

# Perennial NEWS

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PERENNIAL PUBLIC POWER DISTRICT

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## INSIDE THIS ISSUE

### Practicing Safety

*Perennial linemen perform Pole Top Rescues to prepare for emergencies.*

### Controlling Your Bill

*Utilize apps on your electronic devices to gain the upper hand on your bill.*

Energy for Generations  
**PERENNIAL**  
PUBLIC POWER DISTRICT

## Public Power – A Time To Celebrate!

Public power utilities across the U.S. celebrate Public Power Week the first full week of October every year. One of the main reasons to celebrate anything is to reflect an overall attitude of gratitude and enjoy what we have. When considering the benefits of public power there certainly is a reason to celebrate!

The benefits of public power utilities can probably be summed up this way. They are affordable, reliable, and customer focused. They are highly responsive to customers' needs and concerns because their only purpose is to provide efficient, reliable service to the customers in their service areas. And public power utilities have the distinction of being fully accountable to their customers, who have a voice through locally elected board members. This differs significantly from investor-owned for-profit utilities that are owned by shareholders, many of which who are not customers, and whose primary motivation is to increase the stock's value.

Having a utility that provides reliable electric service is something that I know is important to you. Rain or shine, you expect the lights to come on when you flip the switch. But when the power does go out, you want it back on as quickly as possible. Knowing this makes me proud of the fact that our dedicated employees, some of whom you know by first name, work

vigorously and safely to get power restored, often during the worst weather conditions. Even during a pandemic.

To help keep reliability high, public power utilities reinvest revenues back into the utilities, which includes investing in the people, technology, and equipment needed to keep the power flowing. Again, that's money that is staying in the community and not going to Wall Street stockholders. Public power is in it for the people, not the profits.

Nebraska is the only state in the nation served solely by publicly owned utilities, and it enjoys some of the lowest

electric rates in the country. In fact, based on 2019 data Nebraska has the fifteenth lowest overall electric rates in the country. For example, according to the Energy Information Administration's (EIA) latest data, the average price of electricity for a residential customer in Nebraska is 11.35 cents per kilowatt-hour. As a comparison the U.S. total average residential price is 13.85 cents. Overall, the EIA reports that Nebraska's average price of electricity is a little over eighteen percent lower than the national average.

The bottom line is having an electric utility that is customer focused and provides affordable and reliable electric service helps build a strong community. That's public power! It's truly worth celebrating!



**Jamey Pankoke**  
General Manager

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# Chris Stutzman Joins Perennial

Chris Stutzman joined Perennial Public Power District on September 8, 2021, as an Apprentice Line Technician. Chris completed his internship at Perennial this summer and graduated from Metropolitan Community College with an Associates Degree in Applied Science in Utility Line. During his internship, he received hands-on experiences of what it is like to work as a utility line technician. This summer, he participated in training exercises such as our pole top rescue exercise.



Chris is the son of Adam and Dawn Stutzman of McCool Junction, and he attended McCool Junction High School. Currently, Stutzman lives in McCool Junction, where he enjoys hunting, fishing, being outdoors, as well as spending time with his family and friends after work.

Chris stated, "his favorite part of the job is learning more about the industry every day, being able to build a life as well as relationships with the employees and customers."

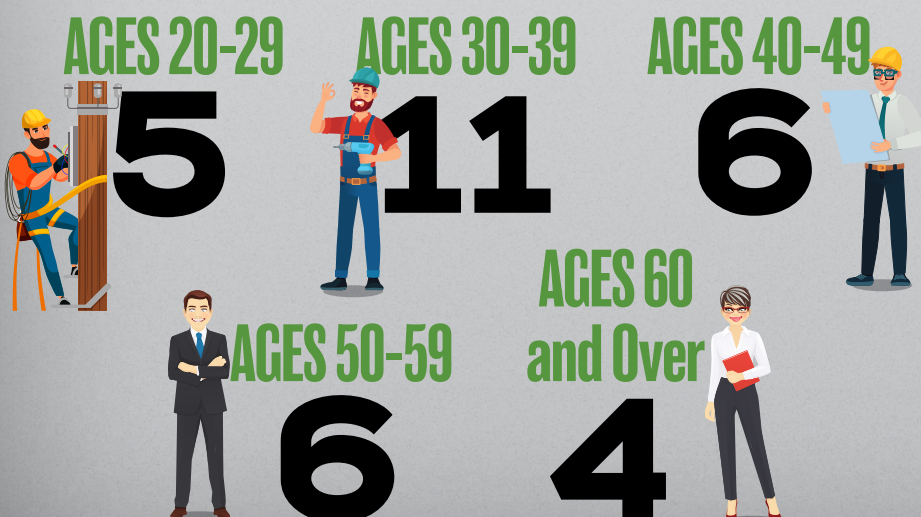
Welcome to the team, Chris!

## Perennial Appreciates Our Employees

### Perennial Employee Statistics



### AGE GROUPS



We want to thank the employees for another safe and successful year at Perennial. As the Board of Directors, we appreciate your commitment to safety and continued excellent service to our customers.

Perennial's Mission Statement is to "provide a level of service that promotes customer confidence and energy for generations." You are the ones that make that all possible, and the Board of Directors thanks you each and every one.

Each year brings different situations that we need to work through. This past year has been no exception. This year's challenges have been the pandemic, ice storms in December, polar vortexes in February, and wind storms in July. We appreciate your dedication, hard work, and outstanding efforts to meet these challenges. You all, linemen and office personnel, work together so well, it makes our job as Directors so much easier, and we are deeply grateful for that. Thank you.

**Orie Friesen**

*Board of Director President – Subdivision One*

**October 13th Employee  
Appreciation Luncheon**





# Perennial Line Crews Practice Pole Top Rescue

If you have driven by our office, you may have noticed the cluster of poles and wires along the western edge of our property. This is Perennial's lineworker training facility. Our lineworkers use this facility to practice and prepare for real-life scenarios they may encounter in the field.

Climbing poles is no longer the only way for line workers to access the hardware and conductors near the top of poles, thanks to technological innovations over the last several decades. However, situations still arise where climbing is the only option to repair or correct an issue.

No matter how a line worker reaches the top of a pole or how carefully they perform their work, electrical contacts can still occur. If a line worker makes contact with an energized conductor or hardware component near the top of a pole, they may need someone else to get them safely back to the ground.

Pole top rescue is an essential part of the training required by Perennial line workers. Safely rescuing a fellow line worker could mean the difference between life and death. Every August, the line workers test their skills, one by one, they climb a 35-foot pole and safely rescue a 180-pound dummy.

During this training, the dummy is hung near the top of the pole, and the line worker who will be performing the rescue is stationed on the ground. The line worker shouts to the "accident victim" to determine responsiveness.

Receiving no reply, the line worker runs to his truck, where a "Mayday" call is made to provide the location and request an ambulance. The line worker will then put on his belt and hooks to climb the pole. Upon reaching the victim, the dummy must be secured with a rope before being safely lowered to the ground, where the line worker will check for vital signs and provide emergency first aid care until emergency medical professionals arrive on the scene to take over.



Perennial line workers practice a bucket truck rescue.

The line workers also complete bucket truck rescues, where they focus on bringing an unconscious victim down to the ground via the bucket. Rescuers practice using the emergency lower controls on the bucket to lower the bucket to the ground from its aerial position, then tip the bucket enough to get the victim out onto the ground to check for vital signs and provide emergency first aid care until emergency medical professionals arrive on the scene to take over.

We hope the day never arrives when this training must be put to the test, but by providing hands-on pole top rescue and other safety training courses to our employees, we can reduce accidents as well as injuries and save lives. Perennial's Safety Coordinator, Steve Gerken, ensures that all training policies are carefully written and administered. Perennial knows that it is in the best interest of its employees, their families, its customers, and the public that every employee make safety their number one priority.

# Taking Control of

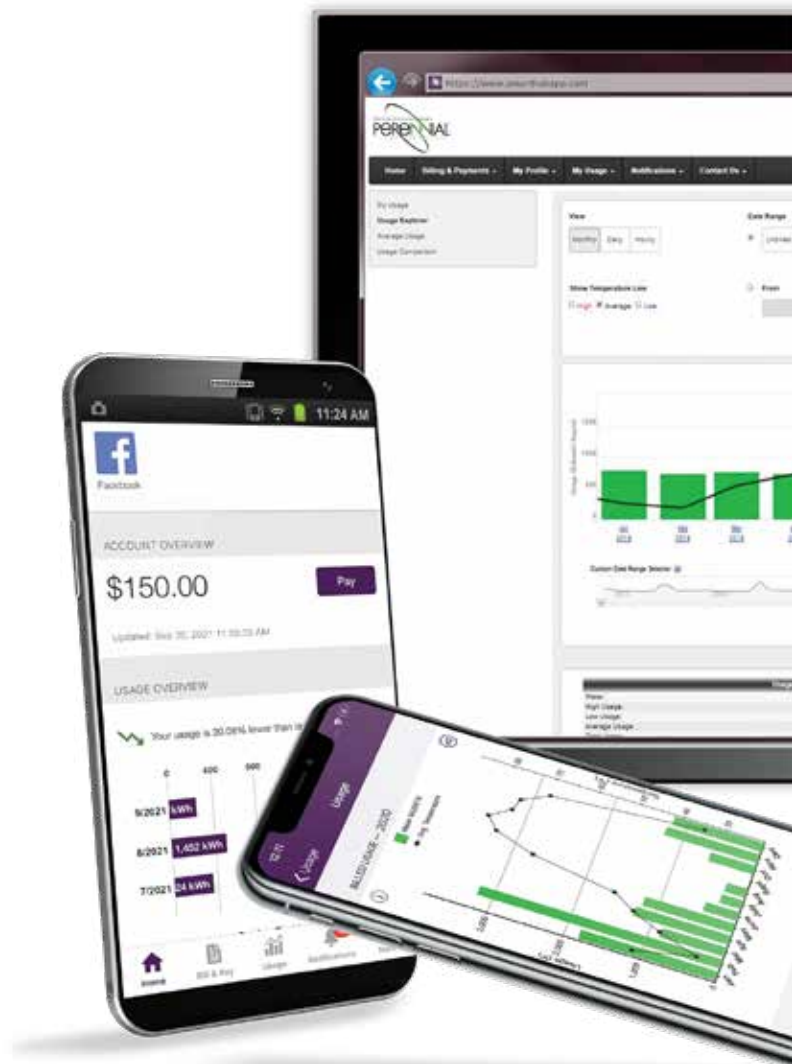
Life is fast, and it can be hectic, but it doesn't all have to be complicated. Paying your Perennial bill shouldn't be a complex task, and with our SmartHub web and mobile app or our Interactive Voice Response (IVR) technology, it won't be.

SmartHub is our innovative tool for account management; it can help you take control of your Perennial account like never before, giving you more time to focus on other responsibilities. SmartHub has several features that make managing your account as easy as possible. Whether through the web, your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your usage, contact customer service, get the latest news and sign up for notifications about your account.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks or taps if you're using the app. You'll be able to see your current bill, along with bills from the previous month or even the previous summer, if you want to compare costs. Not only will you see your billing history, but you'll be able to view your actual use. You can see how your usage is trending over time, which will allow you to take steps to lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment, either through the web or through your mobile device, you'll be able to store your payment information for future transactions securely. The next time you need to pay your bill, it will only take a couple of clicks.

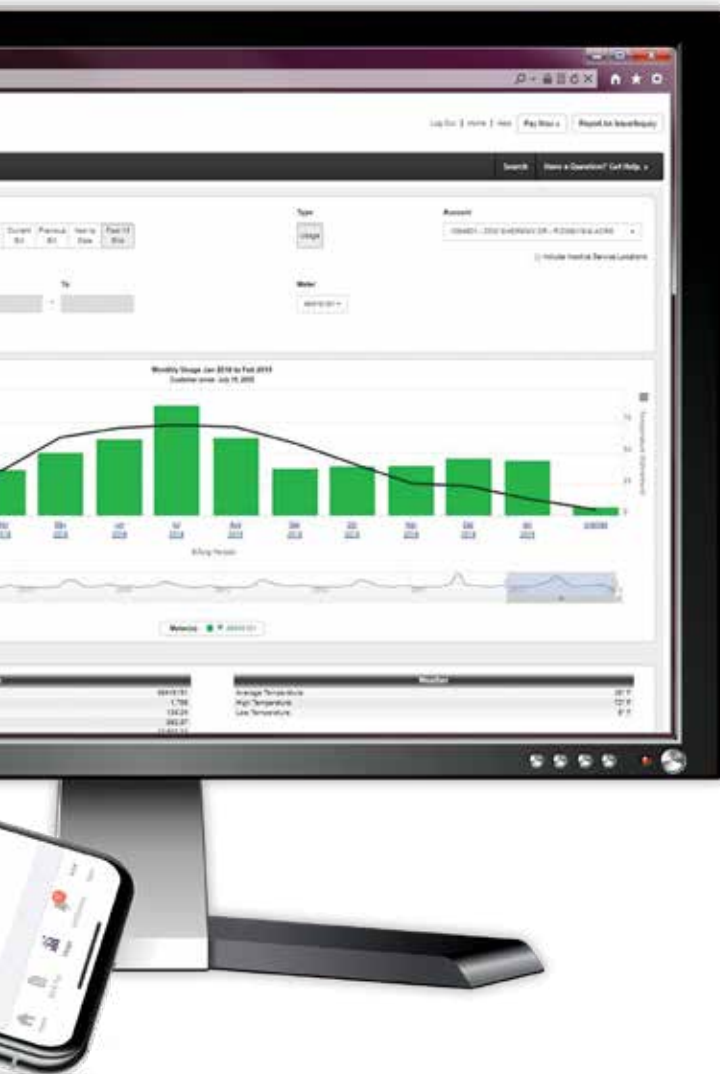
You'll also be able to see important Perennial notices with SmartHub. You'll be able to select how you want to be notified about your bill, including email and text messaging. Additionally, you can set up notifications for payment



**Scan this QR Code to download  
the SmartHub App!**



# Your Electric Bill



confirmation, scheduled payments, credit card expirations or auto pay.

While with Perennial's Interactive Voice Response (IVR) technology, you can inquire about your bill, check the status of your account, and pay your bill (either the total due or a specific amount). The IVR system is compliant with both Payment Card Industry (PCI) and National Automated

Clearing House Association (NACHA) standards, providing a high level of payment security. These requirements are designed to help companies that process payments to prevent credit card fraud through increased data controls.

If you are calling from a phone number associated with your account, the IVR utilizes caller-id functionality and will automatically identify your account number. If you are calling from another number, you may enter your account number or look up your account number by entering the phone number associated with your account.

You can access SmartHub by visiting [www.perennialpower.com](http://www.perennialpower.com) or downloading the SmartHub app on your mobile device through the Apple App Store (iOS devices) or Google Play Marketplace (Android devices). You can make a payment with our IVR system by calling 1-877-487-4642.

Perennial Public Power District is committed to its customers. The personal touch and exceptional customer service you are accustomed to is still only a phone call away to answer your questions and concerns, including questions on your bill.

## To Make a Payment via Phone

Call 1-877-487-4642 to pay Perennial Public Power District by phone.

Once you have verified the account number or numbers given by the IVR System:

**Inquire About Bill** Press **1**

**To Check Your Account Status** Press **1**

**To Make A Payment** Press **2**

**To Look Up Your Information**

**Using Your Phone Number** Press **1**

**Using Your Account Number** Press **2**

The IVR will give you multiple account numbers if you have multiple accounts.

The IVR will give you the amount due and the due date

**To Pay The Total Amount Due** Press **1**

**To Enter A Specific Payment Amount** Press **2**

# Utility Line Scholarship

Perennial Public Power District is offering a \$1,000 per year scholarship to a student planning to enroll in an accredited utility line program. Applicants must reside within Perennial's service area to be eligible.

This scholarship program is aimed at highly-motivated and safety-conscious individuals who want to become a line technician. Participation in this program offered by Perennial does not guarantee future employment by Perennial.

The application deadline for this scholarship is December 31, 2021. Scholarship applications and applicant guidelines are available on our website, [www.perennialpower.com](http://www.perennialpower.com) or contact Courtney Giesenhagen at [cgiesenhagen@perennialpower.com](mailto:cgiesenhagen@perennialpower.com).

**Perennial's Office will be closed in observance of:**  
**Veterans's Day - Thursday, November 11, 2021**  
**Thanksgiving - Thursday, November 25, 2021,**  
**and Friday, November 26, 2021**



## Fix those leaky doors

Old, uninsulated and improperly installed exterior doors can waste energy and money. Shut the door on wasted energy by weather stripping and sealing all exterior doors. If you have an old exterior door, consider replacing it with a newer, energy-efficient model.

### Take the Dollar Bill Test

Take a dollar bill and close the door over it. If you can take the dollar bill out easily you need new weatherstripping.