

# Make the Roads Safe



MESSAGE FROM  
**CHIEF EXECUTIVE OFFICER ROBERT A. LOTH III**

**SAFETY IS, WAS AND ALWAYS WILL BE A PRIORITY AT CENTRAL Texas Electric Cooperative.** This includes the safety of you, our members, as well as that of our employees.

We are proud of our safety record and the measures that we put in place to safeguard those who work to bring you a steady supply of electricity. That especially

goes for our lineworkers and support crews, who have some of the most dangerous jobs around.

Our constant focus on safety includes meetings and classes in which employees receive training in staying safe around dangerous equipment and in hazardous situations. Our co-op's strategic plan always contains a strong safety component designed to keep our workers and the public out of harm's way.

Working around electricity, often far above the ground and in all weather conditions, is inherently dangerous. But not all the dangers our employees face come from the weather, climbing or power lines. If you are not paying attention when you are behind the wheel, the danger might come from you.

Sometimes the job of building a line or restoring power places our crews at the sides of



BURWELL AND BURWELL PHOTOGRAPHY | ISTOCK

**While some of our crews' most dangerous work is high in the sky, distracted drivers on the ground also pose a significant risk.**

narrow roads that run through our service territory. It's in these situations that you can help keep your electric cooperative workers safe.

If you see utility vehicles and line crews working, give them and the road ahead all of your attention.

Slow down and, if it is safe, move over to give crews as much space as possible.

Respect traffic cones, flashing lights and other signals. They could be the only thing between your car and workers or equipment.

With your cooperation, the dangers of line work don't have to be increased by traffic. There is much our crews can do to enhance their safety, but there's not much protection from a distracted driver.

Please be careful, be aware, slow down and help protect Central Texas EC's most valuable asset: our people.



## Like Us on Facebook

**CTEC MEMBERS CAN "LIKE" THEIR CO-OP** on Facebook. Information that members find on the CTEC Facebook page includes tips on energy efficiency, member meetings, outage information, CTEC's involvement in the communities it serves and fun contests for prizes. It is timely information that benefits members, so like us today.



ANIKASALSERA | ISTOCK.COM

## Power Tip

Looking for an easy way to make your home cozier? Try using area rugs to increase the insulation levels of your floors. Area rugs are stylish and can help keep cool air from entering through your flooring. Your toes will thank you!

FACEBOOK: ALEXANDER SHIROKOV | ISTOCK.COM

# Deadline Approaches for District Meeting Ballot

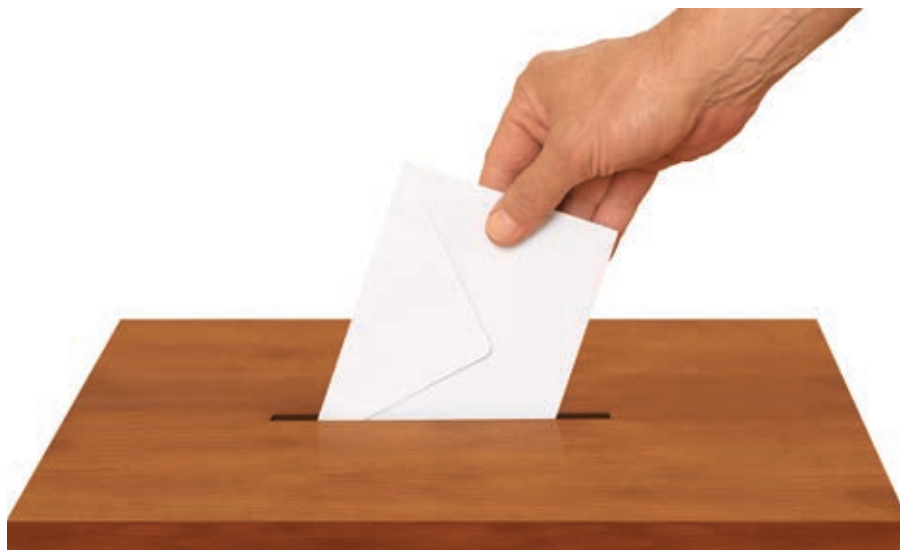
**THE MARCH 15 DEADLINE IS APPROACHING FOR CENTRAL TEXAS ELECTRIC COOPERATIVE** members interested in running for a seat on the cooperative's board of directors. Members who want to be a director candidate must meet bylaw requirements, reside in the area served by the cooperative and receive electric service in the district where they seek to join the ballot at the district meetings in June.

In adherence with CTEC bylaws, any member interested in a director nomination must submit a completed application and petition signed by at least 10 cooperative members within the district in which they are seeking nomination. Members who do not deliver an application and petition on or before March 15 will not be eligible to be named as a district meeting nominee, as the bylaws do not allow nominations from the floor.

The Credentials and Election Committee, which is composed of cooperative members, will review each application and petition. The individuals whose applications and petitions are approved and verified will be listed on the District Meeting Notice that is mailed to all cooperative members in the district in question.

The deadline for submitting the required materials is 5 p.m. on Thursday, March 15, in our headquarters office in Fredericksburg. However, members who wish to be placed on the ballot are urged to turn in the necessary items as soon as possible. The earlier a member turns in their submission, the more time CTEC staff members have to review the material and determine if all requirements have been met, allowing the potential candidate time to resolve any errors or oversights before the deadline. If an application is received after the deadline, it will not be considered. Potential candidates also are encouraged to obtain petition signatures from more than 10 members in the event one or more of the signatures is not recognized as valid by the Credentials and Election Committee.

Applications and petition forms are available at the CTEC headquarters office in Fredericksburg. To receive one by mail or email, or if you have questions about the director election process, please call the cooperative's toll-free number at 1-800-900-2832 or locally in Fredericksburg at (830) 997-2126.



## Central Texas Electric Cooperative

### Fredericksburg (headquarters)

386 Friendship Lane  
Fredericksburg, TX 78624

### Llano

1410 E. St. Hwy. 29, Llano

### Kingsland

Nob Hill Subdivision  
706 Cottonwood St., Kingsland

### Mason

1881 E. State Highway 29, Mason

### Office Hours

8 a.m.–5 p.m., Monday–Friday

### Website

ctec.coop

### CHIEF EXECUTIVE OFFICER

Robert A. Loth III

### BOARD OF DIRECTORS

W.C. "Dub" Stewart, President, *Llano County*  
Allen Goodwin, Vice President, *Kendall County*  
Doyle Bode, Secretary, *Gillespie County*  
Tim Lehmborg, Treasurer, *Gillespie County*  
Jack Asbill, *Mason County*  
Rex Brand, *Kerr County*  
Tommy Duncan, *Llano County*  
Mark Hahn, *Mason County*  
Stanley Keese, *Llano County*  
James Low, *San Saba County*  
Charles E. Pearson, *Gillespie County*

## Emergency Contact

To report electric service interruptions, please call the Central Texas Electric Cooperative office in your area at the numbers listed below:

### FREDERICKSBURG AREA

**(830) 997-2126**

**1-800-900-CTEC (2832)**

including Gillespie, Kendall, Kerr, Blanco, Real and Kimble counties

### LLANO AND SAN SABA AREAS

**(325) 247-4191**

### THE LAKES AREA

**(325) 388-4542**

8 a.m.–5 p.m.

**(325) 247-4191**

after business hours

### MASON AREA

**(325) 347-6314**

including McCulloch, Menard and Kimble counties



# Regular Board Meeting Recap

Central Texas Electric Cooperative, December 12

**Meeting called to order by Board President W.C. “Dub” Stewart.**

**Discussed:** Board Policy Regarding Board Committee Meetings

**Discussed:** Position of Director of Engineering & Operations

**Approved:** Minutes of the Regular Board Meeting held November 7, 2017

**Approved:** October 31, 2017–December 4, 2017, Membership List and Membership Conversions

**Reviewed:** Safety Report for 10 Months Ended October 31, 2017

**Reviewed:** Financial & Statistical Reports for 10 Months Ended October 31, 2017

**Reviewed:** Preliminary Budget for 2018

**Approved:** Vehicle & Equipment Budget for 2018

**Appointed:** Voting Delegates for NRECA & NRTC Annual Meetings

**Approved:** 2018 Board Meeting & District Meeting Dates

**Presented:** Certificates of Completion of Director Education to Board Members

**Approved:** Tariff 202.6 for Large Power Customers

**Approved:** Tariff 202.7 for Large Power Customers

**Approved:** Tariff 340 for Solar Interconnection

**Reviewed:** Workplace Safety Policy

**Discussed:** Operations & Outages Report

**Approved:** Future Power Supply Agreement

**Approved:** Change to Employee Holiday Schedule Policy

**Discussed:** Strategic Planning Committee Report

**Meeting adjourned.**



WHAT TO DO IF...

## You Encounter a Downed Power Line

**EVEN IF EVERY HOME IN YOUR NEIGHBORHOOD loses electricity during a storm, a power line hanging loose could very well be “live” and electrocute you if you touch it.**

Just because the electricity is out doesn't mean power lines are dead. **So if you see one, follow these tips to stay safe:**

- ▶ Don't touch a power line with your hand, body, a stick, a broom—not with anything. Stay as far away from it as possible.
- ▶ Call 911 and your electric cooperative.
- ▶ If your car or another person is touching a downed line, don't touch your car or that person. The power could flow through it or them and into you.
  - ▶ Don't drive over a downed wire.
  - ▶ If a line falls on your car while you're in it, stay inside. The ground around your car could be energized, and if you touch it, you could be electrocuted. Warn others to stay away and call 911 for help.
  - ▶ Teach children about the dangers of fallen power lines.



WE LOVE OUR MEMBERS!

Happy Valentine's Day | February 14

# CTEC College Scholarship Deadline Draws Near



**COMPLETED SCHOLARSHIP APPLICATIONS MUST BE IN THE FREDERICKSBURG CTEC** office by 5 p.m., Friday, February 23. This year, CTEC is offering 25 \$1,000 college scholarships, bringing the combined amount of financial help awarded to area students over the program's 20-year history to \$559,000!

Scholarships will be awarded based upon the applicant's eligibility and will be granted to students who attend a recognized Texas institution of higher education. Recipients must carry a minimum of 12 hours or be considered by the registrar to be a full-time student. All scholarships will be mailed directly to the financial aid office of the selected school for the fall 2018 semester. A scholarship selection committee, appointed by the Central Texas Electric Cooperative Board of Directors, will choose candidates and alternates for the 25 scholarships to be awarded.

Applicants must be active members, or immediate family of active members, whose primary residence is served by CTEC. This means the electric service must be in the name of the applicant or the applicant's parent or guardian. These scholarships are not just for high school students but for students of any age planning to further their education.

Applicants must be of good character as evidenced by at least two letters of recommendation from teachers, principals, counselors, etc., from the school they currently attend. For applicants returning to school after an extended absence, recommendation letters will be accepted from previous employers, supervisors, ministers, etc. Applicants must demonstrate a coherent degree plan and willingness to pursue a course of higher learning.

For high school seniors, CTEC has sent information to many area schools where CTEC has meters. Applications are also available at all CTEC offices and can be downloaded from the co-op's website at [ctec.coop](http://ctec.coop). Please direct questions to Patricia Stehling in Fredericksburg at 1-800-900-CTEC (2832) or (830) 997-2126.



## Don't Hang That Sign!

**THERE ARE MORE THAN 130 MILLION** wooden utility poles in the United States, estimates the North American Wood Pole Council. That ample vertical real estate may look appealing when you need somewhere to hang your sign, deer stand, basketball hoop, clothesline or satellite dish.

Don't make that mistake. Attaching items to utility poles is not only illegal, it's dangerous, too.

It may seem innocent, but one pin-hole from a tack, nail or staple lodged in a pole can pierce a lineworker's glove, stripping away critical protection from thousands of volts of electricity. Obstructions also can impede lineworkers' ability to climb and inspect poles.

Anyone placing items on poles also risks exposing themselves to thousands of volts of electricity. This is especially true of structures anchored to poles. It's always wise to keep any structure at least 10 feet away from utility poles.

Please help Central Texas EC keep our linemen—and our community—safe. Don't attach unauthorized, dangerous items to our poles.



# CTEC To Implement New Outage Management System

**AT CENTRAL TEXAS ELECTRIC COOPERATIVE, WE TAKE GREAT** pride in our service reliability. However, outages still can happen, and responding to them is just as important as preventing them. In an effort to improve our response time during outages, CTEC will be implementing a new outage management system, or OMS, in February.

When members call to report an outage, they will reach an integrated voice response system. This automated system will allow simultaneous incoming outage calls. The system will then identify the account with the phone number the member is calling from or with other identifying information the member can enter. Once the account is found, the outage report then populates on our outage map.

While calls are coming in, our dispatchers can assemble response crews and direct them to the location of the outage or outages without the added task of trying to answer numerous calls. With this OMS, the pertinent outage data is collected quickly, and the dispatcher has the information he or she needs to determine where crews should respond. This ensures timely and accurate communications between employees and members.

“The OMS will help us identify and respond to service outages more quickly and efficiently than ever, especially during large outage events,” says Bob Loth, CEO of CTEC.

With this system, CTEC can predict the location of the transformer, fuse, recloser or breaker that opened upon failure. It will also better enable the operations crews to prioritize restoration efforts and manage resources based upon criteria such as proximity to emergency facilities and size and duration of outages.

The OMS will also help on-call employees calculate the number of crews needed for restoration. This means that additional crews can be called in much faster than they were before—another step in speeding up restoration.


By combining the locations of outage calls from our members, the OMS can predict the most probable location of the cause, reducing the time our crews spend patrolling lines and decreasing the length of the outage.

While we take pride in having our members speak to a live co-op employee whenever possible, during larger outages an interactive automated phone system is the best way to both serve our members and keep the outage as brief as possible.

This is why it is crucial for CTEC to have your updated con-

tact and access information in our database. When the automated phone system is activated, your phone number will be the primary way the system identifies your account.

To ensure we have up-to-date information, fill out the form on the following page and mail it to or drop it by one of our offices. We also have a form you can complete on our website at [ctec.coop](http://ctec.coop). Just look for the Update Your Info button at the top of the homepage. Three lucky winners will be drawn from those who update their account information in February for a \$50 bill credit.



**UPDATE YOUR INFO  
FOR A CHANCE TO WIN  
A \$50 BILL CREDIT!**

# Update Your Info

As explained in the story on the adjacent page in this issue of *Texas Co-op Power*, your co-op is updating the member information database.

This information will be kept solely for use by your co-op and will not be shared or sold to anyone else.

Please fill in the information requested at right and return to the co-op. For members with multiple accounts, please be sure to include information for all accounts.

You also can update your information on our website at [ctec.coop](http://ctec.coop) or email us at [helpdesk@ctec.coop](mailto:helpdesk@ctec.coop).



## CTEC Account Update Form

Account number \_\_\_\_\_

Name on account \_\_\_\_\_

911 address (physical) \_\_\_\_\_

Home phone number \_\_\_\_\_

Cellphone number \_\_\_\_\_

Email address \_\_\_\_\_

Gate combination \_\_\_\_\_

Account number \_\_\_\_\_

Name on account \_\_\_\_\_

911 address (physical) \_\_\_\_\_

Home phone number \_\_\_\_\_

Cellphone number \_\_\_\_\_

Email address \_\_\_\_\_

Gate combination \_\_\_\_\_

Account number \_\_\_\_\_

Name on account \_\_\_\_\_

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Home phone number \_\_\_\_\_

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Email address \_\_\_\_\_

Gate combination \_\_\_\_\_