

Manager's Report

By Chet McWhorter, CCPPD GM



As of this writing, and for the past few days, I find myself without the normal level of internet and Wi-Fi coverage. This is a Monday and early Friday morning we had a power outage at our office. This outage caused some problems with our servers and with our internal Wi-Fi. Of course, all the files that I have, or rather had been working on are stored where I cannot get to them. This has caused me to pause and reflect.

Ironically, I was in Washington, D.C. recently working on your behalf and one of the issues that is forefront is Rural Broadband. There is a strong push from Public Power and others in rural services to ensure that rural America is not left behind in the digital revolution. There is a need for adequate strong coverage to every acre in America. A lot of those in positions of authority are of the mind that in Nebraska we have 95% coverage for broadband internet. This is simply not the case.

There might be coverage for 95% of the population, but much of that is not high-speed broadband and the areas that are covered with high quality broadband have higher population density. As usual, rural America in general, and rural Nebraska specifically has been left behind.

Interestingly, this is the same issue that existed in the 1930s surrounding electrical power. Higher density areas had no trouble getting electricity but the rural areas lagged. George Norris and FDR saw a way to get power to the country side and it worked well. This PPD, among many oth-

ers, still exists on these founding concepts and principles. Perhaps a roadmap exists for broadband to follow.

As for me, I'll survive a few more days here at the office without Wi-Fi. We need a new switch that should be here by Wednesday or so. In the meantime, it will do me good to unplug. It is nice, however, to know that I have the option of plugging back in as soon as things are back to normal. I'd love to hear your thoughts on broadband or anything else for that matter. Give me a call or come by! Thanks again for reading.



**WHEN THE LIGHTS
GO OUT
SO DO THEY**

Operation Round-Up® Gives Back

The Cuming County Public Power District Operation Round Up® board members met on March 28, 2018. Following are the organizations that were awarded a total of \$6,350:

Bancroft Rosalie Community School ~ Skills USA Student Uniforms.....	\$450.00
Bancroft Vol Fire&Rescue ~ Electric Range, Refrigerator,&Microwave ...	\$350.00
Franciscan Care Services~Helmets for the Bicycle Rodeo	\$500.00
Nebraska Loess Hills RC&D ~ Sponsor Membership	\$350.00
Northeast Nebraska Community Action ~ Healthy Families Program.....	\$250.00
St. Francis Memorial/Inspection Station ~ Car Seats, Education, etc.	\$500.00
St. Mary's Church ~ Students to attend Life Teen's Camp in Georgia.....	\$500.00
St. Wenceslaus School ~ Coding to Success Classroom Kits.....	\$500.00
VFW Post 8597 (Dodge) ~ Decorative Fence near Vet's Memory Park	\$250.00
West Point-Beemer Post Prom Comm ~ Breathalyzer Cardboard Tubes	\$100.00
West Point Beemer History Club ~ Close-Up Trip for 13 students	\$1950.00
Wisner Community Senior Citizen Center ~ Replace Time Clock.....	\$200.00
Wisner-Pilger Public Schools ~ Green Screen Technology Tools	\$150.00
Wisner-Pilger Schools Family Consumer Science Class ~ Refrigerator	\$300.00



Operation Round-Up® is a voluntary program that does as the name implies. Each month participating customer's electric bills are rounded up to the next highest dollar. For example, if your bill is \$94.26, it would be rounded up to \$95.00. The extra \$0.74 will be put into a special fund that is used for donations to organizations or individuals who live in the Cuming County Public Power District service territory.

Monthly donations per account range from \$0.00-\$0.99, which makes for an average annual donation of \$6.00 per year, per account. This seems like a small amount, but when you take this times a potential 3,000 accounts the amount adds up quickly. Every year customers are informed of their year to date contributions.

Funds have been distributed to numerous school and youth organizations, fire & rescue departments, senior centers, libraries, hospitals and community organizations.

The volunteer board members meet bi-annually in March & September to make decisions where funding will be distributed. Current members of the board are: Jackie Smith, Bancroft; Brenda Bradfield, Beemer; Maria Janata, Dodge; Brenda Duhsman, West Point; and Kristie Borgelt, Wisner.

If you aren't already, please consider participating in Operation Round-Up® on your next CCPPD electric bill. Just call the office at 402-372-2463 to get set up. And thank you to all of our customers that help with the entire community by participating in the CCPPD Operation Round-Up® Program. You are really making a difference in the Cuming County Public Power District area.



Reminder: Applications for Youth Energy Leadership Camp are due May 4th! Turn in your application to Nicki White nwhite@ccppd.com or call 402-372-2463.

THANK YOU!!



CCPPD Partners with Cooperative Response Center, Inc.

Working Together to Provide Service Excellence

One of the most cost-effective ways Cuming County Public Power District has to provide around-the-clock customer service is to use a contact center. Recently, CCPPD partnered with Cooperative Response Center, Inc. (CRC), a nationwide, 24/7 contact center, to assist with its customer service needs.

CRC has locations in Austin, Minnesota; Dunlap, Tennessee; and Abilene, Texas. They specialize in call handling and dispatching line crews, providing service excellence by focusing on the human side of technology. CCPPD decided to join CRC because of CRC's ability to fully integrate technologies and more seamlessly operate after hours.

CRC provides services primarily to rural electric utilities, including after-hours dispatch and around-the-clock customer care. This modern technology also helps Cuming County Public Power District efficiently reach our customers in cases of scheduled large location

outages.

You may have become so intolerant of cold calls from automated services that your initial response is to hang up or delete the message without fully listening to it. If you receive an automated call "Hello, this is Cuming County Public Power District with an important message," please take a moment to listen to the message. You will be provided with relevant information about an outage that directly affects you. In most cases, you will be told how long to expect to be without power and, if the information is available, the cause of the outage.

Some common reasons for a scheduled outage include routine maintenance, a house move or needed repairs caused by weather damage or other environmental causes.

CRC also is available to take your calls after hours. When you call after regular business hours, your call is immediately routed to the call center where knowledgeable staff members can address your

concerns regarding electrical emergencies. They will dispatch crew members and follow up with you, if requested, to assure your power has been restored. It is helpful that you provide important key information to avoid delays in getting help to you as quickly as possible. This includes your account number, physical address and, most importantly, your meter number. All of this information can be found on your billing statement.

Keeping your contact information updated is crucial. If you are calling from a phone number CCPPD has on file, your call automatically will sync with your account information, considerably shortening the response time.



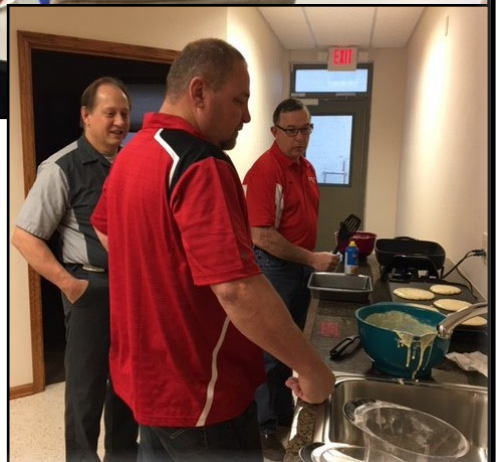
Lineman Appreciation

Monday, April 9th was National Lineman Appreciation. We celebrated our dedicated linemen with a tasty breakfast and some goodies. Please take the time to thank the many

great linemen here and across our great state. You can leave a note when you stop in to pay a bill, leave a message on Facebook or send a note in the mail to thank them.

We have some great linemen that take pride in taking care of our wonderful customers. They work in all kinds of weather to bring you safe and reliable electricity.

Thank you to our linemen and all of our dedicated employees here at Cuming County Public Power District.



Featured CCPPD Employee

Austin Koehlmoos



Austin Koehlmoos started at Cuming County Public Power District as an intern in 2015. He worked part time at CCPPD while he was finishing school at Northeast Community College in Norfolk.

A full time position opened at CCPPD in May 2016 and Austin started as a groundman. He has since moved into an Apprentice Lineman position and is working hard to gain his Journeyman status. Journeyman Linemen have to complete 2,080 hours of work per year for two years and pass the program with a series of tests. The program is offered through the U.S. Department of Labor.

Austin grew up in Pierce, Nebraska, but has ties to West Point as his grandparents live in the area. He and his wife Heather have



recently moved onto the family farm after his grandparents moved in to town.

In his free time, Austin enjoys golfing, hunting, playing basketball, camping in the summertime and woodworking.

Please help me in thanking Austin for his dedicated service to the District.

Attention: Customers that no longer have a land-line or have changed their phone number, please call us to update your information. We call for planned outages and many times we have no phone number. Please call us at 402-372-2463 or email ccppd@ccppd.com.

THANK YOU!!

CCPPD BOARD



Greg Strehle, President
402-380-3659



Leroy Mostek, Vice President
402-528-3872



Ed Kaup, Treasurer
402-372-2966



Dennis Weiler, Secretary
402-372-2713



Fred Schneider
402-528-3683



Danny Kluthe
402-693-2833

Regular meetings of the CCPPD Board are normally held on the second Wednesday of each month at the CCPPD office.

Please visit our website at www.ccppd.com

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Twitter: [@CumingCountyPPD](https://twitter.com/CumingCountyPPD)

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