

HIGH WEST ENERGY



DIVIDEND

SPARKS

Focused on people. Built on power.

Patronage Dividends

HIGH WEST ENERGY'S BOARD OF DIRECTORS RECENTLY VOTED TO RETIRE \$764,445 IN PATRONAGE DIVIDENDS

We are retiring percentages from the years 1993, 1994, 2021, as well as amounts under \$100.

Cooperative members share in the ownership, construction, maintenance and prosperity of High West Energy. When you move into a home or establish a business in the High West Energy service territory, you become a member of the cooperative.

Each fall, the board of directors decides if the financial condition of the cooperative is strong enough to pay out patronage dividends. High West has paid out dividends for the last 37 years.

Patronage capital is based on the amount of electricity each member uses, so the amount you are allocated varies from year to year. Businesses that use a lot of electricity build up a larger patronage capital account than a homeowner, for example.

Turn the page to learn about winter efficiency tips.

NOVEMBER

highwestenergy.coop

Winter Efficiency Tips

FIVE WAYS TO FIGHT THE WINTER CHILL AND SAVE ENERGY

We all have our favorite season. Some people love crisp, cool weather and bundling up under a favorite blanket, while others prefer the warm temperatures summer brings and all the fun outdoor activities that go with it.

But there's one thing we can all agree on: high winter bills are never fun. High West Energy is here to help you find ways to manage your home energy use and keep winter bills in check.

HERE ARE FIVE TIPS TO HELP INCREASE YOUR HOME'S ENERGY EFFICIENCY THIS WINTER:

- 01 — MIND THE THERMOSTAT**
 This is one of the easiest ways to manage your home energy use. We recommend setting your thermostat to 68 degrees (or lower) when you're home. When you're sleeping or away for an extended period of time, try setting it between 58 and 62 degrees; there's no need to heat your home when you're away or sleeping and less active.
- 02 — BUTTON UP YOUR HOME**
 The Department of Energy estimates that air leaks account for 24% to 40% of the energy used for heating and cooling a home. Caulking and weather stripping around windows and doors is another simple, cost-effective way to increase comfort and save energy. If you can feel drafts while standing near a window or door, it likely needs to be sealed.
- 03 — USE WINDOW COVERINGS WISELY**
 Open blinds, drapes or other window coverings during the day to allow natural sunlight in to warm your home. Close them at night to keep the cold, drafty air out. If you feel cold air around windows, consider hanging curtains or drapes in a thicker material; heavier window coverings can make a significant difference in blocking cold outdoor air.
- 04 — CONSIDER YOUR APPROACH TO APPLIANCE USE**
 When combined, appliances and electronics account for a significant chunk of our home energy use, so assess how efficiently you're using them. For example, if you're running the dishwasher or clothes washer, only wash full loads. Look for electronic devices that consume energy even when they're not in use, like phone chargers or game consoles. Every little bit helps, so unplug them to save energy.
- 05 — THINK OUTSIDE THE BOX**
 If you're still feeling chilly at home, think of other ways to warm up—beyond dialing up the thermostat. Add layers of clothing, wear thick socks and bundle up under blankets. You can even add layers to your home! If you have hard-surface flooring, consider purchasing an area rug to block cold air that leaks in through the floor.



If you're taking steps to save energy but continue to see major increases in your bills, give us a call at 307-245-3261. High West Energy's experts can help identify areas and other factors impacting your home energy use and recommend next steps for savings.

WINTER MONTHS OFTEN BRING SOME OF THE HIGHEST ENERGY BILLS OF THE YEAR. BY BEING PROACTIVE ABOUT SAVING ENERGY, YOU CAN INCREASE THE COMFORT OF YOUR HOME AND REDUCE MONTHLY BILLS. KEEP UP TO DATE ON OUR FACEBOOK PAGE FOR MORE ENERGY SAVING TIPS!

Students Wanted

WE ARE LOOKING FOR STUDENTS TO JOIN OUR JUNIOR ADVOCACY GROUP

High West Energy is wanting to begin a junior advocacy group where high school students from surrounding areas meet once a month at our Pine Bluffs Headquarters.

During this time, students will learn the history of High West Energy and information about co-ops, as well as learn about different departments or career opportunities in the co-op industry.

This group will also allow students to bring concerns to us, provide feedback and collaborate with High West Energy leadership to contribute to solve industry concerns or problems.

WHY JOIN THIS GROUP?

- Gain experience for scholarship applications
- Gain information about internships at High West Energy
- Learn about co-op schooling and career opportunities
- Learn about future career opportunities at High West Energy

REQUIREMENTS:

1. Juniors or Seniors
2. Meet once a month in Pine Bluffs
 - Lunch will be provided if scheduled during that time

IF YOU ARE INTERESTED IN THIS PROGRAM, PLEASE CONTACT BROOKE DARDEN AT 307-245-3261.



Congratulations Garrett Zwiebel!

Garrett Zwiebel received his Certificate of Completion for the Lineworker Certification Program from Northwest Lineman College as well as his Certification of Completion of Apprenticeship from the U.S. Department of Labor, Department of Apprenticeship! Congratulations, Garrett!



NOV 06 DAYLIGHT SAVING TIME ENDS
NOV 11 VETERANS DAY
NOV 24 THANKSGIVING DAY
NOV 25 NATIVE AMERICAN HERITAGE DAY



OUTAGE CALLS
24 HOURS A DAY
(888) 834-1657



HIGH WEST ENERGY, INC.

6270 CR 212 • PO BOX 519

PINE BLUFFS, WY 82082-0519



LARAMIE COUNTY (307) 245-3261

TOLL-FREE (888) 834-1657



MONDAY-THURSDAY • 7:30 AM-5 PM

CLOSED ON FRIDAYS

CHEYENNE SERVICE CENTER

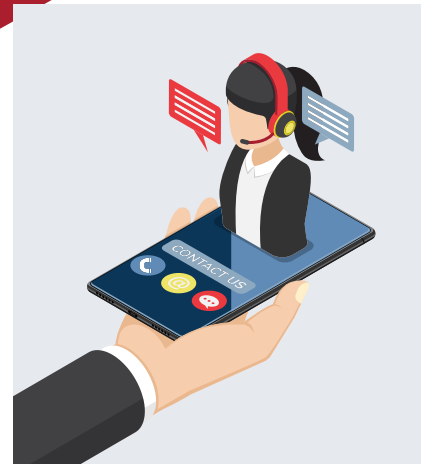
3302 I-80 SERVICE ROAD

CHEYENNE, WY 82009

MONDAY-THURSDAY • 8 AM-5 PM

CLOSED ON FRIDAYS

New Interactive Voice Response System (IVR)



Jared Routh
CEO / General Manager

As times are changing, High West Energy is doing its best to adapt by serving our members where they are at or at their convenience. Many of our members lead busy lives and don't always have the time to run to our office or wait on the phone to pay a bill. In addition, it is vital that during outages members can report it without having to deal with busy lines. With these changing times, most interactions are quick with no wait time, and we want to offer that for our members.

We are excited to announce that we have added an interactive voice response system (IVR) where you will be able to pay your bill and report outages 24/7 without having to wait on hold. This system will increase first contact resolution, offer quicker communication and present clear options so that members know what is available. Our main phone number will still be the same; however, we will add a new phone number that will go straight to the IVR system without giving an option of speaking to a member services representative. The new number will be (833) 619-0867. The phone number that is currently used to pay your bill, (844) 759-3986, will no longer be an option.

As technology progresses, we strive to use those resources available to us that will increase reliability and effectiveness for our members. This system will cut down the time it takes members to pay their bills, as well as increase communication between High West Energy and our members during outages. Members are also able to pay their bills and report outages using Smarthub. In addition, we will eventually offer text messaging, using (833) 619-0867, as an option to report outages, which will decrease the response time during an outage.

We will still offer real live communication from our member services team; however, this will shorten the number of steps you as a member have to take to do simple tasks such as paying your bill and reporting outages. This system will also allow better response time from our member services team as they will be able to assist you while not having to transfer multiple calls at the same time. But don't worry, you will still be able to reach our team on our main number, (307) 245-3261, to assist you with other questions or concerns.

Overall, this system will provide efficient communication between our team and our members. We hope that this change is effective and better serves our members. Thank you for your continued trust and support of High West Energy. As always, we are here to serve you!

BOARD OF DIRECTORS

Michael Lerwick	District 11	(307) 630-1277
Gary Smith	District 12	(307) 649-2375
Ed Prosser	District 13	(307) 630-8364
Jerry Burnett	District 14	(970) 895-3386
Damon Birkhofer	District 15	(308) 235-7296
Kosha Olsen	District 16	(307) 214-4940
Kevin Thomas	District 17	(308) 879-4396

Meetings are typically held on the fourth Monday each month.

LEADERSHIP TEAM

Jared Routh	CEO & General Manager
Dave Crouse	Chief Information Officer & HWDS Manager
Josh Gorman	Chief Financial Officer
David Golden	Engineering Manager
Ken Haas	Operations Manager
Konnie Keehnen	Member Services Manager
Carol Macy	Employee Services Manager
Marv Powell	WAFB Operations & HWW Manager

