



Power Pointz

news from
Garland Light & Power Co.

Your Touchstone Energy® Cooperative 

Paying Late Hurts Everyone

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You know how when you're late for something it affects everyone else? Whether it's a meeting, an appointment or dinner, not being on time can create problems.

Here at GLP, nearly 400 people pay their bills late every month. That's a staggering number. Often, it's the same people who are habitually late payers.

When this happens, there are consequences for all of us. That's because every time you pay your bill (whether on time or not), you're investing in this not for profit electric cooperative. Late payments cost the cooperative money and impact your investment.

All bills are due no later than the 15th of the month. Any payment not received within this time is considered past due. Bills not paid within 5 days of the due date are considered delinquent and assessed a 1.5 percent late fee.

Late payments mean lost revenue to cover expenses, including the cost of power. Late payments also waste money, because employees must send delinquent notices.

Even after these steps, there are 10-30 members who still don't pay their bills. This means GLP must schedule time to disconnect services and send a second person to reconnect after the member pays. The process takes cooperative employees time and cost the late payers \$100.00 to \$135.00 to reconnect.

We urge members to contact us right away if they have a problem paying their bill. That way, we can work with the member on a payment schedule or direct them to agencies that can help.

We currently offer Budget Billing to help stretch the payments over a course of the year, making each bill the same for 11 months, with the 12th month being the settlement month. Participants know what their bill amount will be each month, and they don't have to worry about getting hit hard during the winter months when energy use is higher. This program is offered during the spring of the year. But, you can call to get your name on our list and we will send you information when it gets closer.

Please help us keep our costs low and pay early or on time. The cost of being late is too high for all of us.



Teaching Kids About Electrical Safety

One of parents' highest priorities is to protect their children. One way to do this is teaching them about safety around electricity. Safe Electricity recommends teaching kids about electricity safety at an early age. Important lessons include:

- Water and electricity do not mix. Children should never play with or use electronics around water. Make sure ground fault circuit interrupters (GFIs) are installed anywhere electricity and water could meet to help prevent shocks. GFIs detect and prevent dangerous situations where an electric shock could occur.
- The only objects that go into outlets are electric plugs. Sticking other items in an electric socket can lead to an electric shock or death. As a parent you can help prevent this by giving tamper resistant outlets installed. Tamper resistant electrical receptacles have a shutter system that only accepts electric plugs. Another option is to use simple outlet plugs. However these can be easily removed. Similarly, never stick fingers or objects into toasters or any other electrical appliance.
- Electric cords should be left alone. A curious child may put a cord into his or her mouth and could potentially suffer an electric burn. Additionally, kids should be taught to never pull a plug out of the socket by the cord. This could damage the cord. It is a good idea to leave cords out of sight so children are not tempted to play with them.
- Electronics and their accessories must be handled with care. Encourage younger children to ask for help when they want to use an electronic device.
- Know how to call for help in an emergency. It's a good idea to include utility emergency numbers with other posited emergency phone numbers and instruct children how to call for help in an emergency.

Rebates

Tri-State G&T (our power supplier) offers an Energy Efficiency Products (EEP) program that helps member-owners save money and use energy wisely. The EEP program is aimed at promoting electric products and new technologies available to electric co-op consumers that represent a value for our members.

The program provides member-owners rebates for the installation of more efficient lighting, heating, and cooling systems, and similar applications.

Rebates are available for the Energy Star rated appliances, such as electric water heaters, refrigerators, freezers, clothes washers and dishwashers. There are also rebates available for efficiency electric motors. Call or stop by the office to see if you qualify for a rebate on your new purchase.



This institution is an equal opportunity provider and employer

Weathering A Winter Power Outage

In December 2013, a severe ice storm struck the northern United States and southeastern Canada. CNN reported tens of thousands of customers were without power in the below freezing temperatures and many were without power for at least four days. Two dozen people died from causes related to the ice storm.

The Federal Emergency Management Agency claims that winter storms are deceptive killers because most deaths are indirectly related to storms. To be truly prepared for a winter power outage, you need more than supplies. You need to know what to do when a snowstorm strikes.

When the lights go out, you should first contact Garland Light & Power to inform us of the outage. Once we know, we will immediately begin the assessment and restoration process. How long it takes to get your power back on depends on the extent of the storm's destruction, the number of outages and when it is safe for utility personnel to get to the affected areas. Until the power comes back on, do all you can to keep your family comfortable.

After contacting GLP, get out your storm

preparedness kit. This kit needs to be assembled ahead of time and should include such items as bottled water, nonperishable food, blankets, warm clothing, first aid kit and medicines, flashlight, radio, extra batteries and toiletries.

Monitor the temperature in your home. Infants and elderly people are more susceptible to the cold. You may want to stay with friend or relatives if you can not keep your home warm.

Dress warmly and cover up in layers of blankets. Remember to close off unneeded rooms, place draft blocks at the bottom of doors and cover the windows at night to minimize cold air entering the house. Also avoid going outside. Opening doors will let cold air in and going outside will make you more vulnerable to the cold.

If you use an alternative heating source during a power outage, be sure to know how to use it safely.



Green Power



What is Green Power?

Green Power is a marketing term for electricity that is partially or entirely generated from environmentally preferred renewable energy sources, such as solar, wind, geothermal, biomass, biogas and low impact hydro. Green Power is sold to support the development of new renewable energy.

How do I get involved?

Tri-State Generation and Transmission Association harness renewable resources and develop the energy into environmentally friendly energy for the future. Garland's member-owners can help develop the renewable energy sources by purchasing 100 kWh blocks for \$0.09 per month per block. The amount of blocks you elect to purchase will be added to your electric bill until you want to quit the program. To get involved call Michelle at the office at 307-754-2881.

Garland Light & Power will be closed for the Christmas Holiday on December 25th & 26th. Also closed on January 1st for New Years.

Merry Christmas & Happy New Year!



LOW INCOME ENERGY ASSISTANCE

This program provides assistance for winter heating bills. It is available for the months of November through May. The State of Wyoming accepts applications from October 1st through February 28th each year. Benefits are based on household size, income and type of fuel used as the primary heating source.

Crisis Assistance-This is a one time per program year benefit available to persons who are facing an energy emergency. The benefit amount is based on the amount needed to resolve this crisis, up to a maximum of \$400. Crisis funds can be used for deposits on new accounts, LP tank sets, and back bills. Crisis assistance is available from October through the middle of April. Back bills prior to November 1st are the clients responsibility.

For a LIEAP application, call 1-800-246-4221.

