



Ryan Schilreff
General Manager



OFFICE MANAGER'S REPORT — TIPHANIE FUSS

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May through September
Office hrs: 6:30–5:00, Mon.-Fri.

October through April
Office hrs: 7:30–4:00, Mon.-Fri.

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Outage Information

In today's world, our expectations for instant results are always increasing. At the tap of a button we can check the weather, pay a bill, video chat with our doctor, and even order groceries.

With this abundance of convenience and technology, we are also able to enhance the way we monitor the power that we deliver to you. Yet, this new and improved way of monitoring does not change the way that your power is distributed.

Severe weather, transmission outages, and equipment failure will always present challenges; but by increasing awareness and working together, we can help one another through those unnerving moments when the lights go out. * N Scott Feagler *

Questions & Answers

I have recently had many conversations with members and individuals in the community, discussing what happens during an outage at Wyrulec Company. A lot of the same questions have been asked, so I want to share with you these questions and answers with the hope you will also find the information helpful.

Q: I tried calling Wyrulec to tell you my power was out and I couldn't get

through. Do you even answer the phone or care I called? Why won't my call go through?

A: First and foremost, we always have a dispatcher available 24/7, every single day and night of the year. Our members are our priority; delivering power to you is what we do! When our phone lines receive a large number of calls at one time, only so many can get through. Picture it as a huge crowd trying to enter through a single door; only so many can squeeze through at one time. Telephone equipment and cell phone towers use electricity. If this equipment is out of power, telephone calls simply do not work. The same can occur with internet communications.

Q: Have you done anything to help calls get through?

A: Yes! Over the last few years, a number of things have been put in place to increase member convenience and communications. Additional phone paths to receive calls, battery backups, and an IVR (Interactive Voice Response) system is in place to assist our dispatchers. When you call and get our IVR

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Outage Information

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greeting, this is only the beginning of your outage reporting. You are not talking to a computer in the place of a person, you are simply entering your information, so that a live person on the other end can serve as many Wyrulec members as possible. You always have the option to speak with a live dispatcher; and if you are first to report an outage in your area, you are automatically transferred to a live person.

Q: So, I called and couldn't get through. How are you helping me, and what should I do?

A: Wyrulec Company is fortunate to have an AMI (Advance Metering Infrastructure) system in place. This means that most of the time we see when your meter goes out, because we lose a signal from your meter. We know your power is out whether you call or not. This system was fully deployed in January, so that was not always the case in years past. We are monitoring this system during business hours and in times of major outages. We are paying attention and are prepared to respond to an outage. If you are able, try calling us again. We need to know, for example, if you see a tree hanging in the lines, a vehicle or equipment that has hit a power pole, or if you heard a loud transformer boom, etc.

Q: I see you have a Facebook page, can I report my outage there?

A: No, please do not use Facebook to report your outage. Wyrulec uses Facebook and our website as

resources to give our members valuable information. In a time of extended outages, you can find updates and information there. Facebook is not a tool designed for outage reporting and we do not use it to do so. We are researching enhancements for our website and other resources that may be helpful in the future for our members.

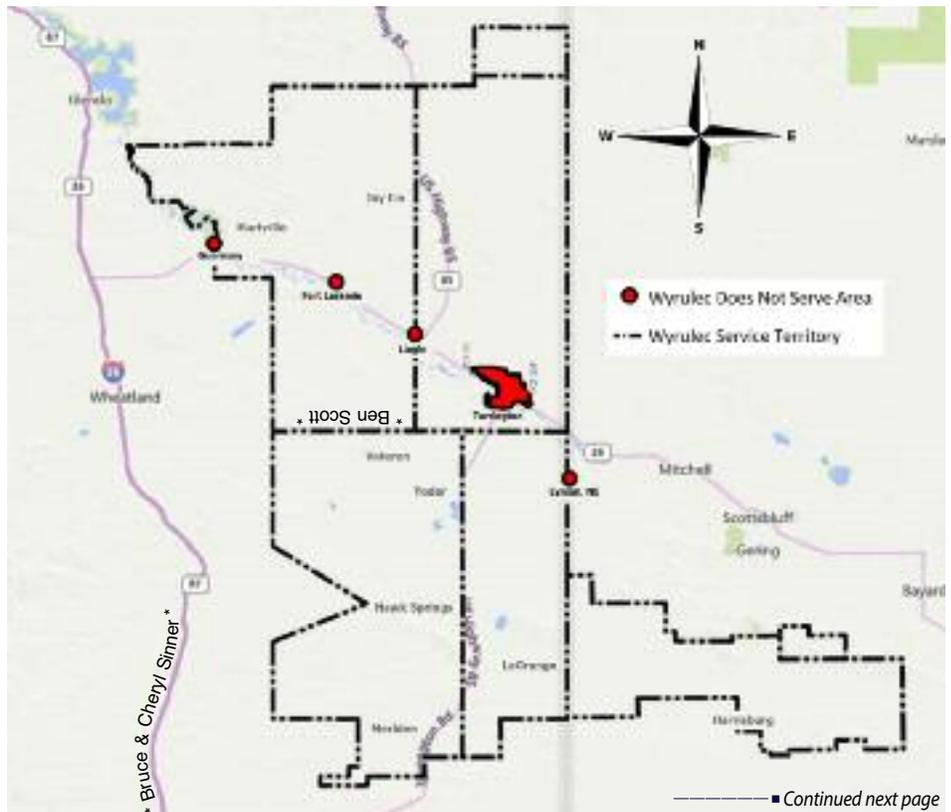
Q: What does it mean there is a 'Transmission', 'Power Supplier', or 'WAPA' outage?

A: Wyrulec Company is a distribution cooperative, which means someone delivers us power. WAPA (Western Area Power Administration) and Tri State G&T are the two companies that deliver power to Wyrulec. We then take this power and distribute/deliver it to you. If there is an outage

keeping power from reaching Wyrulec, then we do not have power to deliver to you. WAPA and Tri State G&T troubleshoot remotely and have crews that work to restore power on their lines, just as Wyrulec does on the power lines we own.

Q: Does Wyrulec Company supply power to the City of Torrington?

A: No, Wyrulec Company does not supply power to the City of Torrington. Our cooperative is not responsible for any outages other than in our own service territory. Wyrulec Company serves a large portion of Goshen County, and also parts of Platte and Laramie counties in Wyoming. We also are proud to serve western Nebraska in Banner, Scotts Bluff, and Sioux counties. Check out our service territory map below!



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Outage Information

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Q: Why don't you always have an ETA/ETR, and what is the 2-hour rule?

A: When bad weather strikes, equipment fails, and even when the unknown occurs; it takes time to safely restore power. Estimating time of arrival or restoration is not a matter of "flipping a switch." Every electric consumer should be prepared for an outage to last at least two hours; and that includes all Wyrulec members. We have featured in this newsletter an outage

preparedness guide that is full of valuable tools and information to help you prepare for the expected and unexpected.

I encourage you to share the information with fellow members and neighbors, and please be sure to call the office if you have questions; we are here for you! Your understanding and patience as we battle the challenges that come our way do not go unnoticed and are appreciated beyond measure by all of us at Wyrulec Company.



Wyrulec crews recently replaced a transformer in the Fort Laramie Rural Substation, upgrading to a larger transformer. This will increase both the capacity and reliability of the substation in case of power supply issues.



If your name is in these pages, call us: 307-837-2225. You'll get a \$25 bill credit. Your crews at Wyrulec company are always especially busy this time of year. Drive around and see what your electric co-op is working on.

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Don't Wait Be Prepared Before the Storm

It's your worst-case scenario. A major storm was predicted and this time, the predictions were right. Many power lines are down, and your electricity may be out for several days. You are low on everything—food, pet supplies, toilet paper, batteries, diapers and your medication.

Imagine how you would feel in this situation. While you can't predict which weather forecast will come true, you can plan ahead so when a severe weather event strikes, you have the tools and resources to effectively weather the storm.

The Department of Homeland Security offers several resources to help you prepare for major weather events and natural disasters. Visit www.ready.gov/make-a-plan.

Preparedness Actions and Items

Stock your pantry with a three-day supply of non-perishable food, such as canned goods, energy bars, peanut butter, powdered milk, instant coffee, water and other essentials (i.e., diapers and toiletries).

Confirm that you have adequate sanitation and hygiene supplies such as

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Be Prepared Before the Storm

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towelettes, soap and hand sanitizer.

Ensure your First Aid kit is stocked with medical essentials, and make sure your prescriptions are current.

Set aside basic household items you will need, including flashlights, batteries, a manual can opener and portable, battery-powered radio or TV.

Organize emergency supplies so they are together in an easily accessible location.

Fully charge all cell phones, laptops and devices so you have maximum power in the event of a power outage.

During a Prolonged Outage

In the event of an outage, turn off appliances, TVs, computers and other sensitive electronics. This will help avert damage from a power surge, and will also help prevent overloading the circuits during power restoration. That said, do leave one light on so you will know when power is restored. If utilizing a small household generator, consider using LED holiday lights to illuminate a living area. A strand of 100 white lights draws little energy yet produces considerable light.

During thunderstorms, the American Red Cross recommends avoiding electrical equipment and land-based telephones. Use battery-powered radios instead. Keep away from windows. Listen to local news or NOAA Weather Radio for



emergency updates.

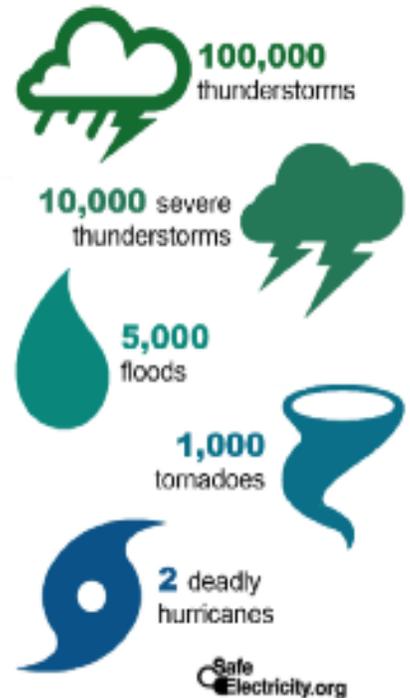
After a storm, avoid downed power lines or walking through flooded areas where power lines could be submerged.

Power in Planning

Advance planning for severe storms or other emergencies can reduce stress and anxiety caused by the weather event and can lessen the impact of the storm's effects. Sign up for NOAA emergency alerts and warnings. Act today, because there is power in planning.



Each year, the U.S. faces an average of:



research collected from the National Weather Service

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