. Two distribution poles were also replaced to restore service to several customers between York and Waco.



During the evening of Thursday, May 12th, 2011, another group of severe weather storm cells caused additional outages. Four outages resulted in 1,467 customers being out of power. Customers



(L-R) John Sich, Steve Gerken and Jerad Kava framing poles after a storm

experienced a widespread outage when a fault on a sub-transmission line resulted in three of the District's substations being off. This resulted in an almost three hour outage to residents of the Villages of Exeter, Fairmont, McCool Junction and many rural customers in the areas around these communities. Other outages during the evening were the result of primary and secondary conductor damaged by the storms.

Answering outage calls after hours

Perennial customers can rest assured that their service calls will be answered 24 hours per day and 7 days a week. If you have a power outage or another service related problem, you can call (402) 362-3357 or (800) 289-0288 and one of our crews will be dispatched immediately.

When you dial one of the above numbers after hours, you will be greeted by the following statement: Perennial Public Power Customer Care Center... my name is ? ...how may I help you? The Customer Care Center is owned and operated by NPPD and they offer this service to all of their wholesale customers like Perennial. We have used NPPD's after-hours dispatching service since 1994. In recent years NPPD enhanced this service to include a customer care center. The NPPD Customer Care Center has knowledgeable employees that can answer most service related questions that customers may have. Questions that are non-emergency related can be forwarded to Perennial personnel. These calls will be followed up on the next business day.

Contacting Perennial for irrigation service problems

If you call in with irrigation service problems, we need to know some basic information about your well service. Most important is the name on your bill, and remember to mention if it is in a corporate name. Also include your legal description and meter number.

This will help us pinpoint your service and speed up our response time. Remember, we need directions to the meter and not to the well, because sometimes the well and meter are across the road from each other in different sections. Another great way to identify your well service is by the well number (as shown in illustration).

It is always a good idea to leave a phone number where you can be reached.

Contact Information

Load Control Hot-line

(402) 362-4786

Office (402) 362-3355

After Hours

(402)362-3357 or

(800) 289-0288



Well number on meter pole



Close-up view of well number

Fifth graders learn about energy efficiency

Students at Heartland Community School, McCool Junction and Exeter/Milligan, learned about energy efficiency during their last week of school. Giving the presentation was NPPD energy educator Chad Johnson along with Mick Northrop of Perennial.

As part of the presentation, students got to hook up a lightbulb to a small hand generator. Students learned that energy isn't created, but instead you change one form of energy into another. And in that process, some of the energy is lost in the form of waste.



Mrs Polak's 5th grade science class at Exeter/Milligan, with generators

Summer intern hired

Levi Davenport began working for the district as a utility line intern on May 16, 2011, after completing his first year at Northeast Community College in Norfolk.

Between his first and second year of utility line classes, Levi is required to work for an electric utility company and gain work experience.

Levi grew up in Fairmont, NE and graduated from Fillmore Central High School. In his spare time he enjoys trap shooting, fishing and watching sports.



Levi Davenport

Board of Directors

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