

# CUSTER

PUBLIC POWER DISTRICT

## Currents

With Area Service Centers in Sargent,  
Callaway, Stapleton and Thedford



**Celebrating  
National Lineman  
Appreciation in  
April**

**Introducing SmartHub  
page 4**

**Sandhills Journey  
Scenic Byway's  
Communities Shine  
page 6**

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VOLUME 1 ISSUE 2

Empowering Progress

March/April 2021

Newsletter of the

## Custer Public Power District

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

### Custer Public Power District Newsletter

is published bimonthly by:

Custer Public Power District  
P.O. Box 10  
625 E South E Street  
Broken Bow, NE 68822

Phone: (308) 872-2451  
1-888-749-2453

Website: [www.custerpower.com](http://www.custerpower.com)

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Custer Public Power District  
P.O. Box 10  
Broken Bow, NE 68822

### Comments or Questions: Tarin Burrows *Executive Assistant*

Follow us on:



## From the **GENERAL MANAGER'S** desk

Look at all the changes that are happening. An example, your new statement it looks different, but many things have stayed the same. There will be much more information and billing history to help you manage your electric bill. There is also a great app called SmartHub and web tools to facilitate that information.

I am pretty excited about rolling out so many new payment options to you. These updates have been a long time coming and an enormous amount of work. When you have 30 years of information that Custer Power needs to convert, it takes a lot of time and patience to get everything needed into the new system. The employees have been working tirelessly to make sure all the information is there, and everything will work as planned.

Most of the content in this publication will be devoted to showing you what to expect. We will be talking about this for some time. Just so you can understand everything avail-

able to you - the customer-owner.

Custer Power is into month four of the construction project on our transmission line from Dunning to Seneca. In the coming months, there will be outages that will last longer than we think they should. There will not be many, but the outages will all be needed. I apologize in advance for this happening. The new transmission line will help improve reliability and voltage for the growing load in the Sandhills. ♦



### 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.(CST) in the main office in Broken Bow at 625 E South E 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.



**Committed to the job.  
Committed to safety.  
Committed to you,  
our customer-owners.**

In the month of April, Custer Public Power District will be celebrating Lineman Appreciation Day & thanking the employees who keep your lights shining bright.

©2015 Faye Zmek Photography

## Custer Public Power District 2021 Projects

Custer Public Power District will be involved in several projects in 2021 which include a new transmission line build from Dunning to Seneca.

### Snapshot of the Dunning to Seneca new transmission line project:

- Thedford to West of Halsey already has poles set and the contractor is moving forward.
- Thedford to Seneca has a portion of 3-phase built between Mullen and Seneca.
- Thedford to Seneca has some poles set.
- In March and April there will be outages in the Mullen and Seneca area.
- There should be minimal outages on the Thedford to West of Halsey portion.
- The last line segment will be from Dunning to West of Halsey. Poles are hauled in and starting to be set.

Additional updates will be shared as this project moves along. There will be press releases to come in the following months.

### Additional projects include:

- Copper replacement on part of the Haumont Substation.
- Dunning east or Circuit 2 from Dunning to Brewster is scheduled to be completed this spring.
- Communication equipment installation is ongoing this year.
- New business software.
  - ◆ The software conversion is complete for the customer information including new bill presentation.
  - ◆ The accounting conversion will be complete in April.



# Introducing SmartHub

Life is fast, and it can be hectic, but paying your bill doesn't have to be complicated. With our SmartHub web and mobile app, it won't be. We wanted to take the opportunity to give you some valuable information that will help you prepare for the launch of SmartHub.

## On the go and in control... Manage your account like never before

### What is SmartHub and what's in it for you?

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your account like never before.

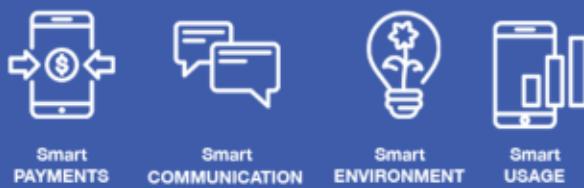
SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, contact customer service and get the latest news.

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. You'll be able to see your current bill, along with bills from the previous months.

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 securely store your payment information for future transactions. 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 notices with SmartHub. You'll be able to select how you want to be notified about your bill, including email and text messaging.

Keeping in touch is a snap with the SmartHub mobile app. There's no need to call the office, just let us know what questions you have with a few clicks. You can also contact us for customer service requests or with any questions you may have. You can now contact us at any time from anywhere. Note: Outages should be reported to (888) 749-2453.



### Note About Your Account Number

Because this is a new billing system for us that integrates in many new features it will mean your current customer number is now your account number. You can find your account number on your monthly bill.

### How will you register for SmartHub?

After we launch on February 3rd, we will be operating through a new billing and payment system called SmartHub. In order for you to continue to receive an electronic bill, as well as pay your bill online, you are required to re-register as a new user through SmartHub.

- When you get to the SmartHub login screen, click the New User?
- Signup to access our Self Service Site link at the bottom of the screen.
- Use your account number to register for SmartHub.
- After you have successfully registered with SmartHub, you'll be emailed a temporary password to login for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once you register for your online account, you will need to update your payment options. Please note - Auto Pay members will need to enter their debit/credit card information into the new SmartHub system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are.

After we launch, we will be providing detailed information on how to download our free, secure SmartHub app from the Apple or Google Play stores.



### Where you can get your questions answered?

If you have any questions or issues with the registration process, you may contact us by sending an email to [billing@custerpower.com](mailto:billing@custerpower.com) or calling (888) 749-2453 or (308) 872-2451. We will also have answers to frequently asked questions at [www.custerpower.com/smarthub](http://www.custerpower.com/smarthub).

**SMART MANAGEMENT. SMART LIFE. SMARTHUB.**

## New Faces

### **Joel Myers** Apprentice Lineman



Joel Myers graduated from Broken Bow High School December of 2017. His parents are Dustin and Sara Myers of Broken Bow. Joel is engaged to Haley Winberg with wedding plans for December 2021.

Joel was a recipient of one of the two 2018 Utility Line Worker Scholarships. He graduated from Northeast Community College in 2020 and began his career with Custer Public Power District in May of 2020.

Joel is working on his Lineworker Certification through Northwest Lineman College.

### **Seth Mattox** Technician



Seth Mattox joined Custer Public Power District in January of 2020. His parents are Carey & Jodi Mattox of Broken Bow. Seth is a 2009 graduate of Broken Bow High School. He attended the University of Nebraska at Kearney and received his Bachelor of Science in Business Administration with an emphasis in Management and has an Associate of Applied Science in Electrical & Electromechanical Technology from Southeast Community College at Milford.

Seth's hobbies include riding motorcycles and racing the Cornhusker Motocross Series. He also enjoys camping and fishing, and scuba diving.

Seth is working on his Lineworker Certification and his Substation Technician Certification through Northwest Lineman College.

### **Katie Fick** Accounting Assistant



Katie Fick and her husband Lance moved to Broken Bow four years ago from Norfolk. Lance opened Custer Electric and Irrigation, prompting the move to Custer County. Katie and Lance have three children, Lily - 6 years old, Dawson - 4 years old, and Wyatt - 4 months old.

Katie joined the Custer Power team in March of 2020.

Custer Public Power - strengthening and connecting with our communities with employees who know their customers and serve their neighbors, friends, and families.

## Severe Weather Awareness Week March 22-26

### **WINTER WEATHER ALERTS**

Winter weather related Warnings, Watches and Advisories are issued by your local National Weather Service office. Each office knows the local area and will issue Warnings, Watches or Advisories based on local criteria. For example, the amount of snow that triggers a "Winter Storm Warning" in the Northern Plains is typically much higher than the amount needed to trigger a "Winter Storm Warning" in the Southeast:

**Warnings: Take Action!**  
Blizzard Warnigs  
Winter Storm Warnings  
Wind Chill Warnings  
Lake Effect Snow Warnings  
Snow Squall Warning

**Watches: Be Prepared**  
Blizzard Watches  
Winter Storm Watches  
Wind Chill Watches  
Lake Effect Snow Watches

**Advisories: Be Aware**  
Winter Weather Advisories  
Freezing Rain Advisories  
Wind Chill Advisories  
Lake Effect Snow Advisory.

**For more information, visit** [weather.gov/safety/winter](http://weather.gov/safety/winter)

# RECIPE

## SLOW COOKER CORNED BEEF AND CABBAGE SOUP

### INGREDIENTS

4 cups chicken stock  
1 (12-ounce) bottle of beer (I used a pale ale)  
1.5 pounds corned beef, cut into large chunks  
1.5 pounds Yukon gold potatoes, diced into bite-sized pieces  
2 carrots, peeled and diced  
2 stalks celery, diced  
1 medium white onion, peeled and diced  
1 small head green cabbage, quartered, cored and shredded  
1 bay leaf  
generous pinch of salt and freshly-ground black pepper  
for serving: chopped fresh parsley



### INSTRUCTIONS

Add all ingredients to a large slow cooker bowl, and toss to combine. Cover and cook on low for 7-8 hours or on high for 3-4 hours, or until the beef is tender and shreds easily.

Transfer the beef chunks from the stew to a separate plate, and use two forks to shred it into bite-sized pieces. Return the beef to the stew, and stir to combine. Taste and season with additional salt and pepper if need be, then remove the bay leaf.

Serve warm, garnished with fresh parsley if desired.

The recipe can be found online at [www.gimmesomeoven.com/slow-cooker-corned-beef-and-cabbage-soup](http://www.gimmesomeoven.com/slow-cooker-corned-beef-and-cabbage-soup) or you can follow Ali on her FaceBook page Gimme Some Oven.

### Share Your Recipes

Earn a free gift if we publish your recipe.

**Mail to:** Custer Public Power District  
Attn. Tarin Burrows  
P.O. Box 10  
Broken Bow, NE 68822



## Sandhills Journey Scenic Byway's Communities Shine



Photo Credits Dennis Huefle-Bullock,  
Custer County Chief

If you live in the Custer Public Power District service territory, you know how beautiful the Sandhills are. On December 2 and 3, Lt. Governor Mike Foley left Lincoln to spend two days traveling the Sandhills Journey Scenic Byway(SJSB). Terri Licking recapped the tour that started in Ansley and ended in Mullen.

At Ansley, Lt. Governor Foley toured the school, Flatwater Bank, and several of the businesses. The Ansley residents gave an update on the community and their "wish list" for the future.

The next stop was at Halsey, where Lt. Governor Foley met with Chad and Becci Sutton. The Suttons shared their story of moving from Omaha and taking one business and making it into four. The Suttons co-op with businesses from Thedford, Purdum, and Broken Bow to help meet the needs of those traveling through, and those living in and around Halsey. Their shop serves as a gathering place for locals to get coffee and catch up on the latest news.

The Nebraska National Forest and Bessey Ranger District's Nursery Manager Richard Gilbert showed the

expansions being done at the nursery. Gilbert shared that with the expansion and doubling the number of seedlings, the labor force was a concern. Recreational Director Loren Eaton and Greg Wright from the Samuel R. McKelvie Forest near Valentine gave a tour of the forest complex and the Scott Look-Out tower which is the only functioning fire tower left. The 365-degree vista from the tower showcases the Sandhills and forest which is the largest hand-planted forest in the Western Hemisphere.

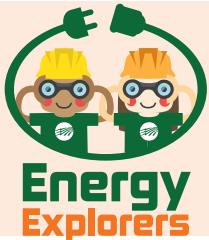
The first day of the tour ended at the Sandhills Corral in Thedford. The Lt Governor stayed the night at the Roadside Inn.

The second day began with a trip north to the Hoffman Ranch. Jason Hoffman gave a tour of the ranching operation, feed yard, and show barn. After leaving the Hoffman ranch, Lt. Governor Foley visited Prairie Feed Supply, a business that Foley had cut a grand opening ribbon at in 2018. There was a quick stop at the Thedford Art Gallery then on to Stable Productions Exotic Animal Ranch.

At Stable Productions Exotic Animal Ranch, founder and operator Phillip "Flip" Licking gave a tour of the ranch and facilities. The ranch provides tours of the exotic animals and has lodging for up to 10 people in its four fully furnished, handicap accessible themed bedrooms. For those wanting to camp, there is a primitive camping site available. On the ranch, there is a petting zoo and a renovated one-room schoolhouse. The newest addition to the ranch is a large dog house (building) to help large dogs, like Great Danes, whose owners are no longer able to care for them.



## Flipping the Switch WORD SCRAMBLE

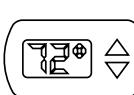
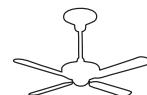
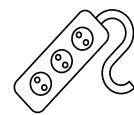
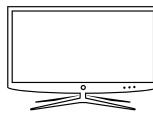


**Energy  
Explorers**

Do you know you can save energy every day in your home? By turning off appliances that are not in use, you have the power to save energy! For example, while the sun is shining, windows can allow sunlight into your house without having to turn on a lamp or a light switch.

*Unscramble the letters to reveal the names of common appliances and electronics that you should turn off when not in use. Use the pictures below for clues.*

### APPLIANCES:



1. GLEICIN NAF

\_\_\_\_\_

2. HTATOSMERT

\_\_\_\_\_

3. HGTIL HCTWIS

\_\_\_\_\_

4. ONSILEETVI

\_\_\_\_\_

5. EWROP PRTIS

\_\_\_\_\_

6. MGAE NOESCLO

\_\_\_\_\_

5. POWER STRIP 6. GAME CONSOLE

Answer key: 1. CEILING FAN 2. THERMOSTAT 3. LIGHT SWITCH 4. TELEVISION

The last stop was at Mullen. Lt. Governor Foley and guides ate at the Chuckwagon N Jug. The tour finished with stops at the Mullen Art Center, the Hooker County Historical Museum, and a visit at the newest business, a 24/7 Kwik Stop.

After his two days on the SJSB tour, Lt. Governor Foley commented, *"I love to come out and see what is happening in western Nebraska. Many of*

***the urban people in Omaha or Lincoln do not know what is in their state, which is a real shame."***

To schedule a tour and showcase your community with the Lt. Governor, contact his scheduler, Kathleen Dolezal at [kathleen.dolezal@nebraska.gov](mailto:kathleen.dolezal@nebraska.gov) ♦

Visit [sandhillsjourney.com](http://sandhillsjourney.com) to learn more about the Sandhills Journey Scenic Byway.

# OFFICE HOURS

**Monday through Friday**  
**8:00 a.m. to 5:00 p.m. CDT**

**For after hour emergencies**  
**call 1-888-749-2453.**



P.O. Box 10  
Broken Bow, NE 68822

PRSR STD  
US POSTAGE  
**PAID**  
BOURBON IN  
PERMIT NO 29

# STAYING SAFE DURING AN OUTAGE

We work hard to provide the most reliable service possible. Rest assured, if the power is out, we are on it!

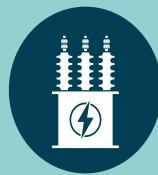
Prepare for a storm by gathering these items:

- |  |                        |  |                 |
|--|------------------------|--|-----------------|
|  | Bottles of water       |  | Extra batteries |
|  | Non-perishable food    |  | Pet supplies    |
|  | Portable phone charger |  | Blankets        |
|  | Prescriptions          |  | Warm clothing   |
|  | Battery-operated radio |  | First-aid kit   |
|  | Flashlights            |  | Hand sanitizer  |

The length of time it takes to restore your power depends on several factors, including the:



Extent of  
the storm's  
destruction



Severity of  
utility  
equipment  
damage



Number and  
extent of  
outages



Accessibility  
to damaged  
equipment

## STAY SAFE UNTIL POWER IS RESTORED

- Stay far away and keep others away from downed power lines, which could be live and deadly.
- If you come across a downed line, immediately call 9-1-1 to report it.
- Never enter a flooded room; the water could be energized.
- If you are standing in water, do not turn on/off power or flip a switch.



Prepare today for the unexpected power outage.  
When reporting an outage, please have your account information available and call 1-888-749-2453.

THANK YOU for your patience during outages. When the lights go off, we are working safely and efficiently to restore power. The safety of our employees, as well as those we serve, is our TOP priority.

