

Member Handbook

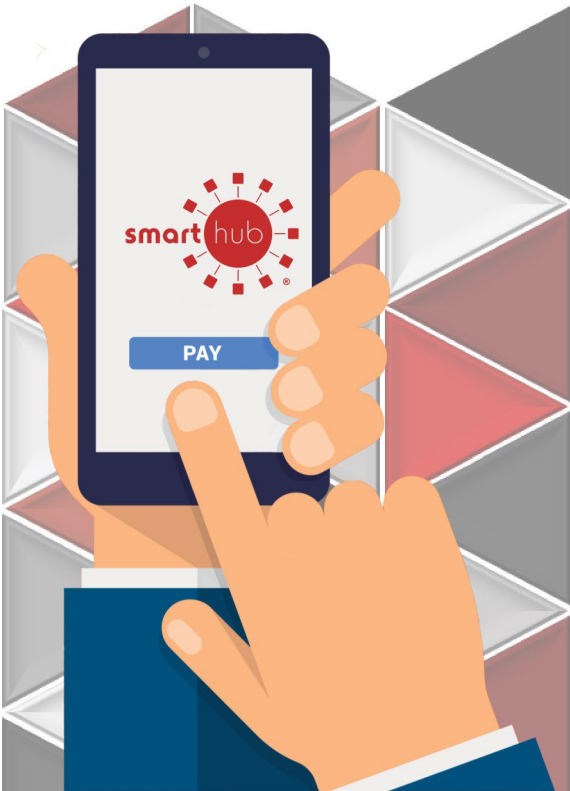
HIGH WEST ENERGY



HIGH WEST ENERGY

SAY HELLO TO

EZ PAY



High West Energy

offers you a convenient, affordable way to pay for your electricity in advance.

With our E Z Pay option, members can enjoy benefits such as:

- No deposit required.
- No paper bills.
- No monthly due dates.
- Monitor your usage and stay up to date on payments using any phone, tablet, or computer.

Ready to Sign Up? It's E Z as 1-2-3.

1. Call 307-245-3261 and ask for a prepay agreement. This contract must be signed by the member.
2. We will review your account to confirm that you qualify. *
3. Sign up for SmartHub, and we handle the rest.

*Members do not qualify for EZ Pay if their account is on medical alert, or if their account is on budget billing or Auto Pay and they wish to maintain these features.

Surge Protection

Protect your household electronic devices with HWE surge protection service.

When electrical storms gear up and lightning strikes outdoors, this can damage electronic devices inside.

With services priced at \$4.95, \$9.95, and \$12.95 a month for the average residence, we can protect your appliances and equipment at your home, farm, or shop from damage due to a surge upstream from our meter or your service panel.

Think of surge protection in your home or outbuilding as virus protection for your computer. The virus software blocks harmful viruses from coming into your computer. Well, an excellent whole-house surge protection device does the same thing for the appliances in your home. It allows only the electricity your home needs and protects your devices (LED TVs, laptops, appliances, tablets and more) from any trouble that can occur from surges coming in from your meter or service box.

Homes, shops, and barns are in need of whole house surge protection today more than ever. Much has changed over the last few years; there are more electronics with circuit boards including washers, dryers, and appliances.

Weather, tripped breakers, equipment malfunctions and other incidents can sometimes cause the voltage to spike. Our surge protection service will help prevent these types of peaks from damaging your devices.

Whole-house surge protective devices are typically wired to the electric service box or the meter and located nearby to protect all the appliances and electrical systems in your home.

For more information on protecting your property with High West Energy surge protection services, call (307) 245-3261.



PINE BLUFFS HEADQUARTERS | 6270 CO RD 212

PINE BLUFFS, WY 82082-0519

MONDAY-THURSDAY • 7:30 AM-5:00 PM
CLOSED FRIDAYS



(307) 245-3261 | TOLL FREE (888) 834-1657



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Operation Round Up® is a program for members designed to help other members who are disabled veterans or have fallen to extraordinary difficult financial situations.

Members will have their electric bills “rounded up” to the nearest dollar. The additional money (from 1 to 99 cents) is donated to the Operation Round Up® fund.

Although the amount seems small for each participating member, when you multiply it by thousands of participants’ contributions, that’s a lot of pennies! Collectively they will make a huge difference in our communities.

Q How did Operation Round Up® get started?

The program was created by Palmetto Electric Cooperative in South Carolina in 1989, and since that time has been adopted by more than 200 other cooperatives nationwide. Since its introduction, Operation Round Up® has raised more than \$41 million for charitable causes.

Q How does the program work?

Each month, the electric bills of participating members are rounded up—increased to the next dollar amount. So, if your bill is \$50.99, it is rounded up to \$51.00 and if your bill is \$75.53, it is rounded up to \$76.00. The money collected is earmarked for Operation Round Up®. On average a member will donate \$6 per year.



Q Why is High West Energy participating?

High West Energy has a long history of supporting charitable and community organizations. We are introducing Operation Round Up® as part of our cooperative heritage and values—people coming together to help their neighbors. More than 75 years ago, local residents came together to form High West Energy to get electricity to their homes and farms. It was something they couldn't do individually. Now, through Operation Round Up®, local residents can come together to create change in their communities—something they couldn't do individually on this scale.

Q How will the money be spent?

The Operation Round Up® fund will be used to assist disabled veterans and those who are experiencing extraordinary circumstances resulting in difficulty in paying their electricity bills.

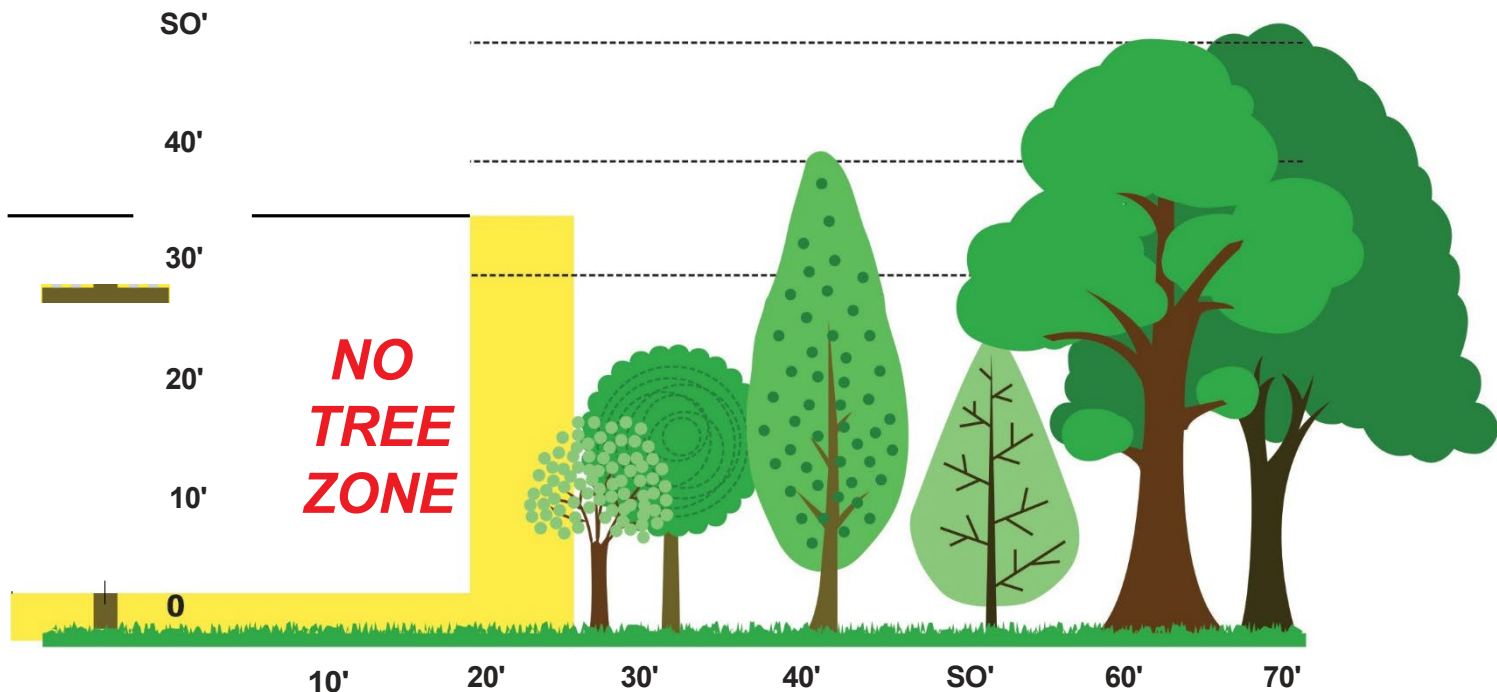
Q What if I do not want to participate?

Please Contact High West Energy at (307) 245-3261 and we will remove you from the program.

Q How do I request assistance from this program?

Go to www.highwest.coop to fill out the form (click on "About My Co-op") or contact High West Energy @ (307) 245-3261.

Tree Planting Guide



HIGH WEST ENERGY

Small Tree Zone:
Trees less than 25'
tall and planted no
closer than 25'
from power lines.

Medium Tree Zone:
Trees 25'-40' tall &
planted no closer than
40' from power lines.

Large Tree Zone:
Trees larger than 40'
tall & planted no closer
than 60' from power lines.

Efficiency Rebates

Even with some of the lowest electric rates in WY, CO and NE we always look for ways to help the members save even more on their energy costs.



**When you use less electricity and water, your bill goes down.
This is good news for any household budget!**

High West Energy offers our members Energy Efficiency Rebates for the installation of qualifying energy efficient electric heating/cooling, electric water heaters, electrical motors, refrigerators, freezers, dishwashers, clothes washers, clothes dryers, and LED light bulbs.

**Many members are taking advantage of High West Energy's Efficiency Rebate program.
For more information on High West Energy's Efficiency Rebate Program see details on the back.**



PINE BLUFFS HEADQUARTERS | 6270 CO RD 212
PINE BLUFFS, WY 82082-0519
MONDAY-THURSDAY • 7:30 AM-5:00 PM



(307) 245-3261 | TOLL FREE (888) 834-1657



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High West Energy, Inc.

Pine Bluffs

6270 County Road 212 • PO Box 519
Pine Bluffs, WY 82082

Main Line: (307) 245-3261

Toll Free: (888) 834-1657

www.highwest.coop

HOURS

Pine Bluffs: Monday - Thursday: 7:30 a.m. - 5:00 p.m.

Closed Fridays



HIGH WEST ENERGY



Your Touchstone Energy[®] Cooperative



MISSION STATEMENT

The mission of High West Energy is to serve our members and communities by providing safe, reliable and competitively priced energy and services.

VISION STATEMENT

The vision of High West Energy is to be the trusted partner in the solutions we provide.

STATEMENT OF NON-DISCRIMINATION

This institution is an equal opportunity provider and employer.

High West Energy provides additional services, at cost, including:

- Computer support
- Computer repair
- Virus removal

- Phone and tablet repair
- Network Security Consulting
- Sales and installation

- Backup generators
- Surge protection
- Home rewiring

- Smoke detectors
- Carbon Monoxide detectors
- Electrical Panel Maintenance

HIGH WEST ENERGY

OUTAGE INFORMATION

If your power goes off at any time, check the fuses or circuit breakers in your home. If there is no trouble in the fuse box, check to see if your neighbor is also without power. Please report any outages to High West Energy.

If you call and it rings six times, it means that others are also out of power and the High West Energy dispatchers are working as rapidly as possible dispatching crews and answering telephones to get you back in service. After the sixth ring, you will receive our after-hours dispatcher. We encourage calls; the information you provide may help us locate the problem sooner.

- Report power interruptions and damage to poles, lines or other equipment.
- Be on the lookout for trees in the power lines or wires sagging too low.
- Give plenty of advance notice of any needed changes or needed maintenance.

LARAMIE COUNTY: (307) 245-3261
TOLL FREE: (888) 834-1657

To expedite service, please give us as much of the following information as you can:

- Name electric account is under
- Account number
- Meter number
- Street address
- Telephone number
- How long the power has been off

COOPERATIVE ORGANIZATION

Board Position and Voting

High West Energy, Inc. operations are carried out under the policies established by the board of directors.

Each member of the board of directors is an active member of the cooperative and obtains electricity from the cooperative. Each is just as interested in the quality of service as you are.

You and other members determine who the directors will be. The directors are elected during the cooperative's annual meeting which is held in June. Every year, at least two positions are open on the High West Energy board of directors. Members are entitled to vote in person at the annual meeting for the director in their district. All cooperative members receive an annual cooperative report with voting instruction by mail.

Your board of directors employs a CEO/General Manager who is responsible for the day-to-day operations of the system. Because it would be impossible for one person to perform all duties necessary to provide electric service, the CEO/General Manager employs the needed

Members

Board of Directors

CEO/General Manager

Employees

What about our cooperative? Although the original Rural Electric Company was organized in 1936, the first lines were not energized until May of 1940. We began with 500 members. Today, the cooperative, which is now High West Energy, Inc., serves over 10,000 meters across a 4,300 square mile area in Wyoming, Colorado and Nebraska.

High West Energy is headquartered in Pine Bluffs, WY. We have service centers in:

- Potter, NE
- Cheyenne, WY
- F.E. Warren Air Force Base

High West Energy, Inc. is owned by its members.

COOPERATIVE PRINCIPLES

1. Voluntary and Open Membership

Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political, or religious discrimination.

2. Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote) and cooperatives at other levels are organized in a democratic manner.

3. Members' Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of the membership. Members allocate surpluses for any or all the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefitting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

4. Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

5. Education, Training, and Information

Cooperatives provide education and training for their members, elected representatives, managers, and employees so that they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

6. Cooperation Among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.

7. Concern for Community

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

HIGH WEST ENERGY



Your Touchstone Energy® Partner 



HIGH WEST

WIRING DIVISION

A High West Energy Company

We're using more than 75 years of expertise to address the electrical issues and needs of customers throughout Southeast Wyoming, Western Nebraska, and Northern Colorado.

Specializing in repairs, maintenance and troubleshooting, electrical safety inspection, renovation and installation, new service panels and surge protection.

Office locations in Pine Bluffs and Potter

(307) 245-3261

www.highwest.coop

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REVISED BYLAWS HIGH WEST ENERGY, INCORPORATED 2021

The purpose of HIGH WEST ENERGY, INCORPORATED, hereinafter called the COOPERATIVE, is to make electric energy available to its members at the lowest cost consistent with sound economy and good management.

ARTICLE I - MEMBERS

Section 1. Qualifications and Obligations.

Any person, firm, corporation or body politic may become a member of the Cooperative by:

- (a) Making application for membership as hereinafter specified.
- (b) Agreeing to purchase from the Cooperative electric energy as hereinafter specified, or otherwise agreeing to use the services furnished by the Cooperative on a continuing basis when such services shall be available, and;
- (c) Agreeing to comply with and be bound by the articles of incorporation of the Cooperative, these bylaws and any amendments thereto, the membership application and such rules and regulations as may from time to time be adopted by the board of directors, all of which shall constitute the "governing documents" and are binding agreements between the member and the Cooperative. No person, firm, corporation, or body politic may own more than one (1) membership in the Cooperative.

Two people may jointly become a member and their application for a joint membership may be accepted in accordance with the foregoing provisions of this section provided they each comply jointly with the provisions of the above subdivisions (a), (b), and (c), and agree in writing that the Cooperative may rely upon the action of one member of the joint membership as binding upon both for all matters pertaining to the business of the Cooperative and the member's purchase and use of electric energy.

As required by the Cooperative for a Cooperative purpose, each member shall: (1) provide the Cooperative safe and reliable access to or use of the member's property; and (2) pursuant to the terms and conditions specified by the Cooperative, and without compensation from the Cooperative, grant or convey in writing to the Cooperative an easement, right-of-way, license, or other right or interest in member property in a form required by the Cooperative. A "Cooperative purpose" is defined as: (1) purchasing, installing, constructing, inspecting, monitoring, operating, repairing, maintaining, removing, relocating, upgrading, or replacing the Cooperative's equipment or member equipment connected to the Cooperative's equipment; (2) providing a Cooperative service to the member or one or more other members; (3) providing electric energy to a person, or one or more other persons, or entities; or (4) safely, reliably, and efficiently operating

operating the Cooperative or providing a Cooperative service.

Section 2. Purchase of Electric Energy.

Each member shall, as soon as electric energy shall be available, purchase from the Cooperative electric energy used on the premises specified in their application for membership and shall pay monthly for such electric energy at rates which shall from time to time be fixed by the board of directors. Production or use of electric energy on such premises, regardless of the source thereof, by means of facilities which shall be

Section 3. Non-liability for Debts of the Cooperative.

The private property of the members of the Cooperative shall be exempt from execution for debts of the Cooperative and no member shall be individually liable or responsible for any debts or liabilities of the Cooperative.

Section 4. Expulsion, Termination or Suspension of Members

The board of directors of the Cooperative may by the affirmative vote of not less than two-thirds (2/3) of the members thereof, expel, terminate, or suspend any member who shall have violated or refused to comply with any of the governing documents. Expulsion, termination, or suspension can only take place by a procedure that is fair and reasonable. Such procedure shall include fifteen (15) days prior written notice of expulsion, termination, or suspension and the reasons therefor and an opportunity for the member to be heard, orally or in writing, not less than five (5) days before the effective date of the expulsion, termination, or suspension by a person or persons authorized to decide that the proposed expulsion, termination, or suspension not take place. At the discretion of the board of directors a procedure deviating from the aforementioned notice requirements may be utilized so long as it fairly and reasonably takes into account all the relevant facts and circumstances. To the extent membership expulsions, termination, or suspension will result in a loss of electric energy service to a member, the Cooperative must comply with all relevant Public Service Commission regulations and procedures related thereto.

Any member so expelled, terminated, or suspended may be reinstated as a member by a vote of the members at any annual or special meeting of the members or by two-thirds (2/3) vote of the board of directors. The action of the members or the board of directors with respect to any such reinstatement shall be final.

Section 5. Withdrawal of Membership.

Any member may withdraw from membership at any time. However, withdrawal does not relieve the member from any obligations the member may have to the Cooperative which predate the withdrawal, including for payment for electric energy or other Cooperative services used or received by the member.

Section 6. Transfer and Termination of Membership.

(a) Membership in the Cooperative and a certificate representing the same shall not be transferable, except as hereinafter otherwise provided, and upon the death, cessation of existence, expulsion or withdrawal of a member the membership

of such member shall thereupon terminate, and the certificate of membership of such member shall be surrendered forthwith to the Cooperative. Termination of membership in any manner shall not release the member from the debts or liabilities of such member to the Cooperative.

(b) A membership may be transferred by a member to the member's partner, jointly, upon the written request of such member and written agreement by each partner with the provisions of subdivisions (a), (b), and (c) of Section 1 of this Article. Such transfer shall be made and recorded on the books of the Cooperative and such joint membership noted on the original certificate representing the membership so transferred.

(c) When a membership is held jointly, upon the death of either individual, such membership shall be deemed to be held solely by the survivor with the same effect as though such membership had been originally issued solely to him/her, and the joint membership certificate may be surrendered by the survivor and upon the recording of such death on the books of the Cooperative the certificate may be reissued to and in the name of such survivor; provided, however, that the estate of the deceased shall not be released from any membership debts or liabilities to the Cooperative.

Section 7. Removal of Directors and Officers.

The members may remove one (1) or more directors elected by them without cause. A director may only be removed if the number of votes cast to remove the director would be sufficient to elect the director at a meeting to elect directors. Such removal must occur at a meeting called for that purpose, with notice of the meeting so stating. An officer may be removed by the board of directors at any time with or without cause. A director may also be removed by a 2/3 vote of the board of directors if the director ceases to qualify as a board member under Article III, Section 2, of these bylaws, or if the board member misses more than 25% of the board meetings in any given year, or the board member's absences from board meetings has a deleterious effect on High West Energy, as determined by the board of directors in its sole discretion. No director or officer shall be personally or financially liable in the event of removal except for malfeasance in office.

Section 8. Resignation of Board Members.

A director may resign by giving written notice of resignation to the board of directors, its presiding officer, or to the president of the Cooperative.

ARTICLE II - MEETINGS OF MEMBERS

Section 1. Annual Meeting.

The annual meeting of the members shall be held each calendar year at such time and place as shall be determined by the board of directors and designated in the notice of the meeting, for the purpose of electing directors, passing upon reports covering the previous fiscal year and transacting such other business as may come before the meeting. If the election of directors shall not be held on the day designated herein for any annual meeting, or at any adjournment thereof, the

board of directors shall cause the election to be held at a special meeting of the members as soon thereafter as possible. Failure to hold the annual meeting at the designated time shall not work a forfeiture or dissolution of the Cooperative.

Section 2. Special Meetings.

Special meetings of the members may be called by at least three (3) directors or upon a written request signed by at least ten percent (10%) of all the members, and it shall thereupon be the duty of the secretary to cause notice of such meeting to be given as hereinafter provided. Special meetings of the members may be held at any place where the Cooperative conducts business and as determined by the board of directors.

Section 3. Notice of Member Meetings.

Public notice of time and place of the holding of each annual election and meeting shall be published not less than ten (10) days previous thereto in the newspaper printed nearest to the place where the principal office of the Cooperative is located. Written or printed notice stating the place, day and hour of the meeting and, in case of a special meeting, the purpose or purposes for which the meeting is called, shall be delivered not less than ten

(10) days, nor more than twenty (20) days either personally or by mail, by or at the direction of the secretary, or by the persons calling the meeting, to each member. If mailed, such notice shall be deemed to be delivered when deposited in the United States mail, addressed to the member at their address as it appears on the records of the Cooperative, with postage thereon prepaid. The notice for special meetings shall be the same as that required for annual meetings, except that no public notice need be given. The failure of any member to receive notice of an annual or special meeting of the members shall not invalidate any action which may be taken by the members at any such meeting.

Section 4. Quorum.

As long as the total number of members shall exceed ten percent (10%) of all members of the Cooperative utility present in person or one hundred (100) members present in person, whichever is fewer, shall constitute a quorum for the transaction of business at all meetings of the members. If less than a quorum is present at any meeting, a majority of those present in person may adjourn the meeting from time to time without further notice.

Section 5. Voting.

Each member shall be entitled to one (1) vote and no more upon each matter submitted to a vote at a meeting of the members. At all meetings of the members at which a quorum is present, all questions shall be decided by a vote of a majority of the members voting, whether present at the meeting, or represented by mail vote, except as otherwise provided by law, the articles of incorporation of the Cooperative or these bylaws. A joint membership shall be entitled to one (1) vote and no more upon each matter submitted to a vote at a meeting of the members and the Cooperative is specifically authorized to accept the vote of either individual as the vote of the joint membership.

The board of directors shall by appropriate action taken, provide that the board of directors shall be elected for staggered terms of office of one, two or

three years, and that the area or areas within which the members reside shall be divided into districts and that the directors shall be elected by or according to such districts.

The board of directors in the first year when staggered terms of office are established shall determine the manner in which such terms are established in the districts within the Cooperative of Laramie, in the State of Wyoming, specified in the notice of special meeting.

Except as provided in Article III, Section 3, when there is a single nominee, the election of directors shall be by ballot on which each member shall vote the name of such person as is to be elected from the member's district and in balloting for directors each member shall only have the right to cast one (1) vote, from the list of nominees, for the director of their choice from their district. The candidate from each district receiving the highest number of votes, for the term of years for which the director in said district is nominated, shall be elected for the term specified in Section 2 of Article III of these bylaws.

Section 6. Mail Voting

Any member who is absent from any such meeting may vote by mail. Each vote must be clearly marked on the ballot, and the ballot must be signed by the member and placed in a sealed envelope bearing the member's name and addressed to the secretary of the Cooperative. When such ballot so enclosed is received by United States mail from any absent member, it shall be accepted and counted as a vote for directors by ballot of such absent member at such meeting. Such mail ballots shall be counted toward the quorum requirements as set forth in Section 4 of Article II of these Bylaws with respect to the action taken on the Election of Directors and/or Bylaws. The provisions of this section shall not be mandatory in the case of recall of one or more directors as provided in Section 7 of Article I of the Bylaws.

Section 7. Order of Business.

The order of business at the annual meeting of the members, and so far, as possible at all other meetings of the members, shall be essentially as follows:

- (a) Report on the number of members present in person in order to determine the existence of a quorum.
- (b) Reading of the notice of the meeting and proof of due publication thereof, or the waiver or waivers of notice of the meeting, as the case may be.
- (c) Reading of unapproved minutes of previous meetings of the members and the taking of necessary action thereon unless waived by members present.
- (d) Presentation and consideration of, and acting upon, reports of officers, directors, manager and committees.
- (e) Election of Directors.
- (f) Unfinished business.
- (g) New business.
- (h) Adjournments.

ARTICLE III - DIRECTORS

Section 1. General Powers.

The business and affairs of the Cooperative shall be managed by a board of seven (7) directors which shall exercise all of the powers of the Cooperative except such as are by law, by regulatory agencies and commissions, or by the articles of incorporation of the Cooperative or by these bylaws conferred upon or reserved to the members.

Section 2. Qualifications and Tenure.

The persons named as directors in the articles of incorporation of the Cooperative shall compose the board of directors until the next annual meeting or until their successors shall have been elected and shall have qualified. At each annual meeting of the members beginning with the year 1980, directors shall be elected by ballot, by members of their district, to serve for the term for which they were elected or until their successor shall be elected, and shall have qualified, subject to the provisions of these bylaws with respect to the removal of directors. No member shall be eligible to become or remain a director or to hold any position of trust in the Cooperative whose bona fide and primary residence has not been in the area served by the Cooperative and the district from which they are elected for at least the previous 180 days, or who is in any way employed by or financially interested in a competing enterprise to any of the Cooperative's majority-owned businesses or a business selling electric energy or supplies to the Cooperative, or a business primarily engaged in selling electrical or plumbing appliances, fixtures or supplies that are financed through the Cooperative to the members of the Cooperative. Moreover, a director must have capacity to enter into legally binding contracts. Additionally, no member is qualified to become a director or to remain a director if, during the five years immediately preceding the date for election of the director or the term of service as director, that individual has been convicted of a felony. Nor shall any director have a material financial interest with any person or entity where such interest could compromise the director's independent judgment and fiduciary duties on behalf of the Cooperative. Finally, no individual employed by the Cooperative shall be eligible or qualified to become a director until five years after the individual's last date of employment with the Cooperative. When a membership is held jointly, either one, but not both, may be elected as a director; provided, however, that neither one shall be eligible to become or remain a director or to hold a position of trust in the Cooperative unless both shall meet the qualifications hereinabove set forth.

Nothing in this section contained shall, or shall be construed to, affect in any manner whatsoever the validity of any action taken at any meeting of the board of directors.

Section 3. Nominations.

It shall be the duty of the board of directors to appoint, not less than sixty (60) days nor more than one hundred twenty (120) days before the date of a meeting of the members at which directors are to be elected, a committee on nominations

consisting of not less than five (5) nor more than eleven (11) members, who shall be selected so as to insure equitable representation on the committee to the district areas served or to be served by the Cooperative. No officer or member of the board of directors shall be appointed a member of such committee. The committee shall prepare and cause to be posted at the principal office of the Cooperative at least forty (40) days before the meeting a list of nominees for director from each district. The secretary shall cause to be mailed at the expense of the Cooperative with the notice of the meeting a statement of the number of directors to be elected, if any. The members may, at any meeting at which a director or directors shall be removed, as hereinbefore provided, elect a successor or successors thereto without compliance with the foregoing provisions with respect to nominations. Notwithstanding anything in this section contained, failure to comply with any of the provisions of this section shall not affect in any manner whatsoever the validity of any election of directors. Moreover, if there is no more than one nominee for any one district, there shall be no ballot mailed and no vote taken on the nominee for that district, and he or she shall be deemed elected by acclamation. Section 4. Vacancies.

Section 4. Vacancies.

Notwithstanding any other provision of these bylaws, vacancies occurring in the board of directors, whether by resignation, removal, or otherwise, may be filled by a majority vote of the remaining directors, and directors thus elected shall serve until the next meeting of the members or until their successors shall have been elected and shall have qualified.

Section 5. Compensation.

The board of directors may fix the compensation of directors as allowed by law. If authorized by the board, board members may also be reimbursed for expenses actually and necessarily incurred in carrying out such Cooperative business or granted a reasonable per diem allowance by the board in lieu of detailed accounting for some of these expenses. No board member shall receive compensation for serving the Cooperative in any other capacity, nor shall any close relative of a board member receive compensation for serving the Cooperative, unless the payment and amount of compensation shall be specifically authorized by a vote of the members or the service by the board member or their close relative shall have been certified by the board as an emergency measure.

Section 6. Rules and Regulations.

The board of directors shall have the power to make and adopt such rules and regulations, not inconsistent with law, the articles of incorporation of the Cooperative, the rules or regulations of any agency or commission, or these bylaws, as it may deem advisable for the management, administration and regulation of the business and affairs of the Cooperative. The board shall also have authority to secure such types of insurance coverage for the Cooperative and its present and retired employees, directors and officers it shall deem necessary.

Section 7. Accounting System and Reports.

The board of directors shall cause to be established and maintained a complete accounting system, which among other things, and subject to

applicable laws and rules and regulations of any regulatory body, shall conform to such accounting system as may from time to time be designated by the Administrator of the Rural Utilities Service of the United States Department of Agriculture, or of the Cooperative's primary lienholder if not the Rural Utilities Service or its successor."

The board shall cause to be made by a certified public accountant a full and complete audit of the accounts, books, and financial condition of the Cooperative as of the end of each fiscal year. A report of such audit shall be submitted to the members at the next annual meeting.

ARTICLE IV - MEETINGS OF DIRECTORS

Section 1. Regular Meetings.

A regular meeting of the board of directors shall be held without notice other than this bylaw, immediately after the annual meeting of the members. A regular meeting of the board of directors shall also be held monthly at such time and place in Laramie County, Wyoming, or at such other location where the Cooperative conducts business, as the board of directors may provide by resolution. Such regular monthly meetings may be held without notice other than such resolution fixing the time and place thereof.

Section 2. Special Meetings.

Special meetings of the board of directors may be called by the president or any three (3) directors. The secretary shall cause oral or written notice of special meetings of the board of directors to be given to each director. Said notice shall fix the time and place which shall be in Laramie County, Wyoming, or in any district served by the Cooperative, for the holding of any special meeting of the board of directors called by them.

Section 3. Notice.

Notice of the time, place and purpose of any special meeting of the board of directors shall be given at least five (5) days previous thereto, by written notice, or two (2) days if delivered personally or by telephone, to each director at their last known address. If mailed, such notice shall be deemed to be delivered when deposited in the United States mail so addressed with postage thereon prepaid. The attendance of a director at any meeting shall constitute a waiver of notice of such meeting, except in case a director shall attend a meeting for the express purpose of objecting to the transaction of any business because the meeting shall not have been lawfully called or convened.

Section 4. Quorum.

A majority of the board of directors shall constitute a quorum for the transaction of business at any meeting of the board of directors, provided, that if less than a majority is present, the directors present may adjourn the meeting from time to time without further notice. Directors may attend and participate by telephone or other electronic means upon approval by the board.

Section 5. Manner of Acting.

The act of the majority of the directors present at a meeting at which a quorum is present shall be the act of the board of directors.

ARTICLE V-OFFICERS

Section 1. Number.

The officers of the Cooperative shall be a president, vice president, secretary and treasurer. The offices of secretary and treasurer may be held by the same person.

Section 2. Election and Terms of Office.

The officers shall be elected by oral or written ballot, annually, by and from the board of directors at the first meeting of the board of directors held after each annual meeting of the members. If the election of officers shall not be held at such meeting, such election shall be held as soon thereafter as possible. Each officer shall hold office until the first meeting of the board of directors following the next succeeding annual meeting of the members or until their successor shall have been duly elected and shall have qualified, subject to the provisions of these bylaws with respect to the removal of officers.

Section 3. Removal.

Any officer or agent elected or appointed by the board of directors may be removed by the board of directors whenever in its judgment the best interests of the Cooperative will be served thereby.

Section 4. Vacancies.

Except as otherwise provided in these bylaws, a vacancy in any office may be filled by the board of directors for the remaining portion of the term.

Section 5. President.

The president of the Cooperative:

(a) Shall be the principal executive officer of the Cooperative and shall preside at all meetings of the members and the board of directors;

(b) Shall sign, with the secretary, certificates of membership, the issue of which shall have been authorized by resolution of the board of directors, and may sign any deeds, mortgages, deeds of trust, notes, bonds, contracts, or other instruments authorized by the board of directors to be executed, except in cases in which the signing and execution thereof shall be expressly delegated by the board of directors or by these bylaws to some other officer or agent of the Cooperative, or shall be required by law to be otherwise signed or executed; and,

(c) In general, shall perform all duties incident to the office of president and such other duties as may be prescribed by the board of directors from time to time;

(d) No director shall be elected to the office of the President for more than three consecutive years.

Section 6. Vice President.

In the absence of the president or in the event of the president's inability or refusal to act, the vice president shall perform the duties of the president, and when so acting, shall have all the powers of and be subject to all the restrictions upon the

president and shall perform such other duties as from time to time may be assigned to them by the board of directors.

Section 7. Secretary.

The secretary shall perform or have authority to delegate the following duties:

(a) Keep the minutes of meetings of the members and the board of directors in one or more books provided for that purpose;

(b) See that all notices are duly given in accordance with these bylaws and as required by law;

(c) Be custodian of the corporate records and of the seal of the Cooperative which is affixed to all certificates of membership prior to the issue thereof and to all documents, the execution of which on behalf of the Cooperative under its seal is duly authorized in accordance with the provisions of these bylaws;

(d) Keep a register of the post office address of each member which shall be furnished to the secretary by such member;

(e) Sign with the president certificates of membership, the issue of which shall have been authorized by resolution of the board of directors;

(f) Have general charge of the books of the Cooperative in which a record of the members is kept;

(g) Keep on file at all times a complete copy of the bylaws of the Cooperative, containing all amendments thereto, which copy shall always be open to the inspection of other duties as from time to time may be assigned to them by the board of directors.

Section 8. Treasurer.

The treasurer shall perform or have authority to delegate the following duties:

(a) Have charge and custody of and be responsible for all funds and securities of the Cooperative;

(b) Receive and give receipts for monies due and payable to the Cooperative from any source whatsoever, and deposit all such monies in the name of the Cooperative in such bank or banks as shall be selected in accordance with the provisions of these bylaws; and,

(c) In general, perform all the duties incident to the office of treasurer and such other duties as from time to time may be assigned to them by the board of directors.

Section 9. Chief Executive Officer / General Manager.

The board of directors may appoint a Chief Executive Officer / General Manager who may be, but who shall not be required to be, a member of the Cooperative. This person shall perform such duties as the board of directors may from time to time require and shall have such authority as the board of directors may from time to time delegate.

Section 10. Bonds of Officers.

The treasurer and any other officer or agent of the Cooperative charged with responsibility for the custody of any of its funds or property may be bonded in such sum and with such surety as the board shall determine. The board in its discretion may also require any other officer, agent or employee of the Cooperative to be bonded in such amount and with such surety as it shall determine. Premiums for such bonds shall be paid by the Cooperative.

Section 11. Compensation.

The compensation of every officer, agent, or employee shall be fixed by the board of directors.

Section 12. Reports.

The officers of the Cooperative shall cause to be submitted to each annual meeting of the members, reports covering the business of the Cooperative for the previous fiscal year and showing the condition of the Cooperative at the close of such fiscal year.

ARTICLE VI - CONTRACTS, CHECKS AND DEPOSITS

Section 1. Contracts.

Except as otherwise provided in these bylaws, the board of directors may authorize any officer or officers, agent or agents, to enter into any contract or execute and deliver any instrument in the name and on behalf of the Cooperative, and such authority may be general or confined to specific instances.

Section 2. Checks, Drafts, etc.

All checks, drafts, or other orders for the payment of money, and all notes, bonds, or other evidences of indebtedness issued in the name of the Cooperative shall be signed and countersigned by such officer or officers, agent or agents, employee or employees, of the Cooperative and in such manner as shall from time to time be determined by resolution and policy of the board of directors.

Section 3. Deposits.

All funds of the Cooperative received by any employee hereof shall be turned over to the treasurer or the treasurer's duly authorized designee, as soon as conveniently possible and shall be handled by the treasurer in accordance with Article V, Section 8, of these bylaws.

ARTICLE VII - MEMBERSHIP CERTIFICATES

Section 1. Certificates of Membership.

Membership in the Cooperative shall be evidenced by a certificate of membership which shall be determined by the board of directors not contrary to, or inconsistent with, the articles of incorporation of the Cooperative or these bylaws. Such certificate shall be signed by the president and by the secretary of the Cooperative and the Cooperative seal shall be affixed thereto.

Section 2. Lost Certificates.

In the case of a lost, destroyed, or mutilated certificate, a new certificate may be issued therefore upon such terms as the board of directors may prescribe.

ARTICLE VIII - NON-PROFIT OPERATION

Section 1. Interest or Dividends on Capital Prohibited.

The Cooperative shall at all times be operated on a Cooperative non-profit basis for the mutual benefit of its members. No interest or dividends shall be paid or payable by the Cooperative on any capital furnished by its members.

Section 2. Capital Credits.

Capital credits, sometimes referred to as patronage capital, are those amounts furnished by the members to the Cooperative in excess of the operating costs and expenses properly chargeable against the furnishing of electric energy to the members. All such amounts in excess of operating costs and expenses at moment of receipt by the Cooperative are received with the understanding that they are furnished by the members as capital. The Cooperative is obligated to credit the capital account of each member all such amounts in excess of operating costs and expenses. The books and records of the Cooperative shall be kept in such a manner that at the end of each fiscal year the amount of capital furnished by each member is clearly reflected and credited in an to the capital account of each member, and the Cooperative shall, within a reasonable time after the close of the fiscal year, notify each member of the amount of capital so credited to the account.

Operating costs and expenses properly chargeable against the furnishing of electric energy shall be defined as all normal operating costs, including, without limitation, depreciation, taxes, cash expenditures and similar charges, which are properly chargeable against operating revenue in accordance with accepted utility accounting principles, less any item of revenue considered a recovery of expense, less any interest income derived from investments or loans to members, margins from the sale of goods and services as provided amounts received and receivable from the furnishing of electric energy as charges billed to members in accordance with applicable rate schedules for electric energy, which are considered as expense recoveries rather than revenues subject to inclusion in the basis for patronage capital credit allocation.

Any amount owed the Cooperative by any person, firm, or corporation not paid at the time when a capital credit refund or retirement shall otherwise become due, shall be paid from the refund, and only the amount of such refund in excess of the amount owed by the member shall be refunded to the member.

In making allocation of individual members' credits, such allocations shall be on a flat and equal percentage of total energy charges for all consumers, without discrimination, except urban members in towns where a franchise tax has been levied upon the revenue from members served in the town. Nothing provided herein shall prevent the Cooperative from determining the amount to be allocated on the basis of total energy charges by rate of revenue class as may

be from time to time determined by the Board.

The Board shall determine the method, basis, priority, and order of retirement, if any, for all amounts furnished as capital. Notwithstanding any other provision of these Bylaws, the method, basis, priority, and order of retirement of patronage capital, if any, chosen by the Board may include retiring amounts furnished as capital at a discount. In no event, however, shall patronage capital be retired if such retirements would violate any applicable law or regulation, or if such retirements would breach any provision of any mortgage or loan contract executed by the Cooperative upon the authority of the Board pursuant to the applicable provisions of these bylaws. No retirements of capital credits shall be made except in nominal amounts as provided below, unless:

(a) Notwithstanding any other provisions of these bylaws, the board of directors may, in the exercise of its sole discretion, authorize refund of current patronage capital credits out of turn, if amounts are available from current revenues.

(b) Capital credited to the account of each member shall be assignable only on the books of the Cooperative pursuant to written instruction from the assignor and only to successors in interest or successors in occupancy in all or part of such member's premises served by the Cooperative, unless the board of directors, acting under policies of general application, shall determine otherwise.

(c) If the costs and expenses exceed the amounts received or receivable from and directly related to the furnishing of electric energy, hereinafter referred to as "loss", then the board of directors shall have the authority under accepted accounting practices and applicable tax law to prescribe the manner in which such loss shall be handled; provided, however, such method is consistent with the regulations of the Cooperative's primary lien holder.

Insofar as permitted by law, the Board is authorized to net margins or losses of any separate divisions of the Cooperative into one or more allocation units.

Notwithstanding any other provision of these bylaws, the board of directors, at its discretion, shall have the power at any time upon the death of any member, if the legal representatives of their estate shall request in writing that the capital credits allocated to any such member be retired prior to the time such capital credits would otherwise be retired under the provisions of these bylaws, to retire capital credits to any such member immediately upon such terms and conditions as the board of directors, acting under policies of general application, and the legal representatives of such member's estate shall agree upon; provided, however, that the financial condition of the Cooperative will not be impaired thereby.

Notwithstanding any other provisions of the bylaws or other provision of the membership certificate, if any member or former member fails to claim any cash retirement of capital credits or other payment from the Cooperative within two years after payment of the same has been available to them by notice or check mailed to them at their last address furnished by them to the Cooperative, such

failure shall be and constitutes an irrevocable assignment and gift by such member of such capital credits or other payment to the Cooperative. Failure to claim any such payment within the meaning of this section shall include the failure by such member or former member to cash any check mailed to them by the Cooperative at the last address furnished by them to the Cooperative. The assignment and gift provided for under this section shall become effective only upon the expiration of two (2) years from the date when such payment was made available to such member or former member without claim therefore and only after the further expiration of sixty (60) days following the giving of a notice by mail and publication that unless such payment is claimed within said sixty (60) day period, such gift to the Cooperative shall become effective. The notice by mail herein provided for shall be one mailed by the Cooperative to such member or former member at the last known address by certified mail, return receipt requested, and the notice by publication shall be an insertion in the Cooperative's newsletter. The sixty (60) day period following the giving of such notice shall be deemed to terminate sixty (60) days following the last date of publication thereof. In addition, the Cooperative shall comply with all notice and other provisions of applicable state law relating to the redemption and/or payment of unclaimed capital credits or other payments from the Cooperative.

In the event that the Cooperative should engage in the business of furnishing utility type services other than electric energy, all amounts received and receivable in excess of costs and expenses properly chargeable against the furnishing of such services may, insofar, as permitted by law, be prorated annually on a patronage basis and allocated to all members which are holding an active membership from the sales of electric energy. Such amounts may be allocated and retired following the procedures listed in Article VIII, Section 2 hereof, and shall not be returnable to the members from whom such amounts were obtained as provided in this section.

All other amounts received by the Cooperative other than from the furnishing of electric energy and other utility type services shall, insofar as permitted by law, be (a) used to offset and losses incurred during the current or any prior fiscal year as may be determined in Article VIII, Section 2, (b) used to establish reserves and other capital not assignable to the members prior to the dissolution of the Cooperative, and (c) to the extent not needed for these purposes allocated to the members. Such amounts will be allocated, and retired following said procedures as listed in Article VIII, Section 2 hereof.

Section 3. Property Rights of Members.

In the event of dissolution or liquidation of the Cooperative, after (a) all outstanding indebtedness of the Cooperative shall have been paid; and (b) all capital furnished through patronage shall have been retired as provided in these bylaws, the remaining property and assets of the Cooperative shall be distributed among the members and former members (referred collectively in this Section 4 of Article VIII as members') in the proportion which the aggregate

patronage of each bears to the total patronage of all members during that period, insofar as is consistent with law and practicable as determined by the board of directors.

Section 4. Acknowledgement of Members.

The members of the Cooperative, by dealing with the Cooperative, acknowledge that the terms and provisions of the articles of incorporation and bylaws shall constitute and be a contract between the Cooperative and each member, and both the Cooperative and the members are bound by such contract as fully as though each member had individually signed a separate instrument containing such terms and provisions. The provisions of these bylaws shall be called to the attention of each patron of the Cooperative by posting in a conspicuous place in the Cooperative's office.

ARTICLE IX - WAIVER OF NOTICE

Any member or director may waive, in writing, any notice of meetings required to be given by these bylaws.

ARTICLE X - DISPOSITION OF PROPERTY

The Cooperative may not sell, mortgage, lease or otherwise dispose of or encumber any of its property other than:

(a) Property which in the judgment of the board of directors neither is nor will be necessary or useful in operating and maintaining the Cooperative's system and facilities; provided, however, that all sales of such property shall not, in any one (1) year, exceed in value ten percent (10%) of the value of all the property of the Cooperative:

(b) Services of all kinds, including electric energy, in the ordinary course of business; and,

(c) Personal property acquired for resale, unless such sale, mortgage, lease, or other disposition of encumbrance is authorized at a meeting of the members by the affirmative vote of at least two-thirds (2/3) of the members voting thereon at such meeting in person, and the notice of such proposed sale, mortgage, lease or other disposition or encumbrance shall have been contained in the notice of the meeting.

However, notwithstanding anything herein contained, the board of directors, without authorization by the members, shall have full power and authority to borrow money subject to the approval of the Public Service Commission of the States of Wyoming, Colorado and Nebraska and in connection with such borrowings to authorize the making and issuance of bonds, notes or other evidences of indebtedness and, to secure the payment thereof, to authorize the execution and delivery of a mortgage or mortgages, or a deed or deeds of trust upon, or the pledging or encumbering of any or all of the property, assets, rights, privileges, licenses, franchises and permits of the Cooperative, whether acquired or to be acquired, and wherever situated, all upon such terms and conditions as the board of directors shall determine.

ARTICLE XI - FISCAL YEAR

The fiscal year of the Cooperative shall begin on the first day of January of each year and end on the thirty-first (31st) day of December of the same year.

ARTICLE XII - MEMBER

The word, "member," shall include any individual, partnership, corporation, trust, unincorporated association or joint venture, a government, or any department or agency thereof, or any other entity. Unless the context requires a different interpretation, use of the pronouns such as his or hers, shall be gender neutral, and the plural shall include the singular, and vice versa.

ARTICLE XIII - SEAL

The corporate seal of the Cooperative shall be in the form of a circle and shall have inscribed thereon the name of the Cooperative and the words "Corporate Seal, Wyoming."

ARTICLE XIV - AMENDMENTS

These bylaws may be altered, amended, or repealed by the members at any regular or special meeting, provided the notice of such meeting shall have contained a copy of the proposed alteration, amendment or repeal. Pursuant to state law, the board of directors of the Cooperative may also amend the bylaws.

Defend Yourself Against Scams

Scammers may pose as utility workers. They may say you have been overcharged and want to give you a refund, or they may claim that you are overdue on your bill and threaten to disconnect your service.

For your safety and security, please know that:

- If you do overpay, High West Energy will apply the credit to your next billing cycle
- We do not take banking information over the phone
- We will always identify ourselves as High West Energy
- We will always provide our personal names
- If you are not sure if it is a scam, ask to call back, and then call 307-245-3261



The Center of Customer Engagement

SmartHub provides convenient account access and two-way communication to your utility online or via your mobile device. Manage payments, notify customer service of account and service issues, check your usage, and receive special messaging from your provider all at the touch of a button.

SmartHub is available on Android and iOS smartphones and tablets as well as on the Web.

- Bill reminders
- Contact customer service
- Service usage details
- Safe and Secure
- Bill payment
- Free

Call today to learn more about SmartHub (307) 245-3261



PAYMENT OPTIONS AND FEES

High West Energy's bills are mailed out around the 8th of each month and are due on the 28th of that month.

Your payment must be in our office on the 28th or postmarked by the 20th of the month to be considered on time.

Payments that are put in the drop boxes are picked up by 4:00 p.m. on the 27th of the month.

All bills have two parts. The first is the grid access charge, which is paid by all members to help recover the expenses incurred in having the meter in place. The second part is the energy charge, which is applied to every kWh sold. The total bill is the sum of the access charge, energy charge and local taxes.

Some irrigation and large power accounts are assessed a demand charge (per month, per kW).

SERVICE FEES

A service fee is described as a fee charged for services received over and above the amount charged for electric energy. The fees which are charged to High West Energy members, for various reasons, are as follows:

- | | |
|--|----------|
| • Deposits | Call HWE |
| • Collection charge (to collect delinquent bill) | \$50.00 |
| • Reconnect (if service is disconnected for non-payment) | \$50.00 |
| • Reconnect after hours | \$75.00 |
| • Returned checks | \$35.00 |
| • Tampering with meter seals (without notifying HWE) | \$100.00 |

PAYMENT OPTIONS

We offer several easy payment options for your convenience:

- **Phone** - Call (833) 619-0867 for secure payments 24 hours per day. Have your account number ready please.
- **Office** - Pine Bluffs: 6270 County Road 212 or Cheyenne: 3302 I-80 Service Road.
- **Credit Card** - Automatic or by phone (833) 619-0867.
- **Check** - By phone (833) 619-0867.
- **ACH** - Automatic withdrawal from your bank.
- **Smarthub**- Visit the online payment portal at www.highwest.coop or download the app from the App Store or Google Play.

Drop Box Locations

- Pine Bluffs - Outside of HWE gate
- Bushnell - North of the post office
- Potter - Near the HWE service center (900 Sheridan Street)
- Kimball - East side of L.E.S. Realty
- Grover - Near the grocery store (309 Chatoga Avenue)
- Cheyenne - HWE Service Center (3302 I-80 Service Road)

Please remember that your bill is due in the office by 5:00 p.m. on the 28th of each month.

PATRONAGE DIVIDENDS

Cooperative members share in the ownership, construction, maintenance and prosperity of High West Energy. When financial conditions allow, members will receive patronage dividends. For many years High West has retired overall \$1,000,000 back to the members in patronage. Here is how your Cooperative membership pays you back:

When you move into a home or establish a business in the High West Energy service territory, and complete a membership application, you become a member of the Cooperative.

A patronage dividend account is set up in your name and High West Energy carefully tracks your investment into the Co-op in this account.

At the end of our fiscal year, any funds remaining after expenses have been paid are allocated* to your patronage capital account based on the amount of electricity you used the previous year. Notice of this annual allocation is sent the following summer.

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

Each fall, the board of directors evaluates the financial condition of the Cooperative to determine if we can pay patronage dividends. Dividends may not be paid every year.

When patronage is not paid, it is used as operating capital for system improvements and maintenance. This operating capital reduces the need for loans, which helps keep costs down.

When the board decides to pay a patronage dividend, we calculate the amount we need to pay each member. Anyone who was a member in the previous year will receive a dividend.

If your retirement is \$50 or less, it will automatically be applied to your electric account. You may also opt to have your dividends credited to your bill or you can donate it to Operation Round Up®. This retirement is proof that your Cooperative membership pays!

***Allocation vs. Retirement**

An allocation is made annually for each member, based on the amount of electricity purchased by the member the previous year. Allocation is the member's share of the number of net margins High West Energy sets aside into a separate account used as operating capital for reliability improvement maintenance over a period of years.

A retirement is the amount a member receives back as a patronage dividend. It is a portion of the total patronage balance. The amount paid is decided annually by the board of directors based on the financial needs of the cooperative.

Important Reminders

If you move, please be sure to leave your new address with us so we can continue to refund patronage dividends you are eligible to receive in the future.

When a member passes away, the patronage account is available for estate retirement. A representative of the estate should contact High West Energy to settle the patronage account.

Although uncommon, individuals can pursue a patronage dividends hardship by formally presenting a written request to the Board of Directors.

For more information, or to change the way you receive your patronage dividends, please call our office at (307) 245-3261.

THE HIGH WEST WAY

For homeowners and businesses in the tri-state region of Wyoming, Colorado, and Nebraska, who need accessible and friendly service, High West Energy is member-owned and a locally operated Cooperative delivering solutions to several energy and communications needs.

High West Energy has a rich heritage that forms the foundation for the future. In the late 1930s, our region had a need that was being left unsolved. There were farms and ranches that had windmills and batteries to generate and store some power, but there was a need for a more reliable and robust energy solution to address their wants and needs. These farmers and ranchers banded together to form the Rural Electric Company to work together to develop a solution for their problems and thereby advance their quality of life. The solution was to build infrastructure to the countryside to receive central station electricity through a company organized, owned, and controlled by those it served. It is important our members understand the cooperative way of doing business, and it will be a priority to provide education and information towards this end.

As we preserve our core, we will also stimulate progress. New energy technologies are evolving, member expectations are changing, and as consumers, we want options and differentiated services. The marketplace is changing, and these changes are driving the strategies being executed by the Cooperative. The Cooperative considers it a priority to broaden our availability of products, services, and options in order to better customize solutions that meet the needs of our members.

High West Energy recognizes the need to continue evolving itself from an electric distribution cooperative into a solutions-oriented membership corporation, currently focusing on the areas of energy delivery/management and information/communications. This evolution is from a partially regulated business in which growth and change was slower and where we enjoyed 100% market share, to a future-oriented dynamic business where change and growth are the norm, and we will be competing to demonstrate how we can provide new value.

What that means for High West Energy is that we are taking the opportunity to refocus ourselves on developing more of a collaborative relationship with our members and customers. This vision requires us to become even more proactive by asking questions to identify, understand, design, and deliver upon a host of needs of our members and customers. Ultimately, we are developing our role to be a trusted partner in the services and solutions we provide to our members and customers, in addition to being a service provider, which means our responsibilities include educating and informing our members and customers.

It is also important to note that we see High West Energy as more than the products and services we offer, whereby our vision is to build a great Cooperative that has the flexibility to change not only its product and service offering, but also its strategies and approaches as market conditions necessitate. All employees are expected to help the Cooperative transition from being primarily asset technicians/managers in our past to member relationship managers in the future.

We often hear how much High West Energy is changing, and we are. But at the same time, we remain true to the cooperative spirit and to the vision that the Cooperative exists to advance our members' quality of life by providing products, programs and services that meet their needs.

As Leo Buscaglia said in his book titled *Love*, "The language we learn will determine who we are, how we see the world and how we organize the world and how we will present our world to others." How we see the world now is different than 20 years ago, and therefore, it requires an entirely new language.

BOARD OF DIRECTORS



District 11
Michael Lerwick
Albin, WY
(307) 246-3321



District 12
Gary Smith
Carpenter, WY
(307) 421-3058



District 13
Ed Prosser
Cheyenne, WY
(307) 632-6068



District 14
Jerry Burnett
Hereford, CO
(970) 895-3386



District 15
Damon Birkhofer
Kimball, NE
(308) 235-7296

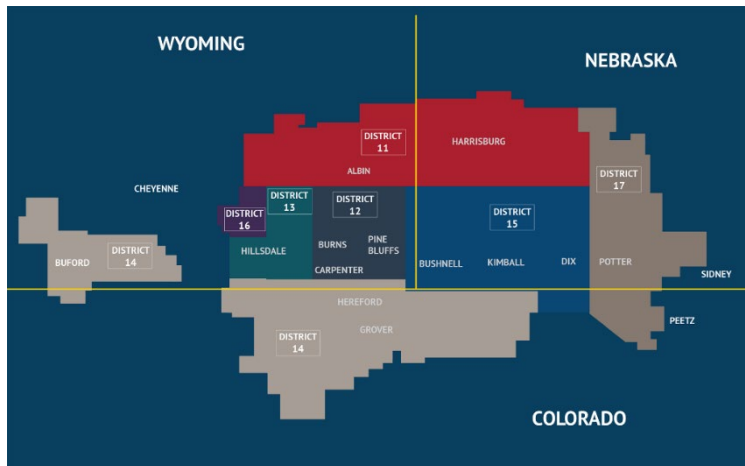


District 16
Koshia Olsen
Cheyenne, WY
(307) 214-4940



District 17
Kevin Thomas
Potter, NE
(308) 879-4396

SERVICE AREA



MISCELLANEOUS INFORMATION

811 - CALL BEFORE YOU DIG

If you're planning a project that includes digging, like planting a tree or bringing in a backhoe for trench work, **be sure to call 811 to find out where utility lines run on your property.** Your call will be routed to a local "one call" center. Tell the operator where you're planning to dig and what type of work you will be doing and affected local utilities will be notified.



In a few days, a locator will arrive to designate the approximate location of any underground lines, pipes, and cables with flags or marking paint, so you'll know what's below. Then the safe digging can begin.

Although light gardening typically doesn't call for deep digging, other seemingly simple tasks like planting shrubs or installing a new mailbox post can damage utility lines. A severed line can disrupt service to an entire neighborhood, harm diggers and potentially result in fines and repair costs.

Never assume the location or depth of underground utility lines. There's no need as we will locate our utilities for free, which prevents the inconvenience of having utilities interrupted and can help you avoid serious injury *. For more information about local services, visit www.call811.com.

*There is a charge for locating wires from other utilities.

Sources: Common Ground Alliance, SafeElectricity.org

ENERGY ASSISTANCE PROGRAMS

We realize that some members may need some extra assistance in paying their utility bills, especially during the winter months. The good news is, there is assistance available in all the states we serve. In general, benefits are based on household size, household income and the type of fuel used as the primary heating source. For more information, please visit the appropriate website:

Wyoming Low Income Energy Assistance Program (LIEAP): **(800) 246-4221**
<http://dfsweb.wyo.gov/economic-assistance/lieap>

Nebraska Low Income Energy Assistance Program (LIHEAP): **(800) 383-4278**
http://dhhs.ne.gov/children_family_services/Pages/fia_energy.aspx

Colorado Low Income Energy Assistance Program (LEAP): **(866) 432-8435**
<https://www.benefits.gov/benefits/benefit-details/1541>

MISCELLANEOUS INFORMATION

ENERGY EFFICIENCY CREDITS

Energy efficiency credits are offered to our members. If you add an electric heat pump, electric water heater (30 gallons or more) or electric motor (10 hp or above), give us a call. Some Energy Star[®] rated appliances may also qualify. We can assist you in determining if an appliance qualifies. Members **DO NOT** have to purchase the above items from High West Energy to qualify for these credits.

LET US TALK TO YOUR GROUP

High West Energy will provide qualified personnel to address your group on issues dealing with conservation, rates, power supply, electric safety or any other issues of member concern. Call us at (307) 245-3261 or toll free (888) 834-1657.

STATEWIDE ORGANIZATIONS

In each of the states served by High West Energy there is a non-profit statewide organization that assists the Cooperative as needed.

Wyoming -- Wyoming Rural Electric Association (WREA)

Colorado -- Colorado Rural Electric Association (CREA)

Nebraska -- Nebraska Rural Electric Association (NREA)

These organizations provide services to the cooperatives and public power districts in the states they serve, including employee training, safety and public information services. They also represent our Cooperative in legislative issues and act as a liaison with state agencies that regulate rural electric cooperatives.

PUBLICATIONS

Look out for *SPARKS*, the High West Energy newsletter, which is inserted in your bill and available at our website, www.highwest.coop. *SPARKS* provides information to our members on upcoming events, energy efficiency, changes in policy and issues impacting our industry.

ADDITIONAL PRODUCTS

As a new member, we would like to tell you about the services that we offer. We strongly believe in remaining open to opportunities for additional products and services which will benefit you, our member.

WHOLE HOUSE SURGE PROTECTION

Installed at the meter, service entry or weatherhead locations for residential and light industrial applications. The Surge Arrester is specifically designed for long lifetimes even with strong lightning activity and temporary line overvoltage conditions. A tough Surge Arrester for tough line conditions.

LIGHTING

High West Energy offers a wide range of lights including:

- Streetlights
- Barn lights
- Outdoor lights
- Security lights

NATIONAL RURAL ELECTRIC COOPERATIVE ASSOCIATION

High West Energy is a member of the National Rural Electric Cooperative Association (NRECA), the national service organization for more than 900 not-for-profit rural electric cooperatives and public power districts. It's a national association of rural electric cooperatives based in Washington, D.C.

NRECA's members include consumer-owned local distribution systems— the vast majority— and 66 generation and transmission (G&T) cooperatives that supply wholesale power to their distribution cooperative owner- members. Distribution and G&T cooperatives share an obligation to serve their members by providing safe, reliable and competitively priced electric service.



OPERATION ROUND UP®

How did Operation Round Up® get started?

The program was created by Palmetto Electric Cooperative in South Carolina in 1989, and since that time has been adopted by more than 200 other cooperatives nationwide.

How does the program work?

Each month, the electric bills of participating members are rounded up to the next dollar amount. So, if your bill is \$50.99, it is rounded up to \$51.00 and if your bill is \$75.53, it is rounded up to \$76.00. The money collected (from 1 to 99 cents per month) is earmarked for Operation Round Up.® On average, a member will donate \$6 per year.

Why is High West Energy participating?

High West Energy has a long history of supporting charitable and community organizations. We feel Operation Round Up® represents our cooperative heritage and values – people coming together to help their neighbors. More than 75 years ago, local residents came together to form High West Energy to get electricity to their homes and farms. It was something they couldn't do individually. Now, through Operation Round Up,® local residents can come together to create change in their communities – something they couldn't do individually on this scale.

How will the money be spent?

The Operation Round Up® fund will be used to assist disabled veterans and those who are experiencing extraordinary circumstances resulting in difficulty in paying their electricity bills.

What if I do not want to participate?

Please contact us at (307) 245-3261 and we will remove you from the program.

How do I request assistance from this program?

An application is on our website at highwest.coop or you may call the office at (307) 245-3261 to request an application by mail.

