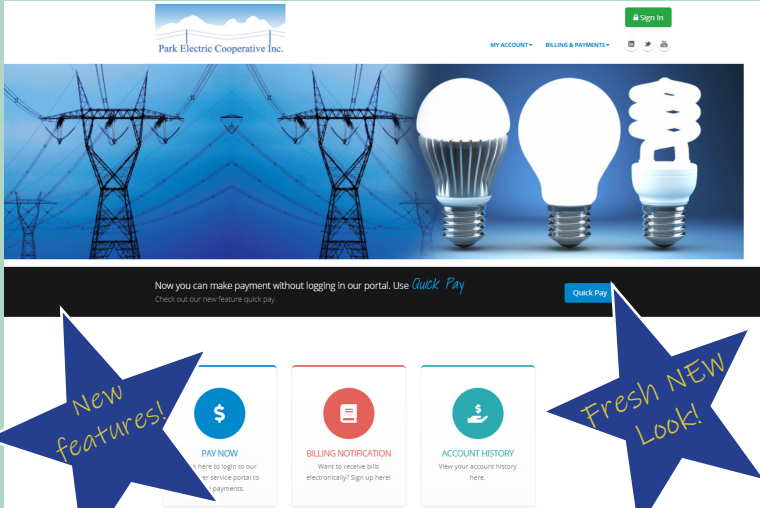


# PARK SPARKS

SEPTEMBER 2021

PARK ELECTRIC COOPERATIVE, INC.

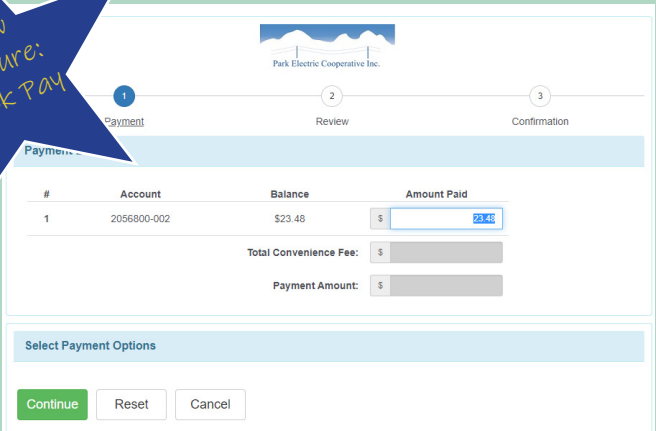
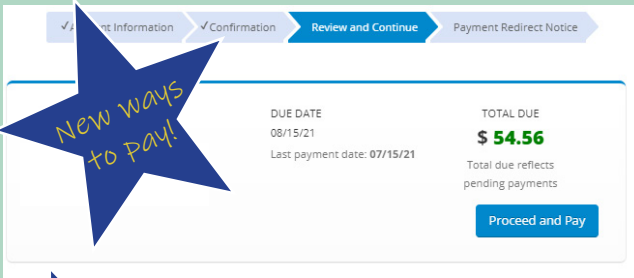


## COMING SOON: NEW CUSTOMER SERVICE PORTAL

Park Electric is pleased to announce that a NEW Customer Service Portal is in the works. The refreshed look and updated payment options will make paying your Park Electric bill faster and more convenient. New enhanced account viewing options make the account history easier to see. Many more features will also be available. Be on the lookout for this in the next few months!

With the new system, payments can be made with a credit card or echeck. The old limit of \$250/transaction will be gone. The service charge of \$3.95/\$300 transaction still applies, but any amount can be paid in one transaction.

Are you a renter or relative wanting to make a payment? The new portal offers Quick Pay where anyone can make a payment as long as they know the account number and the last 4 digits of any phone number associated with the account.



Want to see the history of the account? It's available in the new portal:

Type	System Date/Time	Amount	Balance
BILL	07/30/21	\$48.68	\$47.58
PAYMENT	07/15/2021 10:12:07	\$-60.00	\$-1.10
BILL	06/30/21	\$44.72	\$58.90
PAYMENT	06/15/2021 08:13:18	\$-60.00	\$14.18
BILL	05/28/21	\$43.77	\$74.18
PAYMENT	05/11/2021 11:08:53	\$-60.00	\$30.41

Changes will be happening soon. If you haven't viewed your account online before, the new system is easy to get started. For members who have been using the existing portal, it will remain active until we transition.

## Managers Comments *by* Matt Haggerty

Have you ever wondered what Park Electric's board of trustee's is responsible for? This is a question that seems to be asked from time to time, and the answer is very important to the current and future state of the co-op. First let's start by reviewing the board make up.

Park Electric's board of trustees is made up of seven members of our co-op. They are also full time residents from seven different geographical districts served by the co-op. These districts are set up to ensure one of the seven board members resides in an area near you.

Each month the board meets with Park Electric's management staff to review monthly operating reports, including the manager's report, outside service report, member service report and office report. These reports cover financial standings, strategic plans, completed work orders for new services, outages, current/future projects, power sales, and much more.

The board also directs the activities of the cooperative through their consideration of broad policy areas. They review and approve annual operating and capital budgets created by Park Electric management staff. In the review cycle of these budgets, the board is faced with making equitable decisions for capital expenditures including requirements for



buildings, vehicles, major office equipment, substations and substation sites.

In order to make sound policy decisions, the board needs a great deal of information and knowledge concerning the electrical industry. They are provided excellent education and training opportunities through our national (NRECA) and statewide (MECA) organizations. Your directors are expected to attend these classes to learn the newest and latest trends in the industry and keep informed of best practices for electric cooperatives.

In the last few years, members of our board have attended classes on power supply, director duties and liability's, understanding of the electric business, communicating with members, and the list goes on.

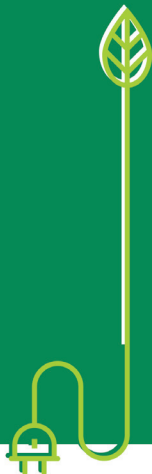
Some of the diverse topics your board is well versed in include managing electrical demand in your home, zebra mussels, pallid sturgeon, wholesale power supply, renewable energy, energy efficiency programs and rates, to name a few. In addition to the training, these classes are also an important avenue for networking opportunities. Networking with other cooperative directors is a great way to find out what things are working well or, conversely, what didn't work so well for other co-ops. Then the Board can decide if these things are the right fit for Park Electric.



### Energy Efficiency Tip of the Month

When shopping for new light bulbs, know the difference between lumens and watts. Lumens measure the amount of light produced by the bulb. Watts measure energy consumption. Energy-saving LEDs come in a variety of colors and brightness levels and last 15-25 times longer than incandescent bulbs.

Source: [energy.gov](http://energy.gov)



## Our Newest Arrival:

Jan Pospichal (pronounced Yon) is our new IT Systems Administrator. Jan and his family live in Wilsall. As a child, Jan grew up in the Czech Republic. His interest in computers began as a teenager tinkering with the earliest 8-bit electronics. He attended the University of Wisconsin-River Falls where he earned degrees in Computer Science and Business. He and his family moved to Wilsall about 10 years ago when he took a job with the Livingston School District as the IT Director. Jan is very happy to join the team of multi talented folks here at Park Electric. He has learned a lot about Park Electric and the electrical industry since joining us. His talents even extend beyond the office as well- Jan is a pilot with hundreds of hours logged! Welcome to Park Electric, Jan.

