




Sac Osage Electric Cooperative

News

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A Touchstone Energy® Cooperative 

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Progress Continues on Fiber to the Home Project

Following Sac Osage Electric Cooperative's announcement of a fiber to the home broadband internet project, the work has begun. Sac Osage is partnering with Conexon Connect, the newly formed internet service provider arm of rural fiber broadband design and construction management leader Conexon for this ambitious project. Under the partnership, design and construction of the fiber to the home network will be led by Conexon, with the network managed and operated by Connect.

As the design and make ready get underway, contractors are already busy clearing brush that might interfere with construction. The installation of fiber requires more space to prevent incidental contact with the fiber-optic cabling. As a result, some trees and vegetation near the lines may need to be trimmed, sometimes substantially, or in other cases removed altogether.

Trimming trees or removing them is a necessary process to prevent damage to the fiber lines that can cause outages, threaten public safety, and risk property damage. It also ensures an efficient, cost-effective build that brings fiber service to members sooner. Sac Osage is committed to treating members, their trees, and property with quality service and respect. The Cooperative takes tree removal seriously and strives to preserve the natural landscaping and tree and shrub growth as much as possible while ensuring safety and preventing damage and outages. When right-of-way changes impact your home or property, Sac Osage will work with the homeowner as much as the project allows. Vegetation is only trimmed and removed when it poses a hazard to the

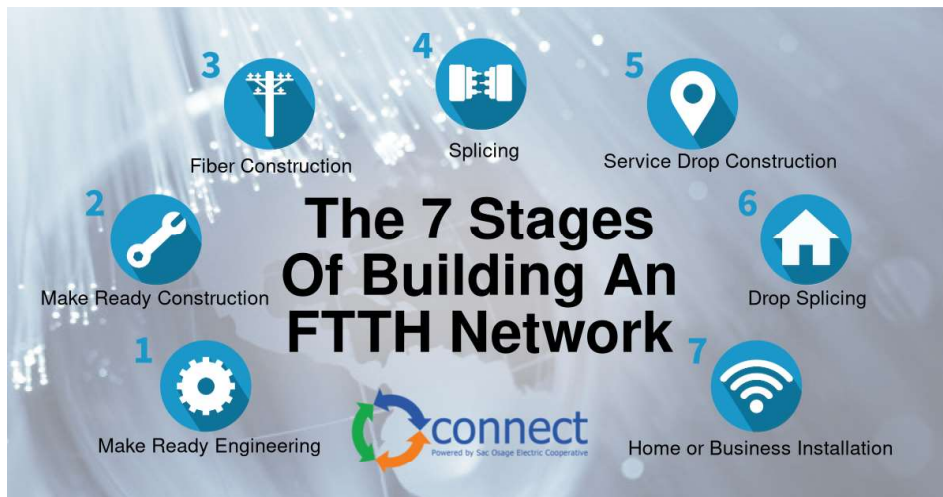


fiber network that could negatively impact members' lives.

The broadband project will likely move faster than the pace of the Rural Missouri publication. Members can keep track of fiber project through the Cooperative website. They can also find information from both Conexon and Sac Osage through social media. To pre-register and be notified when fiber is available in their area, members should visit https://conexonsignup.com/mo_sacosage.

100 Mbps	1 Gigabit
\$49.95	\$79.95

**Annual Meeting
will be held
September 14**





Member Satisfaction Survey Will Begin in August

During the next few months, Sac Osage Electric Cooperative will be sponsoring a survey that is conducted every three years to measure the quality of service provided to you, our member-owner. This survey will ask several questions about your satisfaction with the cooperative and energy usage.

In this random survey of members, a

mixture of online and telephone interviews will be conducted. You may be sent an email invitation to participate in the survey OR you may be sent a postcard in the mail inviting you to participate. Members may also be randomly selected to complete a telephone interview. It should take approximately 12 minutes to answer all questions on the phone. The call center

conducting the survey will identify themselves as calling on behalf of the cooperative. They will be conducting calls Monday-Friday from 5:00 p.m. to 8:30 p.m. and on Saturday from 10:00 a.m. to 5:00 p.m. No Sunday or holiday calling will be conducted. If you have any questions or concerns, please contact us at 800-876-2701.

Talk to Sac Osage When Considering Solar

Distributed Generation is when a member is producing power through a renewable energy source such as wind or solar and transmits excess energy into the grid. An interconnected system allows the member to use energy from the grid when their system is not providing enough to supply their needs.

On January 1, 2008, the State of Missouri's Net Metering Law took effect, requiring all electric utilities to offer a net metering program to customers generating up to 100 kilowatts of electricity. These systems can generate electricity using wind energy, solar-thermal energy, hydroelectric energy, photovoltaics, fuel cells using hydrogen produced by one of the aforementioned resources and other sources of energy certified as renewable by the Missouri Department of Natural Resources.

Systems must be intended primarily to offset part or all of the member's electricity requirements and must be located on property owned, operated, leased or otherwise controlled by that member. The Net Metering Law states that any power that is not used by the member generating the power (commercial or residential) will be credited to their utility bill at the utility's avoided-cost rate each month. Credits from net metering must be used within twelve months of generation or they expire.

Credits will not be applied to the service availability charge or demand charges. As Sac Osage has a four part rate, a member will see the credits applied to the "ENERGY CHARGES" portion of their bill. If the member is connected they will still have a service availability charge each month. If they are using power when their system is not supplying enough to meet their

demand, they will have the demand charges as well. A residential member who produces enough energy from a distributed system to have net energy usage of zero but an on-peak demand of 5kW and an off-peak demand of 5kW, would have a bill for that month of \$69.30.

Members who want to save on their electricity bills, should carefully exam-

ine all financial aspects first. Consider reducing their energy use by making their home more energy efficient. Many efficiency measures have a faster return on investment, and the initial investment is often less. Sac Osage has rebates on efficiency measures and home energy audits that can provide real savings.

Outage Restoration is a Step by Step Process

1. High-Voltage Transmission Lines:
Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2. Distribution Substation:
A substation can serve hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

3. Main Distribution Lines:
If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4. Tap Lines:
If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

5. Individual Homes:
If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issue.