

2002 Youth Tour Banquet
Freddie's Steakhouse - Mannford, OK



Matthew Tiner of Mannford, Washington, D.C. Trip winner, is congratulated by LeRoy Meyer, IEC District 1 Board Member.



Standing with Loris Peckenpaugh, IEC District 6 Board Member, are finalists from Pawnee High School (left to right): **Jeanine Dailey** - YLC Winner, **Preston Stuteville** - Washington, D.C. Trip winner, and **Emily Buchanan** - YLC Winner.

Brittany Howell (center) of Cleveland High School, pauses for a photo with her mother Patricia and Dr. Greg Fielding, IEC Board President, after winning the YLC Trip.



IEC ANNOUNCES 2002 YOUTH TOUR WINNERS

Five area finalists and their families join IEC at Freddie's Steakhouse in Mannford for annual banquet.

Indian Electric Cooperative selected winners of its annual Youth Tour Essay Contest at a banquet honoring contest finalists April 9th in Mannford. The five high school juniors receiving honors were Matthew Tiner, Mannford High School; Preston Stuteville, Pawnee High School; Emily Buchanan, Pawnee High School; Jeanine Daily, Pawnee High School; and Brittany Howell, Cleveland High School.

Tiner, son of Michael and Ann Tiner, and Stuteville, son of Haroldine Stuteville, will spend the week of June 14-20 in Washington, D.C. where they'll join some 1,250 high school juniors from across the United States for a visit to the nation's capital. As guests of Oklahoma's congressional delegation, they'll receive a VIP tour of the Capitol and observe the U.S. Congress in action. They will also see historical sites, cruise the Potomac River and make a lifetime of memories among some of our nations finest treasures.

Youth Tour Contest finalists Emily Buchanan, daughter of Bob and Bonnie Buchanan; Jeanine Dailey, daughter of James and Nancy Dailey, and Emily Howell, daughter of Andrew and Patricia Howell, will attend the Farmland Industries Youth Leadership Conference (YLC) in Liberty, Missouri, May 28 - June 1 or June 4 - 8. During the conference, they will focus on leadership, teamwork, communication, goal setting, and career development skills. They will also learn about the cooperative system of business. Among a variety of hands-on experiences, they will own and operate their

own cooperative mart and participate in a live "mock" interview.

The student's essays, selected from nearly 90 submissions, dealt with the topic of "The Local Electric Cooperative and The Unique Role It Can Play in Community Development." The essays were judged on

"I am always impressed by the quality of young people that participate in this contest. This year was certainly no exception."

-Terry Jech, IEC General Manager

knowledge and presentation of the subject. After judges designated the top essays, students then presented their essays orally and answered questions at the IEC Youth Tour Banquet. Scores on the oral presentation determined who would travel to D.C. and who would attend the leadership conference.

The Youth Tour contest, which IEC holds annually for high school juniors in its service area, is part of your cooperative's ongoing commitment to youth education.

This is IEC's 38th year of participation in the Youth Tour program, which is co-sponsored by the Oklahoma Association of Electric Cooperatives and co-coordinated by the National Rural Electric Cooperative Association.

Terry Jech, IEC General Manager, commented at the banquet. "I am always impressed by the quality of young people that participate in this contest. This year was certainly no exception. The parents and teachers of these students and our communities are certainly blessed to have young leaders like we met tonight."

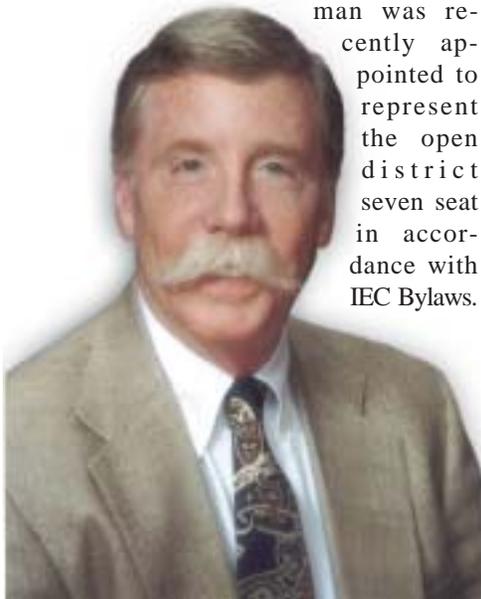
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Bill Boone Joins IEC Board

Over a Judy Anne's hamburger and ice tea, Bill Boone recalls his first impression of Indian Electric Cooperative.

"My wife and I had just recently moved to the Sand Springs area when a huge storm knocked out our power. We were amazed to see a crew of linemen out braving what could have been very dangerous conditions to restore our electricity. They responded within an hour and had our lights back on in no time at all. Before moving to the area, we had waited for hours sometimes before anyone even responded to our concerns. I was impressed with how much the IEC crew really seemed to care about our concerns. They really treated us like neighbors."

Boone, a long-time Tulsa area businessman was recently appointed to represent the open district seven seat in accordance with IEC Bylaws.

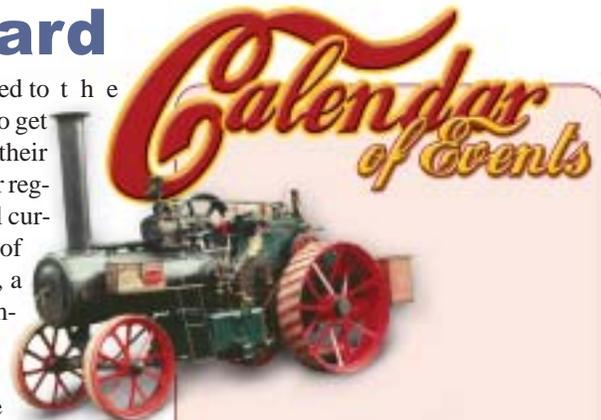


Bill and his wife Barbara, moved to the Sand Springs area three years ago to get an early start on what will soon be their retirement project -- a ranch for their registered Texas Longhorn cattle. Bill currently operates the Tulsa branch of Boone and Boone Sales Company, a heating and air equipment sales company that he founded with his brother in 1980.

Boone holds a bachelors degree in journalism and marketing from the University of Oklahoma, is an avid outdoorsman and conservationist, and recently served as the national president of the American Society of Heating, Refrigeration, and Air Conditioning Engineers.

Boone looks forward to serving the IEC membership in district seven. "I'll be the one listening and taking notes for a while, trying to really get a feel for where we are as a company and just how everything runs, but I'm really looking forward to putting my experience to work for our members."

Welcome aboard Mr. Boone. We look forward to the many things we know your expertise will bring to IEC and the communities we serve.



May 3 – 5
OSTA Steam and Gas Engine Show
Pawnee
 Pawnee Community Chamber of Commerce at 918-762-2108.

May 4
Barbara Fairchild and Ray Morris
Bill Brown's Branson Style
Oklahoma Jubilee
Shidler
 918-793-2771.

May 11
Strawberry Festival
Stillwell
 918-696-7845.

May 16
Creek County Farm Tour
 Tony Wright at 918-367-2113, ext. 104.

May 17-19
May Fit Biker Ride
Pawhuska
 918-287-1280

Web Sites for Mom

- www.momez.com
- www.amomsjoy.com
- www.amazingmoms.com
- www.bizekid.com

THE LAMP

Indian Electric Cooperative, Inc.

Office Hours

7:30 a.m. – 4:00 p.m.
 Monday through Friday
 918-358-2514

To report an outage call
 358-2514 or 1-800-482-2750
 (if you live outside the expanded Tulsa
 calling area)
 24-hour Service Center
 918-295-9520

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- Loris Peckenpaugh, Vice-President
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- District 2
- District 3
- District 4
- District 7
- District 8
- District 9
- District 9

General Manager



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Oklahoma Corporation Commission Rules for Disconnection of Service

Indian Electric Cooperative, as an Oklahoma electric utility service's Oklahomans under the jurisdiction of the Oklahoma Corporation Commission (OCC) and therefore abides by the Commission's rules and regulations.

One of those rules requires IEC to notify members at least once each year of their rights concerning disconnection of electric service. The OCC's regulations controlling service disconnection, reprinted here, specify customer rights and utility procedures. If you have questions about this information, call IEC at 358-2514 or 800-482-2750.

165:35-21-20. Notice of disconnection of service

(a) **Twenty-four hour notice.** Except as provided in subsections (b), (c) and (f) of this Section and OAC 165:35-21-30, service shall be disconnected only after at least twenty-four (24) hours written notice has been given to the consumer by leaving a copy of such notice with the consumer or by leaving a copy of such notice in a conspicuous place at the premises where service is provided. This notice shall be in writing and shall state the reason for the action, the amount due, if applicable, the company to contact in bold print, the contact telephone number, in bold print, and the telephone number of the Commission's Consumer Service Division.

(b) **First residential notice.** When service to a residential consumer is to be disconnected for nonpayment of a bill for utility service or failure to make a required security deposit, the utility company shall give at least ten (10) days written notice from the date of mailing to the consumer (when the deposit is required as a condition of service, the ten (10) day notice is not required. Refer to 165:35-21-30(4) Disconnection of service without notice). Said written notice shall be mailed by the utility company to the consumer's billing address, unless the mail is returned from that address as undeliverable, in which case the notice may be delivered to the premises at which the service was rendered.

(1) Notice will be deemed delivered to the consumer three (3) business days after mailing by the utility company, which shall not extend the ten (10) days written notice from the date of mailing to the consumer requirement above.

(2) A notice of disconnection shall contain the following information:

- (A) The words "DISCONNECTION NOTICE" or "CUT OFF NOTICE" in bold print no smaller than one-half inch (1/2") tall.
- (B) The name and address of the consumer.
- (C) A statement of the reason for the proposed disconnection of service.
- (D) The date on or after which service will be disconnected unless appropriate action is taken.
- (E) The telephone number in bold print of the utility company where the consumer may make an inquiry.
- (F) The approved charges for reconnection.
- (G) A statement that the consumer must contact the utility company regarding the disconnection, prior

to contacting the Commission's Consumer Services Division.

(H) The address and telephone number of the Commission's Consumer Services Division, in print size which is smaller than the print size used for the utility company's telephone number.

(I) A statement that advises the consumer of the availability of a deferred payment agreement.

(J) A statement that advises the consumer of the elderly/handicapped notification.

(K) A statement that advises the consumer of the life-threatening certificate.

(L) A statement that advises the consumer of the availability of the 20-day financial aid assistance delay.

(M) A statement that advises the consumer that there are agencies providing assistance to consumers for their utility bills as well as provide the location of pay agents upon request.

(3) The utility company shall provide to consumers, upon request, the name and address of the authorized payment agencies, other than the utility company's offices, where consumers may make payments.

(c) **Second residential notice.** During the time period of November 15 through April 15, the utility shall give a minimum of forty-eight (48) hours notice (at least two (2) business days) prior to disconnection of residential service that service will be disconnected unless the consumer enters into a deferred payment agreement as prescribed in OAC 165:35-21-10(e) or unless disconnection of service would create a life-threatening situation for the consumer or other permanent resident of the premises where the utility service is rendered. If the utility elects to give oral notice, it shall only be after it has complied with (b) of this Section. The second notice may be in writing, in person or by telephone.

(1) If the second residential notice is in writing, it shall be entitled "CUT OFF NOTICE" in bold letters of not less than one-half inch (1/2") in height and shall contain, in nontechnical language, the following information:

- (A) The reason for service disconnection and the amount of the unpaid bills, if any.
 - (B) The date on or after which service will be disconnected unless the consumer takes appropriate action.
 - (C) The telephone number of the utility office, in bold print, where a consumer may call for assistance, make inquiries, enter into a deferred payment agreement, pay the bill or notify the utility of a life-threatening situation.
 - (D) The telephone number of the Commission's Consumer Services Division.
- (2) The utility company shall keep a written log of all oral communication with at least the following information when contact has been made:

- (A) The date and time of call or personal visit and identity of utility company representative.
 - (B) The name of the individual and relationship to the account. If the contact is with a designated representative for the consumer, a statement of authority to represent the account should be included.
 - (C) The nature of the call and telephone number called.
 - (D) A narrative of the communication between the utility and the consumer.
 - (E) A statement that the consumer must notify the utility company on the day of payment, as to the place and method of such payment, when the bill is paid at a place other than the office of the utility company.
 - (F) A statement that the consumer was advised of the telephone number of the Commission's Consumer Services Division.
- (3) The oral communications log shall be maintained and retained in accordance with the record keeping requirements contained in this Chapter.
- (4) A copy of the oral communications log shall be provided to the Commission or to the consumer and/or their designated representative upon oral or written request.
- (5) Oral communications with the consumer shall not begin before 8:00 a.m. or continue beyond 9:00 p.m. during normal business days.
- (6) Oral communications shall be deemed as not to have occurred, including but not limited to the following circumstances:
- (A) When there is no answer, the telephone line is busy or no one is home.
 - (B) When a message is left on an answering device or made on a recording device.
 - (C) When the message or attempted message is left with an individual having a physical and/or mental impairment that impedes communication or mutual understanding.
 - (D) When the communication is with a minor under the age of eighteen (18), unless the minor is the consumer or the spouse of the consumer.
 - (E) When the communication is with an individual who is not either the consumer or the designated representative of the consumer.
 - (F) When the communication is with a consumer or consumer's designated representative whose primary language is other than English and the consumer or consumer's designated representative has a language barrier, unless the communication is made in the primary language of the consumer or the consumer's designated representative.

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IEC Remembers

Indian Electric Cooperative would like to thank the family of Jim Nunn, former board member from District 9, for his 16 years of faithful service to IEC members prior to his death on March 21, 2002. Jim served as board president for two terms during 1997-1998 and 1998-1999 and was a tremendous asset to the cooperative.

Monterey Jack Dip

2 lbs Monterey Jack Cheese, freshly grated

1 small or large can green chilies, drained

1 bunch, green onions, chopped

3 tomatoes, chopped

1-2 avocados, chopped

1 8 oz. Bottle Wishbone Italian dressing

Grate 2 lbs of Monterey Jack Cheese. (Don't buy the pre-grated cheese as it won't soak up the dressing as well). Drain green chilies and finely chop the green onions, tomatoes and avocados. Add to grated cheese and pour in Italian dressing. Chill for 2-3 hours so flavors can mix together. Serve with tortilla chips.



Employee Spotlight - Paul Grantham

After spending 14 years in Indian Electric Cooperative's engineering department, Paul Grantham found moving to the Operations Department in 1998 to be an eye-opening experience. He had learned a lot about IEC during those years but discovered he would learn a whole different part of the electric business when he joined operations.

A native of Cleveland, Paul began at IEC in February 1984 working with staking crews in the engineering department where he eventually worked up to supervisor of staking services. Paul then moved into the operations department as a supervisor where he worked for four years in dispatching and overseeing service people performing reconnects and disconnects.

Just two months before the ice storm hit IEC territory, Paul was moved to manager of operations. His work in dispatching helped quite a bit in dealing with the workload resulting from the ice storm. He could see how his four years working as supervisor of operations helped prepare him for his new job as manager.

"It's very different in operations than it was in engineering," Paul said. "It's been quite an interesting experience coming to this department. It's been a really good move and I've been very blessed. This work is enjoyable because there is a different challenge everyday. It's never the same two days in a row."

Paul also enjoys the rewards of helping out IEC members.

"We deal a lot with members and I enjoy seeing them pleased when a job is completed..."



"We deal a lot with members and I enjoy seeing them pleased when a job is completed or their service is restored following an outage."

Paul is very proud of the linemen and other people he works with and is quick to praise their work.

"I enjoy the people I work with," Paul said. "I believe we have some of the best linemen in the state. They are some of the first people called to help other cooperatives when they have outages and need linemen. They are a fantastic group of people that are really great to work with."

Oklahoma Corporation Commission Rules for Disconnection of Service

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- (7) Unless otherwise directed by the Consumer Services Division, the utility company shall not contact the consumer regarding the consumer's account after the Commission has notified the utility company of a complaint or inquiry from the consumer. The Commission shall be the intermediary between the utility and the consumer until the resolution of the problem has been completed.
- (8) Notice will be deemed delivered to the consumer three (3) business days after mailing by the utility company, which shall not extend the two (2) days written notice from the date of mailing to the consumer requirement above.
- (d) **Third party notice.** A utility shall permit residential consumers to designate a consenting individual or agency to receive the applicable notice of disconnection.
- (e) **Tenant notice.** Where a master metered apartment complex, building, or trailer court is subject to disconnection, the written notice to the consumer shall also be posted in a common area of the premises at least ten (10) days prior to disconnection of service. The utility may contract with tenants for residential service.
- (f) **Commercial or business notice.** Nonresidential service shall be disconnected for nonpayment of all or any portion of an undisputed utility bill only after at least five (5) business days written notice has been mailed to the consumer by the utility or after the notice is left in a conspicuous place at the premises where service is provided.

[Source: Amended at 10 Ok Reg 2633, eff 6-25-93; Amended at 12 Ok Reg 2115, eff 7-1-95; Amended at 16 Ok Reg 2237, eff 7-1-99]