

FALL - 2023

Volume 66 No.4

# HIGHLIGHTS



A Touchstone Energy® Cooperative  
The power of human connections®

**"Owned By Those We Serve"**



## Public Hearing scheduled for rate adjustment

As a locally owned cooperative, Garkane has always strived to maintain low rates, while balancing reliable service. Rising costs due to inflation, and wholesale power rates increasing, has caused the Board and Management to consider these factors in proposing a rate adjustment.

In a recent comparison of regional electric companies, Garkane still offers some of the lowest retail rates in Utah and Arizona as well as in the nation. CEO Dan McClendon said "we have encountered significant increases in operating expenses over the last few years. After operating the system as lean as possible over the last few years, and because of the surge in equipment costs, we now must increase our rates. We understand that rate increases are never ideal, and we want to assure the members that our review will be care-

ful and considerate of our local economy and conditions."

Deseret Power, Garkane's wholesale supplier will be instituting seasonal wholesale demand power rates to Garkane for the first time starting in 2024. Garkane's adjustment will be in the base rate to recover the true cost of delivering power. But in the future, Garkane may implement a demand billing structure for residential accounts to match the wholesale power rate structure. (27803)

The rate proposals can be found at [www.garkaneenergy.com/rates](http://www.garkaneenergy.com/rates) and if you can't make the public hearing in person, you can email comments to [neal.brown@garkane.com](mailto:neal.brown@garkane.com) or mail them by Friday, October 20. All comments will be reviewed by the Board of Directors before any decision is finalized.

### Rate Adjustment Public Hearing

**DATE:**

**October 23, 2023 - 1:00 p.m.**

**LOCATION:**

**468 US Hwy 89, Hatch, UT 84735**

Comments can be emailed to [neal.brown@garkane.com](mailto:neal.brown@garkane.com)

by **October 20 at 5:00 p.m.**

Rate proposals can be found at

[www.garkaneenergy.com/rates](http://www.garkaneenergy.com/rates)

#### Utah average household, 1000 kWh, \*Proposed change

kWh usage	Existing Rate	Proposed rate	Difference
1,000	\$102.80	\$106.80	\$4.10

#### Inside HIGHLIGHTS This Quarter



**Operation Round-Up gives back**  
- Pg. 6 -



**New Employee Spotlights**  
- Pg.3 -

# GET PAID TO READ THE PAPER



## Win A \$25 CREDIT

We have inserted eight randomly selected Garkane Account Numbers in the text of various articles in this month's edition. **If you find your account number**, call Garkane toll-free at 1-800-747-5403 and we'll credit \$25.00 to your account as a lucky winner! Just one more reason to read HIGHLIGHTS.

**There are 8 hidden account numbers located in the text of the newsletter, find your # and win!**

# Calendar

October 23, 2023	<b>Board Meeting</b> Hatch, UT
October 23, 2023	<b>Public Hearing 1:00 p.m.</b> Hatch, UT
November 23-24, 2023	<b>Thanksgiving Holiday</b> Offices Closed
November 27, 2023	<b>Board Meeting</b> Hatch, UT
December 18, 2023	<b>Board Meeting</b> Hatch, UT
December 25-26, 2023	<b>Christmas Holiday</b> Offices Closed

GARKANE HIGHLIGHTS is published quarterly (January, April, July, and October), by

**Garkane Energy**  
P.O. Box 465  
Loa, Utah 84747  
1-800-747-5403

As the official publication of the Cooperative, the purpose of **this newsletter** is to communicate to members information concerning their electric cooperative.

**GENERAL MANAGER/CEO**  
Dan McClendon

**HIGHLIGHTS**  
Neal R. Brown, Editor

## Garkane Energy Cooperative, Inc.

VOLUME 66 - NO. 4

### **BOARD OF DIRECTORS**

**Ron Cazier** - Koosharem, Antimony  
(435) 893-1604

**Chad Williams** - Teasdale, Loa  
(435) 425-3213

**Tracy Potter** -Torrey, Bicknell  
(435) 425-3128

**Reed Munson**-Escalante, Boulder  
(435) 826-4422

**Terry Griffiths**-Orderville, Glendale  
(435) 616-1034

**George Thompson** - Cannonville, Tropic, Hatch  
(435) 679-8806

**Andy Gant**- Kanab -Kanab Creek Ranchos, Johnson Cyn  
(435) 689-0348

**Rodney Ence**-Duck Creek Village (435) 682-2526

**William Hammon** -Centennial Park, Big Water,  
Cane Beds (435) 467-1886

**Ray Clark**-Kanab City Limits (435) 689-0174

**Guy Timpson** - Colorado City, Hildale (435) 467-2113

## New Employee Spotlight

Jon Lee  
Orderville, UT  
Network Administrator



*“A thing done, when thought of, needs no further attention.”*

My favorite quote from my grandmother. I have found this to be helpful as a husband and father. I get busy and life happens, but when I think of something I try to get up immediately and do that thing.

### WHAT IS YOUR FAVORITE MUSIC TO JAM OUT TO?

I love a wide variety of music but I always drift back to acoustic guitar music when I want to feel peace and calm, and EDM (Electronic Dance Music) when I want to put my head down and get things done. A special treat for me has always been attending live music performances. This year I got to see my favorite band MUSE perform live in Las Vegas.

### WHAT'S YOUR FAVORITE

### WAY TO PASS THE TIME?

I love being with my family. My wife and I have 8 children and we try to eat dinner together as a family every single day. This has become a favorite time for me each day. As far as hobbies go, I enjoy fishing and especially fly fishing. When I can't get outside, I can be found playing my guitar on the front porch.

### IF YOU COULD LEARN TO DO ONE THING, WHAT WOULD IT BE?

I would like to learn to build things that last a very long time. For ex-

ample, I recently visited Rome with my daughter and was amazed at the quality and methods of construction. Driving on cobble roads that are hundreds of years old, and seeing buildings that were 2000 years old was quite fulfilling.

### WHAT DO YOU MISS MOST ABOUT BEING A KID?

The thing I miss most about being a kid is not caring about the concept of time. Too often as adults we get caught up with what time it is and where we need to be and when. Killing a whole Saturday

catching crawdads in the creek for instance is not a wise use of time, but seemed like the best day ever as a youth.

### WHAT'S YOUR FAVORITE PART ABOUT WORKING FOR GARKANE?

I love helping people and making new friends. Garkane gives me a great opportunity to do both and enjoy some beautiful scenery along the way.

## New Employee Spotlight

Kaden Pollock  
Panguitch, UT  
Staking Technician



*“Do one thing everyday that scares you.”*

My answer is, Make a commitment to do that one thing and let it grow your potential.

### WHAT IS YOUR FAVORITE MUSIC TO JAM OUT TO?

90's country favorite jam!

### WHAT'S YOUR FAVORITE WAY TO PASS THE TIME?

Being in the outdoors with my family and friends is at the top of my list.

### WHAT DO YOU MISS MOST ABOUT BEING A KID?

No worries, no stress! (111301)

### WHAT'S YOUR FAVORITE PART

### ABOUT WORKING FOR GARKANE?

working with friends meeting new people and working in southern Utah.

## New Employee Spotlight

Coden Miniear  
Kanab, UT (1369701)  
Utility Locating Tech.



*“Don’t say you can’t, until you prove you can’t.”*

My answer is, Make a commitment to do that one thing and let it grow your potential.

### WHAT IS YOUR FAVORITE MUSIC TO JAM OUT TO?

It all depends on the day it could be any old country songs, or new New Age pop music

### WHAT’S YOUR FAVORITE WAY TO PASS THE TIME?

Pretty much anything that has to do with the outdoor. I like to

spend time with my bird dogs and my kids working with their show lambs.

**IF YOU COULD LEARN TO DO ONE THING, WHAT WOULD IT BE?** I think if I could go and learn some new trade, I would like to learn how to be a machinist. Gunsmithing and custom metal work.

### WHAT DO YOU MISS MOST ABOUT BEING A KID?

Freedom you get to determine the outcome of your day.

### WHAT’S YOUR FAVORITE PART ABOUT WORKING FOR GARKANE?

Serving the community, it makes

you feel like you have a purpose every day and it has a great work environment.

## New Employee Spotlight

Bryan Pollpeter  
Kanab, UT  
GIS / Mapping



*“Do unto others as you would have them do unto you.”*

*Pictured, Bryan Pollpeter in the center with family*

### WHAT IS YOUR FAVORITE MUSIC TO JAM OUT TO?

Classic rock and hard rock

### WHAT’S YOUR FAVORITE WAY TO PASS THE TIME?

Exploring the area in my S X S, working in my shop and traveling with my wife.

**IF YOU COULD LEARN TO DO ONE THING, WHAT WOULD IT BE?** Learn to have more patience.

### WHAT DO YOU MISS MOST ABOUT BEING A KID?

Hunting and fishing with my dad and my mom’s cooking.

### WHAT’S YOUR FAVORITE PART ABOUT WORKING FOR GARKANE?

Learning more about the utility and the scenery we work in

# SURPLUS ITEMS FOR SALE

Bids from Garkane Members only are currently being accepted for the following items:

**Bid Item #1: (G1-30):** 2011 Dodge Ram 2500  
Miles: 215,101



**Bid Item #2 (G1-56):** 2016 Chevy 1/2 Ton Crew Cab  
Miles: 173,877



**Bid Item #3 (G1-50)**  
2015 Ford F250 - Miles:



**Bid Item #4 (3-10)** - 1996 Honda TRX 300



**Bid Item #4: (3-20)** - 2005 Honda Fourtrax TRX 350 FE5



**Bid Item #6: (3-27)** 2012 TRX 420 FM



## Submit A Bid

Submit in a sealed envelope with "BID ITEM #"  
Clearly written on the outside to:

Garkane Energy  
Attn: Surplus Items  
PO Box 465,  
Loa, UT 84747

Sealed bids will be accepted until 5:00 p.m.  
Friday, November 3rd, 2023. Garkane reserves  
the right to accept or reject any and all bids.

**Items can be viewed at  
the office location listed in  
each description.**

**Please call : 800-747-5403  
to schedule a time.**

**24-Hour service kiosk  
now available in Loa  
office. Pay your bill in the  
lobby at anytime.**

## Garkane's Operation-Roundup is rapidly growing, providing multiple opportunities to donate to worthy causes across its service territory

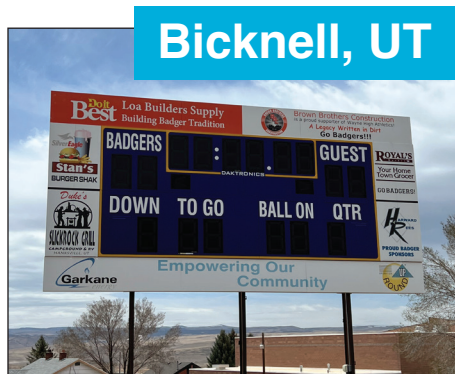


El Capitan high school principal Shauna Hammon receives a check from Garkane's Neal Brown for a donation to the Colorado City Education Betterment Association. The CCEBA organization is currently seeking donations to help fund the education efforts in the Twin City communities.

Garkane has seen tremendous growth in its Operation Round-up program, being able to donate to multiple communities over the last couple of years. Money from the Operation Round-up fund and the unclaimed capital credit fund do not come out of normal operating

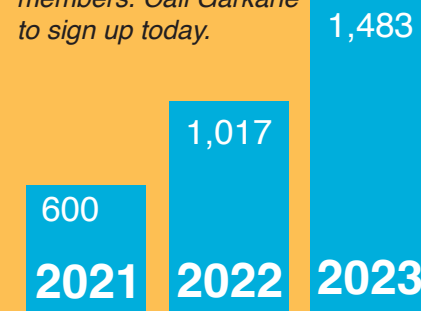
expenses, which means it does not affect the electric rates. We want to thank our members for participating, and let them know their small extra charge (160100) each month multiplied by thousands of participants equates to big time community support.

The Colorado City Education Betterment Association (CCEBA) was organized to support the educational institutions within the Colorado City geographic area. This non-profit, 501(c)3 organization is a vehicle for school fundraising. It is a membership organization and will also take direct contributions. Neal Brown is shown here delivering a donation check to El Capitan High School Principal



The Roundup fund donated money to the Wayne High School scoreboard.

Growth in participation numbers of the last three years, but it's still a small percentage of our 15,500 members. Call Garkane to sign up today.



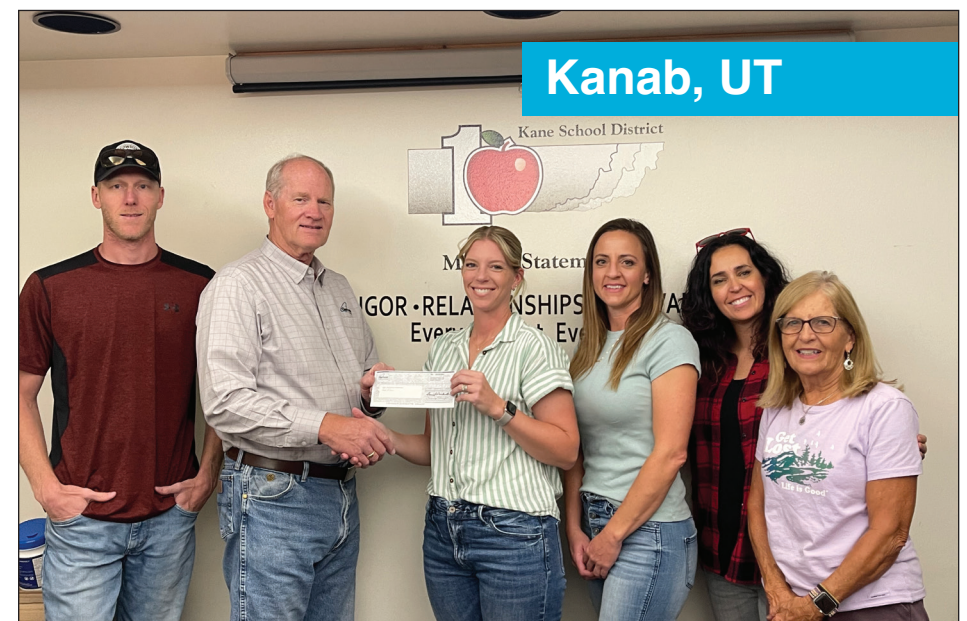
Shauna Hammon. CCEBA Mission is to provide financial support to schools, its vision is to create opportunities, build dreams, and impact futures, with fairness, integrity, progressiveness, and connections being their key decision making values.

Garkane was also able to donate

to the Kane Education Foundation located in Kane County, dedicated to serving students in Orderville, Glendale, Kanab, and Big Water.

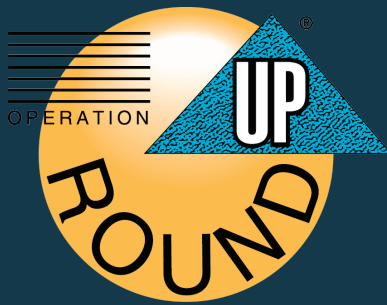
The Kane Education Foundation (KEF) mission is to bring a world of opportunities to Kane students, thereby expanding their minds to new possibilities. It's Vision will help the School District continually pursue academic excellence by providing it with critical financial and other resources, deliver support and programs that no other Kane stakeholder can and bolster student achievement by regularly enhancing the instructional capabilities and resources of Kane's teachers.

Both organizations are doing great things in our communities.



CEO Dan McClendon presents a check to the Kane Education Foundation Executive Director Calli Kelly, with Board members Sterling Glover, Candice Janes, Elizabeth Davis, and Earlene Drake. The KEF is a force for good in Kane County helping so many students with extra opportunities outside of the classroom.

“Community is the BEAUTIFUL bond that connects us, creating a sense of belonging and support.”



Neal Brown of Garkane Energy is shown delivering a donation check to the Koosharem Volunteer Fire Department. The money is donated from the Operation Round-up Fund. This allows the fire department to upgrade their donated truck with much needed updated equipment.

## Koosharem, UT



## Bicknell, UT



Garkane's Operation Roundup fund was able to donate to the newly installed Bicknell Veteran's Heritage Memorial. It's a beautiful tribute to Wayne County Veterans of War and has information on the early beginnings of Bicknell and the surrounding areas.

## Teasdale, UT



The Roundup fund donated money to the Teasdale Community Park to be able to lay wood chips down and have a nicer look and finish to the park.

## Tropic, UT



The Roundup fund also donated to the Tropic town park splash pad.

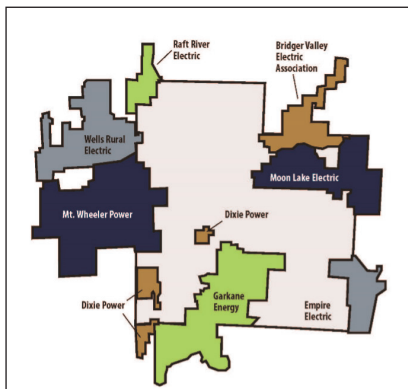
## The Utah Rural Electric Cooperative Association: Your advocate with the Utah State Government

By: Nathaniel Johnson

The adage says, “there is strength in numbers.” This couldn’t be truer when it comes to rural electric cooperatives. Our unique history, governance structure, and purpose makes it naturally easy for cooperatives to help one another. The electric cooperatives are also highly respected within the state, making it relatively simple to serve as your advocate with the state government.

For quick background, electric consumers in Utah essentially receive their power from one of three sources: electric cooperatives, municipal power agencies, or an investor-owned utility (Rocky Mountain Power). At their core, electric cooperatives, such as Garkane Energy, are very different from the other two types of electric utility providers in two key areas—ownership and purpose. (1746603)

Each of Utah’s electric cooperatives are owned only by the customers who receive electrical service. As a result, customers of a co-op are known as members because they each own a share of the co-op and receive one vote in electing the board of directors.



Map of the electric co-ops that make up the Utah Rural Electric Cooperative Association (URECA).

Democratic control is at the very heart of the cooperative form of business.

In addition, an electric cooperative’s operation as a non-profit means it returns any profit back to the members in the form of capital credits. Utah cooperatives are also invested in their local communities—investing time, resources, and money to support community projects, or large investments in economic development. It is common to see co-ops stretch beyond their role as power companies to make significant contributions to the communities they serve.

In 1963, Utah’s rural electric cooperatives sensed the need to have their collective interests represented in numerous public forums. The cooperatives banded together and formed the Utah Rural Electric Cooperative Association (URECA). Today, URECA membership includes eight distribution electric cooperatives which provide retail power to customers and one generation and transmission cooperative which provides wholesale power. URECA’s mission is to oversee multiple shared co-op programs and activities. We also primarily serve as your advocate with state government officials. Our goal is to empower each cooperative, so they can continue providing you with safe, affordable, and reliable power.



It truly is an honor to serve as your advocate at the Utah legislature and with other state agencies. Garkane Energy, and other rural electric cooperatives in Utah, are premier electric utility providers. Their teams go above and beyond to serve each of the communities within their service areas. I am continually impressed by their industry expertise and knowledge, as well as their dedication to serve you.



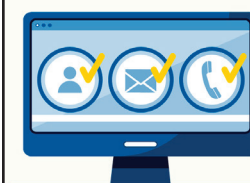
*Nathaniel Johnson is the Executive Director of the Utah Rural Electric Cooperative Association (URECA), an association of consumer-owned power utility not-for-profits in Utah.*



**POWER  
OUTAGE**

**CALLING IN A  
POWER OUTAGE**

We are upgrading our Outage Management notification process and need accurate contact information.



**Update  
your  
info!**

We are working on an initiative to help improve power outage notifications. We want to see all our members information up-to-date with current contact info. Please login to Smarthub and ensure your phone number is current, or call us at **800-747-5403** to verify.





## Opportunities abound for Garkane youth from the words of Savannah Torgerson

Growing up in a small town, I never would have dreamed that one day I would get the opportunity to not only go to Washington DC, but also be chosen to represent Utah at the national level Co-op convention. Honestly, if you would've told me at the beginning of my Junior year about it, I would have no clue what you were even talking about. So, I want to clear that up a little bit for all the youth who might potentially want to pursue the same steps!

First, I want to discuss the Michael F. Peterson Youth Leadership Challenge. This is a week-long camp where you get to learn about how to be a good leader, as well as meet awesome people and make such good memories. To be able to go, you must be a Junior in High School that will be going into your Senior year. You also must have an immediate family member that gets service provided by Garkane, as well as you must be attending a local high school. (937001)

This camp was one of the best weeks of my entire summer. I met the most awesome people, and made some of the coolest memories. I still stay in touch with those people I met, and we've built rela-

tionships that will last a lifetime. I could not recommend enough that you go to this camp, it made such a huge impact on my life. Deadlines to apply are March 3, and you can find the application on Garkane's website. One of the coolest things about this week was that I was chosen by Garkane to go to Washington DC and be a part of the NRECA Youth Tour!

Youth tour was the coolest experience ever. There were 11 of us youth, all from one of the four states of Utah, Nevada, Idaho, and Alaska. It was one week of exploring the city, meeting new people, and making the best memories. We even had the awesome opportunity to meet with a few congressmen from each of our different states. This trip honestly made a huge impact on my life. I felt a whole new respect for my country, and a deeper understanding of how much it took for our nation to be where it is today. Also while I was there, I was chosen to represent Utah and be on the Youth Leadership Council at a national level in San Antonio, TX next year! As a member of the YLC, I get to travel with kids from almost every state

*Cont. on page 12, see TORGERSON*

## Prioritize Emergency Preparedness if you rely on electricity-dependent medical equipment

DO YOU REQUIRE AT-HOME MEDICAL EQUIPMENT?

*Members of Garkane are responsible for their own backup power in case of power outages*



**If you use any of these items, please call Garkane to be included on Garkane's Medical Necessity list. We keep a list of accounts, and make special calls for planned power outages.**

### Examples of electricity-dependent equipment

- Ventilators
- Oxygen Concentrators
- Feeding equipment
- Chair Lifts
- Communication Devices
- Nebulizers
- CPAP and other sleep apnea devices
- Suction pumps
- Dialysis Machines
- Power Wheelchairs or mobility devices

# Statement Of Utility Consumer Rights

The Utah Public Service Commission has established rules about utility consumer / company relationships. These rules cover payment of bills, late charges, security deposits, handling complaints, service disconnections and other matters. These rules assure customers of certain rights and outline customer responsibilities.

## CUSTOMER RIGHTS

### **The utility company will:**

Provide service if you are a qualified applicant. Offer you at least one 12-month deferred payment plan if you have a financial emergency. Let you pay a security deposit in three installments, if one is required. Follow specific procedures for service disconnection which include providing you notice postmarked at least 10 days before service is disconnected. Offer winter shut-off protection of energy utility service to qualifying rate-payers. Advise you of sources of possible financial assistance in paying your bill. Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home. Give you written information about Commission rules and your rights and responsibilities as a customer under those rules.

## CUSTOMER RESPONSIBILITIES

### **You, the customer will:**

Use services safely and pay for them promptly. Contact the utility company when you have a problem with payment, service, safety, billing, or customer service. Notify the utility company about billing or other errors. Contact the utility company when you anticipate a payment problem to attempt to develop a payment plan. Notify the utility company when you are moving to another residence. Notify the utility company about stopping service in your name or about stopping service altogether. Permit access to your property for essential utility company personnel and equipment.

**To contact the utility company, call the**

**telephone number shown on your utility bill.**

**If you have a problem, call the utility company first. If you cannot resolve the problem, you may obtain an informal review of the dispute by calling the Utah State Division of Public Utilities Complaint Office at the following telephone numbers:**

### Mailing Address

**SM Box 146751  
Salt Lake City, UT 84114  
General: 801-530-6652  
Toll Free 1-800-874-0904**

### Residential Customer Utility Service

Utility bills can often be one of our biggest household expenses. Utahans have the right to safe, dependable service from utility companies.

The Utah Division of Public Utilities in the Department of Commerce represents the interests of the general public before the Public Service Commission. The Division works to assure that all utility customers have access to safe, reliable service at reasonable prices.

Most Utahans receive good utility service, but problems can arise. The Commission rules provide Utah consumers with information on the relationship between the utility and the utility customers. Two of the applicable Commission rules are R746-200 and R746-240. Some important aspects of these rules are presented below. This information is not legally binding on any party. It is for information only. The full text in the Utah Code, Utah Administrative Rules, and utility company tariffs is legally binding. (459000)

### Deposits

Utilities' deposit policies are related to the applicant's credit history. Using utility services is much like purchasing any other commodity. Sellers will usually agree to the use or sale of their products if they

have confidence that they will be paid at a certain time. So it is with utility companies; they are selling a product - electricity, gas, water or sewer - and must be paid in order to continue providing service.

If a utility company feels that a prospective purchaser of services may be a credit risk, it may require a deposit in order to protect its interest. All utilities collecting security deposits must pay interest at a rate approved by the Public Service Commission. The deposit paid, and accrued interest, may be returned to the customer after the customer has paid the bill on time for twelve consecutive months.

Utah utilities must submit deposit policies to the Commission for approval. Therefore, the deposit required may differ from one utility company to another. A new customer for utility service will have the right to pay a security deposit in at least three equal monthly installments provided that the first installment is paid at the time of application.

### Billing

Utilities usually bill customers monthly. The bill may not be due less than 20 days after the billing date. Bills are computed after the use period by reading the meter, or through computer readings. Gas, electric, and water utilities use meters to calculate usage. The utility is required to make an actual meter reading at least once in a two-month period and render a bill for the appropriate charge determined from that reading. (460101)

If a meter reader is unable to gain access to a meter, the utility must take appropriate additional measures in an effort to obtain an actual meter reading. These measures include, but are not limited to, scheduling a meter reading at other than normal business hours, making an appointment for meter reading or providing a prepaid postal card with a notice of instruction upon which an account holder may record

a meter reading. If after two regular route visits access has not been achieved, the utility will give notice that the customer must make arrangements to have the meter read. If the utility is still unable to make an actual meter reading, it may render an estimated bill or may discontinue service. It's a good idea to stay current with your payments. Any delinquent bills will be charged interest if they go unpaid past the due date.

### Disputes

Sometimes problems can occur or disagreements arise over your bill. If there is a problem, contact the company first. If the utility does not resolve the problem to your satisfaction, you have the right to seek help from the Division of Public Utilities. The procedure in resolving your dispute is straight forward: after receiving your complaint, a Division employee will act as a mediator between you and the utility company. You will not have service terminated for nonpayment of the disputed portion of the bill, as long as you keep up payment on all other services. Normally within five business days, you will be informed of the findings and/or solution to your complaint. Utilities are required to resolve complaints within 30 calendar days.

If you feel that further action is necessary, you can formally file a petition with the Public Service Commission in order to resolve the dispute. The Commission may then call both you and the utility in for a hearing on the matter. You and the utility will be given the chance to present any arguments supporting your positions. The Commission will then render a decision which is binding on both parties. If either party thinks the decision is still unsatisfactory, they can appeal to the Utah State Supreme Court.

## Garkane provides the statement of Utility Consumer Rights to its consumers on a yearly basis

### Deferred Payment Agreements

Occasionally, there are customers who are unable to pay the entire account balance at the time it is due. Rather than have service terminated, they may enter into what is known as a Deferred Payment Agreement (DPA). This agreement allows the customer to payoff the past due amount, re-connection fees, and interest in monthly installments, provided that the total amount is paid off in 12 months. The customer must also pay the current month's charge.

The customer has the right to set the amount of the monthly payment, (it must be at least one-twelfth of what is owed, however). The first payment must be received at the utility's office within 48 hours after the agreement has been reached and can't be less than that which was agreed upon. If service has been shut off, it will be restored as soon as the customer enters into a Deferred Payment Agreement.

If the person defaults on this agreement, the utility may let the customer sign an other agreement, reinstate the old one, or refuse to grant another one. Service may also be terminated at the company's option.

### Equal Payment Plan

Some utilities have a budget billing or equal payment plan available for customers who want to make equal monthly payments throughout the year. If a customer becomes delinquent on an equal payment plan, the customer has two options for repayment. The customer can enter into a deferred payment agreement or pay a budget billing amount set by the utility plus the monthly deferred payment installment.

### Termination of Service

**Service may be terminated for several reasons, including:**

Nonpayment of a delinquent account;  
Nonpayment of a deposit where required;  
Failure to comply with the terms of a

Deferred Payment Agreement or Commission order; Unauthorized use of or diversion of residential utility service or tampering with wires, pipes, meters or other equipment; Concealing information or deliberately furnishing false information for the purpose of obtaining utility service; Failure to provide access to your meter during a regular route visit to the premises following proper notification and opportunity to make arrangements.

### **The following will not be used as a basis for terminating service:**

A delinquent account, accrued prior to the commencement of a divorce or separate maintenance action in the courts, in the name of a former spouse, can't be the basis for termination of the current account holder's service. Cohabitation of a current account holder with a delinquent account holder who was previously terminated for nonpayment, unless these two account holders also cohabited during the time the delinquent account holder received the utility's service. This includes service that was received at the current account holder's present address or another address.

### Special Circumstances

Under special circumstances, the utility company will not always terminate residential service for reasons mentioned above. For example, if someone in the home is seriously ill, and a doctor's statement certifies this condition will be aggravated if a utility service is terminated, services may not be cut off immediately. Service will continue for a month (30 days), or the specified time in the doctor's statement, whichever is less. If needed, the person may petition the Public Service Commission for an extension of time.

The utility company should be contacted if anyone on the premises is using an iron lung, dialysis, respirator, or other life-support equipment. A medical condition doesn't exempt someone from paying util-

ity bills. Rather, it will merely delay termination if the person is unable to make complete payment. The bill will eventually have to be paid.

### Termination Without Notice

Whenever the company feels that an emergency or serious health or safety hazard exists, service can be terminated without notice. They may also shut off a customer if there is unauthorized use of utility service, or tampering with pipes, meters or other equipment.

### Termination With Notice

A notice of termination by a utility company must include the billing information and information on steps to take to avoid termination including deferred payment agreements, a referral service (agencies or organizations that provide financial assistance) medical extensions, and the procedure for filing a complaint with the Division of Public Utilities.

A public utility must give written notice of disconnection for nonpayment to the account holder. Telephone companies must give 7 days and other utilities must give 10 calendar days notice prior to a proposed termination of residential utility service. The notice time period is computed from the date the notice is postmarked. The utility must make good-faith efforts to notify the account holder or an adult member of the household by mail, telephone, or a personal visit to the residence. Telephone companies must do this 1 business day prior and other utilities at least 48 hours prior to the time when termination of service is scheduled. If personal notification has not been made either directly by the utility or by a customer response to a mailed notice, (a non-telephone utility must leave written termination notice at the residence). For non-telephone utilities, personal notification, such as a visit to the residence or telephone conversation with the party being terminated, is required only during winter months (October 1 through March

31). For all other months of the year, the mailed 48-hour notice can be the final notice prior to the termination.

In rental property situations where the tenant is not the account holder and that fact is known to the utility, the utility will post a notice of proposed termination of service on the premises in a conspicuous place and will make reasonable efforts to give actual notice to the occupants by personal visits or other appropriate means at least five calendar days before the proposed termination of service.

### Other Considerations

The utility company will make reasonable efforts to provide third-party notification (to clergy, friends or family) of a delinquent balance if requested by the customer. This provides a third person with notification of the proposed termination notice. Bear in mind that this person is not responsible for the payment of any delinquent bill you might owe.

If you anticipate being on an extended vacation, it is best to make prior arrangements for paying your bills.

### Third Party Charges

State code Section 54-4-37 governs third-party billing practices. A third party is any person or entity other than the account holder and the utility. The utility could perform billing services for a third party. If payment is not made for the entire bill, the utility is required to apply customers' payments to tariff services first and then proportionally to other charges unless otherwise directed by the customer. No public utility may disconnect or threaten to disconnect basic utility service for failure to pay third party charges.

### Any Questions?

If you have any questions regarding utility service, billing, terminations, etc., or wish to make a complaint against a utility company, please contact the Division of Public Utilities.

# From the CEO's Desk

by Dan McClendon



Dear Members of the Cooperative,

The fall is a beautiful time of year in our service territory, with the cool nights in the lower elevations, and the trees changing colors in the higher elevations, I'm always proud to work for Garkane as I drive through our territory and think of our members in our communities.

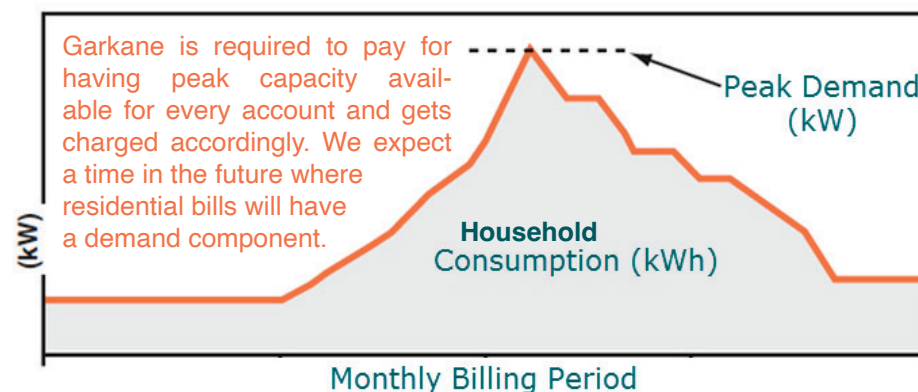
As you've read in the newsletter, it is time for Garkane to have a rate increase due to wholesale power price increases and ongoing inflation.

When designing rates for residential accounts, there has always been two ways to recoup costs; the base rate and the kWh rate. A third way, is a demand charge, which is already instituted for commercial accounts. The demand portion for electricity on an electric bill is derived from the highest level of electricity demand (power usage) recorded during a specific period,

usually measured in kilowatts (kW), within a billing cycle. This represents the total capacity required for Garkane to provide power to an account at any given moment. Garkane has to pay for this peak capacity, even if the peak is only reached one time in a billing cycle. The graph highlights this:

Unlike the energy charge, which is based on the total amount of electricity consumed over a billing period (measured in kilowatt-hours or kWh), the demand charge focuses on the peak demand level and aims to recover costs associated with providing and maintaining the capacity to meet that peak demand.

We never like to administer rate increases, but the good news is it will be minimal around a 4% increase to residential consumers. For a Utah household with 1,000 average kWh usage, the bill would go from \$102.80 to \$106.90, a \$4.10 increase. So it will



be a small increase, with a \$3 increase in the base rate, and very marginal increase in the kWh charge. We take any increase very serious in our decision making process as the financial health is a critical component of operating the cooperative in a safe and reliable way.

Deseret Power who is Garkane's wholesale power provider will be in-

stituting a new rate structure, which includes a seasonal power cost adjustment starting in 2024. Seasonal wholesale power rates refer to the varying prices for electricity that are determined by the supply and demand dynamics throughout the year. These rates fluctuate in response to several factors, including weather conditions, energy production, and consumption patterns, market dynamics and long-range planning. This kind of pricing structure will likely affect residential consumers in the future, with a similar type pricing structure for residential bills. I'm not saying it will happen right away, but as the industry changes, it may very well be duplicated on consumer bills to match wholesale power bills.

**Fluctuation with the Seasons:** Seasonal wholesale power rates change with the conditions. They tend to be highest during periods of high energy

Similarly, in colder winter months, heating systems can drive up power demand and prices.

**Renewable Energy Impact:** The availability of renewable energy sources like solar and wind can also impact seasonal rates. For example, solar power generation is typically highest in the summer, which can lead to lower rates during sunny months.

**Market Dynamics:** Market conditions, including fuel prices, regulatory changes, and the overall economic environment, can influence wholesale power rates on a seasonal basis. Economic factors like inflation can also impact rates.(511203)

**Planning and Hedging:** Energy producers and consumers often engage in planning and hedging strategies to manage seasonal rate fluctuations. This can include forward contracts, where prices are agreed upon in advance to mitigate the impact of volatile seasonal rates.

Sincerely,  
Dan McClendon

## Torgerson *cont. from pg.9*

and we get to attend the national PowerX-Change conference. Here, one of us will be chosen to present a speech that we have prepared to all of the people in attendance. We also get to help with other tasks and responsibilities. And with this position comes so many more opportunities that I have yet to discover, and I am so excited to find out about them as this year goes on!

I am so grateful for Garkane, without them all of these awesome experiences would have never happened. I want every single youth that qualifies to be able to have the opportunity I've had, and maybe even more. So reach out to Garkane, and see how you can get involved with them and where it can take you!

demand, such as summer and winter, and lower during the milder spring and fall months.

**Weather Dependency:** Weather plays a significant role in influencing seasonal rates. For instance, in hot summer months, air conditioning usage increases, leading to higher demand and consequently higher prices.