

No Rate Increases for 2021

It is that time of year that Custer Public Power District looks at its 5 Year Plan to make sure budget and reliability objectives are met. When we look at the long term plan for Custer PPD, we take many things into account. Among them are expenses that we can control, and we look for ways to be cost-effective while doing key things that are necessary to maintain a reliable system.

I presented to the Board of Directors a 20 Year Plan a couple of years ago that included such things as replacing all of Custer's aging copper conductor; increasing pole treating to a 12-year cycle; and, building some much-needed transmission line in the Sandhills. If you remember correctly, and yes, I am going to say it again, when you plan for the future you can do so without financial loss. In other words, without rate increases to pay for the maintenance and construction that is planned over the next 10 years at least.

The 20 Year Plan is broken



down into a fluid 5 Year Plan with all of the components of the 20 Year Plan in five-year cycles.

So, when we created the 5 Year Plan, this year it looks at potential projects that need to be done either from a reliability standpoint or from a customer growth standpoint. The projects in our current plan are there to fulfill both of those objectives. The 2019 budget year cycle was the first phase of replacing the copper conductor. We are into the next phase of copper replacement, attacking half of the copper on the Haumont

Substation in 2021.

Customer growth has been slow but steady this year and seems likely to continue in the next five years. The current 5 Year Plan takes that into account.

Planning also helps us calculate what will happen to rates. We have a 6-year plan from Nebraska Public Power District for wholesale power. Buying wholesale power to distribute to your homes, farms, ranches, and businesses represents about 60% of our costs. Power rates, therefore, are a critical factor in long-term planning. Once wholesale power costs are factored into the plan, we can adjust accordingly.

Getting back to the 5 Year Plan and budget, the 2021 budget is based on that 5 Year Plan and is the basis for the rates in 2021. We will continue to see savings from actions taken over the last fifteen years and some decisions we made that helped reduce our cost of service. Since we have taken steps to control the costs that are within our



Staying Safe Until Power is Restored



How long it takes to get your power restored depends on:

- the extent of the storm's destruction 
- the number of outages **#?**
- when it becomes safe for utility personnel to get to the damaged areas 

There are many steps in the assessment and restoration process—clearing downed power lines; ensuring public health and safety facilities are operational; checking power stations and transformers; repairing transmission lines, substations, and distribution lines; and getting power restored to consumers within the various damaged areas.

Storm Safety Kit

-  Drinking water & food
-  Blankets, pillows, & clothing
-  Basic first-aid supplies
-  Prescriptions
-  Basic toiletries
-  Flashlights
-  Battery-operated radio
-  Battery-operated clock
-  Extra supply of batteries
-  Phone
-  Cash and credit cards
-  Emergency numbers
-  Important documents (in a waterproof container)
- Toys, books, & games
- Baby supplies
- Pet supplies



Stay safe until we can restore power to you. We and our partner Safe Electricity recommend the following safety precautions:

- Stay far away and keep others away from downed power lines. Just because they are damaged **does not mean they are dead!**
- Never enter a flooded room if electrical outlets are submerged. **The water could be energized.**
- **Do not** turn power off if you must stand in water to do so.
- Before entering storm-damaged buildings, **make sure electricity and gas are turned off.**
- If you clean-up outdoors after a storm, **do not use electric equipment** when it is wet out.
- If you are driving and come upon a downed power line, **stay away and keep others away.** Contact emergency personnel or your utility company to address the downed power line.
- If your vehicle comes in contact with a downed power line, **do not leave the car!** Wait for utility professionals to make sure the power line is de-energized before exiting the car.

For more information, visit:



power to control, we can keep our rates stable in 2021. Yes, that means an overall increase of 0%.

I think this is a tremendous accomplishment in another year of economic uncertainty. Kudos to all the staff inside the office, and our outside crews for helping Custer PPD meet the challenge.

With wholesale power costs not expected to increase in the near future, by holding the line on our local distribution expenses and not seeing increases in wholesale power costs, we are finding revenues and ways to work with inflation.

Custer Public Power District has been as conservative as possible, but I must remind everyone that we have 4,500 miles of line that cover 8,000 square miles in the wind, rain, and snow along with physical plant and equipment that's worth \$100 million. At some point, penny-pinching becomes pound-foolish if we cannot make the investments necessary to maintain and upgrade the system to keep it running safely and reliably.

Many thanks for your continued support and understanding.

*Rick Nelson,
General Manager*



*Operations Manager
Jerry Spanel
Recipient of the 2020
Jack McEnerney Award*



In September, Operations Manager Jerry Spanel was presented the 2020 Jack McEnerney Award for his efforts in promoting safety over his career at Custer Public Power District.

The Jack McEnerney was an avid proponent of electrical utility employee safety. Custer Public Power District is honored to be the home of three recipients of the Jack McEnerney Award - Don Slingsby, Tom Knott and Jerry Spanel. Our employees are dedicated to our safety programs, not only for themselves but also for their families.

*Congratulations,
Operations Manager
Jerry Spanel!*



How to Be Sure You're Doing Business With Custer Public Power

Scam attempts are not just happening in big cities. On several occasions they have been reported by Custer Power customers who are contacted by imposters demanding payment to avoid disconnection of their electric service. Typically, the imposters phone residential customers but more recently, these scam attempts have also been targeted at local businesses.

The best way to protect yourself is to remain vigilant and to safeguard your personal information – especially sensitive information like credit card or bank account numbers. Never divulge sensitive information to anyone over the phone if you are unsure who they are, or if you did not initiate the call. It is also helpful to be aware of your account status with any of your service providers. This way you will know if an imposter is making false claims about delinquency or the amount due to avoid disconnection. And remember the following when doing business with Custer Power:

“We will never ask for your credit card information,” said April Gross, Customer Service Manager.

Custer's official credit or debit

payment option can be submitted online at www.custerpower.com or by calling 877-318-5854.

Our employees may occasionally call you to follow up on account status, inform you of work being done in your area, or return your call. If you are ever unsure that you are speaking to a legitimate Custer Power employee, request that you call them back and dial Custer Power's main phone number at 308-872-2451.

Never give money to people who may be posing as utility workers. If you are not sure about an employee's identification, ask the employee for identification, or call Custer Power at 308-872-2451.

Customers who receive personal calls regarding disconnection are advised not to give personal information to the caller, hang up and verify information by calling Custer Power's customer solutions representatives at 308-872-2451, Monday through Friday from 7:30 a.m. to 5:00 p.m. If you are ever approached in person, by an imposter, do not give money to them. Call local police and provide as much information as possible on the identity of the person. ♦

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Custer Public Power District Office and Service Centers will be closed on November 11 for Veteran's Day and on November 26 and 27 for Thanksgiving.

Report after hour outages to 1-888-749-2453.

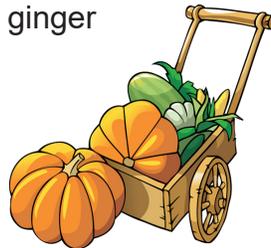


Pumpkin-Ginger Waffles



INGREDIENTS

- 1 1/4 c. all-purpose flour
- 1 1/2 tsp. baking powder
- 1/2 tsp. baking soda
- 1/4 tsp. salt
- 2 tsp. ground ginger
- 1/2 tsp. cinnamon
- 1/4 c. finely chopped crystallized ginger
- 2 large eggs
- 3/4 c. Buttermilk
- 1/2 c. canned pumpkin puree
- 1/2 c. sugar
- 3/4 tsp. vanilla extract
- 3 tbsp. unsalted butter



DIRECTIONS

Combine flour, baking powder, baking soda, salt, ground ginger, and cinnamon together in a large bowl. Remove 2 tablespoons of the flour mixture and toss with crystallized ginger in a small bowl. Set aside.

Whisk eggs, buttermilk, pumpkin, sugar, and vanilla in a medium bowl. Combine with flour mixture. Stir in butter and fold in reserved crystallized-ginger mixture. Do not overmix.

Heat a waffle iron and make waffles, using about 1/2 cup batter per each one. Keep warm in 200°F oven, if desired.

The recipe can be found at:
<https://www.countryliving.com/pumpkin-ginger-waffles-recipe>



CUSTER CURRENTS

Newsletter of the

Custer Public Power District
 Broken Bow, NE - Phone 872-2451
www.custerpower.com

Serving Custer, Loup, Blaine, Thomas, Hooker, McPherson, Logan and parts of Sherman, Garfield, Brown, Cherry, Lincoln, and Dawson Counties

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- John Blakeman, Merna.....Vice President
- Greg Smith, Milburn.....Secretary
- Brad Howard, Litchfield.....Treasurer
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- Wayne V. Licking, Thedford.....Director

Staff

- Rick Nelson.....General Manager
- Jerry Spanel.....Operations Manager
- Cheryl Taylor.....Director of Finance and Administration
- Dustin Miller.....Purchasing Agent

Board Meetings

The regular monthly meeting of the Custer Public Power District Board of Directors is on the last Thursday of each month, beginning at 10:00 a.m.(CDT) in the main office in Broken Bow on Hwy. 2.

An agenda for each regular meeting of the board is available for public inspection during business hours.

In the event of matters of an emergency nature or conflicts with other meeting dates, the Board of Directors will set changes. Any change in the monthly meeting date will be posted in the legal notice at the main headquarters building at Broken Bow and at each of the District's area service centers located in Callaway, Sargent, Stapleton and Thedford, Nebraska.

