

Perennial NEWS

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Budget Billing

Budget billing makes managing your electric bills easy.

Energy for Generations
PERENNIAL
PUBLIC POWER DISTRICT

Be Aware of Utility Scams

Recently I spoke to a customer that was concerned they had received a scam call. The caller informed the customer that they were due for a refund on their utility account. The caller asked the customer for a credit card or a checking account number to process the refund to the customer. This was a scam call; Perennial will never process a refund to a customer in this manner. Refunds are issued by check or if it is an incentive, we will apply a bill credit to the customer's Perennial account.

Scammers are continually coming up with new and creative ways to take advantage of people. Unfortunately, there have been people who provide sensitive information to scammers and end up losing their money. They can be very persuasive, and they will attempt to vaguely answer customer questions. Scam tactics include impersonating utility employees by going door to door requesting cash payments to prevent interruption of services, or requesting that a customer purchase gift cards or prepaid credit cards to avoid interruption in services. Calling schemes include, scammers casting a large net trying to find individuals or businesses they can exploit. Caller ID provides very little protection and may add to the ruse, with scammers often able to "spoof" the phone number and make it appear as if Perennial Public Power District or another utility provider is calling. Sophisticated scammers can create very authentic-looking emails, and in many cases, they may even look like

they come from a legitimate email account. Generally, most of these scam emails are sent out in mass, and the latest security software will help to identify and remove these emails. These emails may provide you with some information that makes them seem authentic such as including, your name and address, or the name of your bank. If an email looks authentic and you want to verify it with us, please call and Perennial Customer Services can assist you in verifying if the email was legitimately sent from our personnel.

For customer protection, Perennial no longer accepts credit card payments over the phone, customers are transferred to Secure Pay, an Interactive Voice Response system to process secure credit card payments. Other secure payment options are available on our website: perennialpower.com. Keeping our customers and their personal information safe is important to Perennial. Behind the scenes, we are continually working hard to make sure our payment systems provide robust protection of your financial and personal information. Perennial does not share our customers' information with any third parties. Any informational mailers or promotions come directly from Perennial and are intended to meet our goal of educating customers. If you have any questions about your account or have any concerns about a solicitation you may have gotten on the phone or via the Internet, don't hesitate to call Perennial at 402-362-3355 or 800-289-0288.

On Our Cover:

Brian Soukup, Lead Line Technician, honoring fallen Marine, Lance Corporal Hunter Hogan during procession route, July 6, 2012.



Lisa Jacobsen
Manager of
Customer Services

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Budget Billing

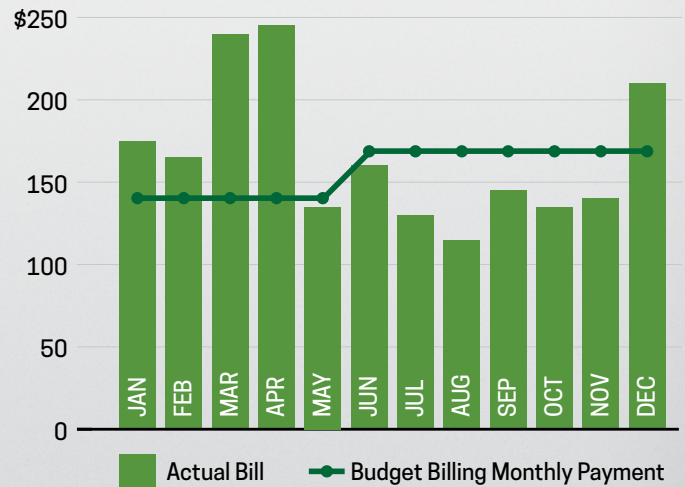
Perennial Public Power Districts' budget billing is designed to make managing monthly electric bills easier. Customers using electricity for heating or air conditioning may find their monthly bills varying greatly during hot summer months or cold winter months. With budget billing, customers will know how much their electric bill will be each month, preventing larger electric bills when temperatures soar in the summer and drop in the winter.

How Budget Billing Works

Your previous 12 billings are divided to determine your monthly average. Perennial customers pay the same amount 11 months out of the year, then in June customers are billed the difference between their actual usage and the amount they have paid the previous 11 months. This is referred to as the settle-up month.

If your budget payments exceed what you consume in utilities, the credit is applied to your next year's budget billing or refunded. If your budget amount is less than what you consume in utilities, then you are billed the difference between your actual billings and your last eleven monthly payments. Perennial does periodically review budget billing to try to avoid a large settle-up billing for customers.

Residential customers who have paid their current billing and have at least twelve months of usage history qualify for Budget Billing. If you think Budget Billing is right for you, please contact Perennial's Customer Services Department at 402-362-3355, 800-289-0288, or email: perennial@perennialpower.com. Or stop in our office during office hours, 7:30 a.m. – 4:30 p.m., Monday through Friday.



SUMMER IS COMING PREPARE YOUR HOME NOW

Don't Let Summer Heat Up Your Utility Bill



Seal cracks around the house with weather stripping or caulk to keep warm air out.



Change the air filter on your cooling unit.



Wash your outdoor AC unit and have your HVAC unit inspected.



Clear the air vents throughout your house.



Install a programmable thermostat. Leave it on a higher temperature when you are away, and set it to cool the house half an hour before you return home.



Update your insulation to keep cool air in your home and warm air out.

Learn more at: [SafeElectricity.org](https://www.SafeElectricity.org)

It's the middle of summer, the kids are out of school and of course, we celebrate Independence Day! On the 4th of July, we celebrate our nation's independence with grilled hamburgers and hot dogs, homemade ice cream and other sweet treats, and finally, fireworks. This is a time for fellowship with family and friends, but at Perennial Public Power District, we also want to make sure our customers and communities focus on safety.

Nothing says "Fourth of July" like a spectacular fireworks display! The safest way to enjoy this part of the celebration is to head to the local fireworks show in your community. Professional or local firework displays are usually supervised by firefighters. Or if you want to put on a neighborhood or family fireworks display, be sure to follow these important safety tips to ensure you have the best Fourth of July possible:

- Look up, fireworks are never a good idea near power lines or structures, only light fireworks in an open area.
- Stay away from the big green box, pad mount transformers carry high voltages of electricity to power homes. They are not a launch pad for fireworks.
- Always follow the instructions on fireworks packaging and never give fireworks to small children.
- Keep a supply of water close by as a precaution.
- Make sure to wear protective eyewear when lighting fireworks.
- Light only one firework at a time and never attempt to relight a "dud."
- Store fireworks in a cool, dry place away from children and pets.
- Never throw or point a firework toward people, animals, vehicles, structures, or flammable materials.
- Keep spectators at least 20 feet away from where fireworks are ignited.



- After fireworks complete their burning, put out the fireworks with water before discarding them to prevent a trash fire.
- Never light or shoot fireworks off in metal or glass containers.

Cookouts are a great way to bring folks together on the Fourth. Whether you are grilling in your backyard or at a community park, make sure your feast includes a generous portion of fun and a side helping of safety!



We recommend the following safety tips:

- Always supervise your grill.
- Use the proper tools for cooking on a grill.
- Never add charcoal starter fluid when the coals have already been ignited.
- Always follow the manufacturer's instructions when using grills.

Fireworks and cookouts wouldn't be complete without a sunny day. Here's hoping we have good weather, and if we do, make sure you are practicing sun safety:

- Remember electricity and water don't mix, be sure to keep electronics away from water.
- Use a broad-spectrum SPF sunscreen and reapply often.
- Protect your eyes by wearing sunglasses.
- Drink plenty of water.
- Be on the lookout for signs of heat stroke (hot red skin; changes in consciousness; rapid, weak pulse; rapid, shallow breathing).

However, you choose to celebrate, Perennial Public Power District wishes you a safe and Happy Fourth of July!

Plan for a Safe an



A family of four is seen from behind, standing in a field of tall grass at sunset. The mother, with long brown hair, is holding a young boy in a striped shirt and a straw hat. The father is holding a young girl in a striped shirt. They are all holding a large American flag that is draped over their shoulders and extends to the ground. The sun is low on the horizon, creating a warm, golden glow.

d Happy Fourth

A little effort goes a long way.

HELP OFFSET PEAK ENERGY DEMAND

Help conserve energy by adjusting your energy use to lower-demand times of the day. Making small changes can help even out energy use and avoid service interruptions caused by high demand.

BEFORE 8:00 a.m.

Use the oven
Shower
Do laundry

8:00 a.m. to 3:00 p.m.

Close window coverings
Unplug appliances not in use

AFTER 3:00 p.m.

Grill supper outdoors
Use countertop appliances or a microwave (instead of the oven)
Turn off circuit breakers for electric hot water heaters
(Water will remain hot for hours; turn the breaker back on later)

AFTER 8:00 p.m.

Wash dishes
Set the dishwasher or other appliances to start after 10:00 p.m.
Shower

OVERNIGHT

Charge your electric vehicle

You can help by making these energy use adjustments to your day:

IN GENERAL



Turn up your thermostat



Use fans in occupied rooms to cool off



Turn off and disconnect electronics not in use



Turn off lights



Turn off stand-alone dehumidifiers



Turn off all non-essential pumps and motors

Making small changes can help you save on your energy bills, decrease the chances of future rate increases and ease the strain on the power grid.

Learn more at:

Safe
Electricity.org®

Meter Exchanges in Urban Communities

Over the last few years, Perennial Public Power District has been changing meters and irrigation load control switches to Radio Frequency (RF) mesh technology. Crews began in rural areas of the District and are now working on meter exchanges in the urban communities served by Perennial. As of this writing the following communities will see crews working on meter exchanges: Ohiowa, McCool Junction, Grafton, Lushton, Henderson, Milligan, and Exeter.



Dustin Arduser, Journeyman Line Technician changes a meter

This RF technology is the communications medium that allows us to collect data from meters and irrigation load control switches. One of the key benefits of RF meters is automatic outage notifications. When your RF meter experiences a complete power loss it will report it to our Outage Management System (OMS). In turn, OMS

notifies our on-call crew or Operations Department personnel. This improves how quickly we can respond to outages. Even though this RF communication happens within seconds, we would still like to hear from you by phone if you experience a power outage. While RF meters will provide us with more energy data, they cannot replace the valuable information about the outage you have experienced. Another benefit of the RF meters is that the communication network allows office personnel to remotely read a meter or assist a customer in identifying how they are using energy.

Perennial crews can be identified by the truck they are driving, and they have Perennial's logo on their clothing. If you question that it is legitimately our crews, please contact our office at 402-362-3355.



Lance Ring, Lead Line Technician verifies meters to be exchanged

New technology to help us serve you better

RELIABILITY

- New meters help us locate and respond to outages faster and more safely.
- New meters can help us improve power quality.
- New meters help with consistent billing periods.

EFFICIENCY

- With remote meter readings, we can save time and money.
- With more detailed data about demand and usage we can distribute power more efficiently.

AFFORDABILITY

- Operating more efficiently can help minimize cost increases.
- We can use the new data to help our members address high bills.

Community Calendar

June 9- 11 - Milligan June Jubilee

June 16 - 18 - Ohioa Days

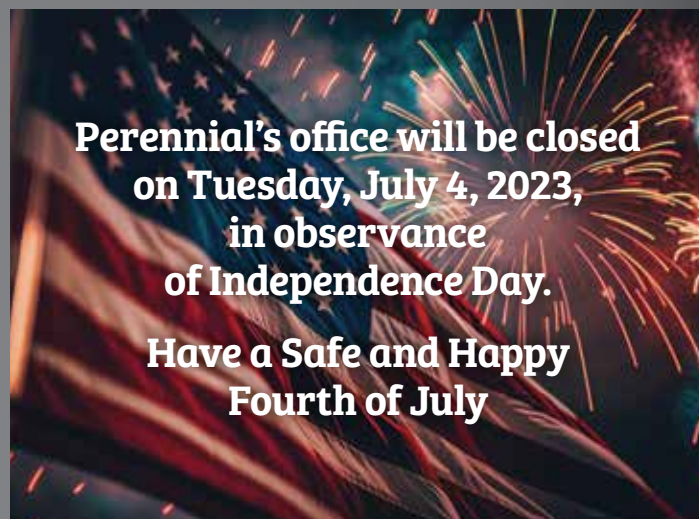
June 23 - 24 - Waco Days

July 4 - Perennial Office closed
in Observance of
Independence Day

July 14 - 16 - Henderson
Community Days

July 5 - 10 - Fillmore County Fair

August 3 - 5 - York County Fair



**Perennial's office will be closed
on Tuesday, July 4, 2023,
in observance
of Independence Day.**

**Have a Safe and Happy
Fourth of July**



Get Ready for Summer Cooling

Now is the time to have your heating and cooling contractor inspect, service, and clean your cooling system. Typically, tune-ups on cooling systems that have been neglected for a few years can provide energy savings of 5 to 15 percent. In addition, the unit can perform better from a comfort and equipment longevity standpoint.

Fortunately, there is a \$30 EnergyWiseSM incentive available to homeowners who have their cooling system tuned up, regardless of what type (central air conditioner, air or water source heat pump) or the age of the cooling system.

Contact Perennial at 402-362-3355
or perennial@perennialpower.com for
more information.