

# HIGHLIGHTS

VOL. 42, ISSUE 10

Look for us online @ [www.bighornrea.com](http://www.bighornrea.com)

NOVEMBER 2021

## A Great Value

After reviewing the cost-of-service study completed by C.H. Guensey the board of directors has approved there will be no rate increase for 2022! Please keep in mind that Big Horn has not had a rate increase since 2017. That will be five full years without an increase in your electric bill.

We did, however, do some research on what the average cost of things were back in 2017 as compared to the average cost now. Our findings are shown in the table to the right.

As you can see from the table, neither our base facility cost or our kWh costs have gone up, but in comparison to items that many of us use on a day-to-day basis, there certainly has been an increase. We do our best to maintain and keep our rates affordable for everyone. When you look at the prices over the last few years, its easy to see that electricity does have great value!

ITEM	2017 Cost	2021 Cost
Postage Stamp	\$0.49	\$0.58
Movie Ticket	\$8.97	\$9.16
Big Mac Meal	\$5.99	\$7.70
Snickers Bar	\$1.19	\$1.42
Dozen Eggs	\$1.82	\$1.84
New Home	\$384,900.00	\$408,800.00
Ford Pickup	\$34,200.00	\$75,945.00
Tires	\$115.00	\$144.00
Gasoline	\$2.41	\$3.28
Diesel	\$2.65	\$3.49
Weed Spray 2-4-D/gal	\$14.00	\$17.98
Median Family Income	\$61,372.00	\$79,900.00
35 ft Pole	\$292.41	\$381.90
15KVA Transformer	\$747.08	\$872.14
BIG HORN REA		
Residential Electricity Base Facility	\$44.00	\$44.00
Residential 1st 1000 kWh per month	\$0.09677	\$0.09677
Residential over 1000 kWh per month	\$0.08677	\$0.08677

### INSIDE

- Member Survey** ..... 2
- New Faces at Big Horn REA**..... 2
- Gobble on Energy Savings this Thanksgiving** ..... 3
- Tip of the Month**..... 3
- Watt's Cookin'** ..... 4

### CLOSED

**Veteran's Day is Nov 11. THANK YOU VETERANS!**  
 In observance our office will be closed.  
**HAPPY THANKSGIVING**  
 Our office will be closed November 25-26.  
 Have a safe and Happy Thanksgiving.

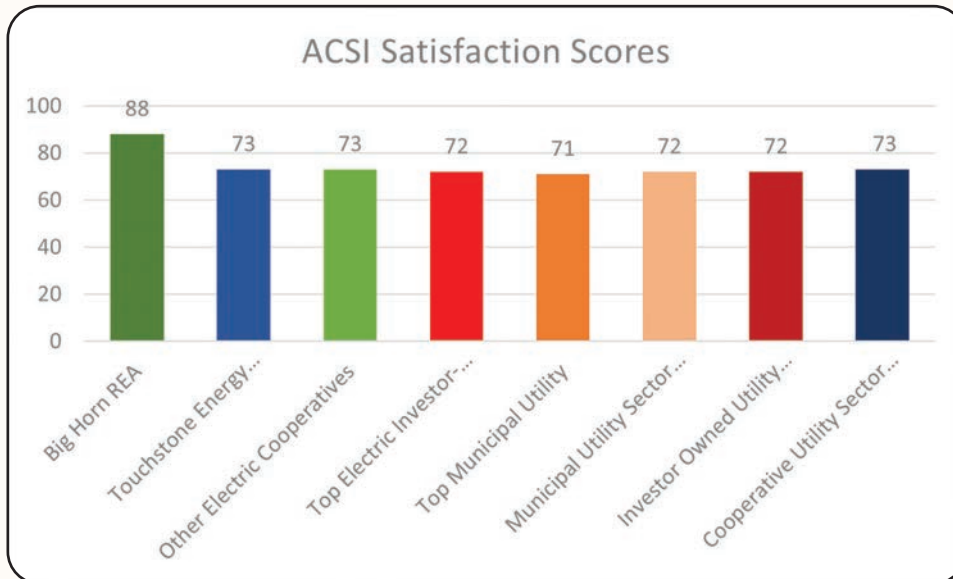
**HAPPY**  
*Thanksgiving*



## Member Survey

**Big Horn REA recently completed its member-wide customer satisfaction survey, where over 600 members participated.**

The member survey responses were sent to the American Customer Satisfaction Index (ACSI), a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2021, Big Horn REA received an ACSI score of “88” out of a maximum score of “100”. This was one



of the highest scores in the nation among utilities measured by the ACSI. Big Horn REA's score is higher than all 2021 investor-owned utility scores and places Big Horn REA 16 points higher than the average investor-owned utility

score of 72, as well as 17 points higher than the municipal utilities score of 71, per the industry ratings in the 2021 ACSI Utility Sector Report. For more information, please visit [www.theacsi.org](http://www.theacsi.org)

## New faces at Big Horn REA



### NEW ACCOUNTANT FOR BIG HORN REA

Linda Molina has joined the team as the new Accountant for Big Horn REA, replacing Carrie Hunt who left the company for other ventures. Linda has been an Accountant for

20 plus years!

Prior to coming to Big Horn REA, Linda worked at Delta-Montrose Electric Association in Colorado for 14 years. Linda brings a wealth of knowledge with her to the Accountant position.



### NEW MEMBER SERVICE REPRESENTATIVE FOR BIG HORN REA

Jazmin Jara has joined the team as the new Member Service Representative for Big Horn REA, replacing Sheila Kampbell who

moved away from the area.

Prior to joining the Big Horn REA team, Jazmin worked at LZ Finishers LLC in Salt Lake City, UT for a little over a year. Jazmin brings a willingness to assist Big Horn's members and fellow co-workers with her to the Member Service Representative position.

## Gobble on energy savings this Thanksgiving

In 1798, President George Washington was the first president to proclaim, “a day of public thanksgiving and prayer.” Since then, Franklin D. Roosevelt followed Abraham Lincoln's lead and declared the last Thursday of November a National Day of Thanks.

With Thanksgiving right around the corner, that means we're all excited to get together with our family and friends to unite and feast. Enjoy these tips on how to conserve energy on Thanksgiving.

Make sure to do that **pre-holiday prep!** Plan on cooking side dishes at the same time as you cook the tur-

key. Cooking side dishes at the same temperature and at the same time you will reduce the amount of time that the oven is on and running. It also makes it easier for the cook as well as saving energy too!

If you are expecting a large group of people over for dinner, **lower your thermostat**

a few degrees. With your oven on and

running, it will help heat up your home. Another thing that will help is by setting your ceiling fan on the reverse setting so that it is sucking air up to distribute the heat that sits up on the ceiling.



### COOKING

Use your oven's convection settings when possible.

Using any ceramic or glass pans – you

can turn down the oven's temperature 25 degrees and you'll still get the same results. The reason for this is because the ceramic or glass pan retains heat so well, they continue to cook food even after it has been removed from the oven. **Make sure you're using your oven's convection feature** as well. This will reduce the required cooking time and can cut up to 20% of your energy use.



### PRE-HOLIDAY PREP

Plan to cook oven dishes alongside the main course.



### Skip the hand washing and use your dishwasher,

it saves more energy and water, make sure you have a full load before starting the cycle. Make sure to scrape the plates instead of rinsing. If food is sticking to the plate, the dishwasher should get it nice and clean.



### CLEAN UP

Skip hand-washing your dishes. A dishwasher uses less water.

Source: [houselogic.com](http://houselogic.com)

## Energy Efficiency Tip of the Month

Reducing the amount of air that leaks in and out of your home is a cost-effective way to cut heating and cooling costs, improve durability, increase comfort, and create a healthier indoor environment.

source: [energy.gov](http://energy.gov)





**A** new feature for 2021 to allow you to get to know our employees just a little bit better.

# Watt's Cookin'

— At Big Horn REA —



## Tristen's Classic Deviled Eggs

### Ingredients:

6 eggs	1/8 tsp salt
1/4 cup mayo	Freshly ground pepper
1 tsp white vinegar	Smoked Spanish paprika for garnishment
1 tsp yellow mustard	

### Directions

Boil eggs and remove from heat and leave covered for 14 minutes, then rinse under cold water for 1 minute. Crack shells and rinse off. Slice in half and empty the yolks into a bowl. Mash yolks, add mayo, vinegar, mustard, salt, and pepper, and mix well. Evenly disperse mixture into eggs and garnish with paprika.

## TRISTEN SNYDER



Tristen is a Journeyman Lineman in Lovell. He has worked for Big Horn REA for almost 6 years.

### What do you bring to your co-op?

Knowing the area and the members and a positive attitude.

### What is the best thing about working at Big Horn?

Getting to work where I love and the people I get to work with.

### What is your favorite meal from childhood?

Deviled eggs

## HIGHLIGHTS

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### Staff and Crew

- |                 |                  |
|-----------------|------------------|
| Dotti Brown     | Heather Lawrence |
| Rusty Burden    | Linda Molina     |
| Bill Dahlke     | Anthony Nelson   |
| Clint Getzfreid | Bill Phillips    |
| Todd Herman     | Tristen Snyder   |
| Reece Hill      | Greg Tharp       |
| Jazmin Jara     |                  |

### For Outages or Trouble

Call the office number: **ANYTIME**  
(307) 568-2419 or 1-800-564-2419

After 5 p.m., weekends and holidays all calls will be answered by our professional answering service, who will contact the appropriate person(s).

Big Horn Rural Electric Company is an equal opportunity provider and employer.

### Board of Directors

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