



A Touchstone Energy® Cooperative 

16755 Finley Butte Road  
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La Pine, OR 97739

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541-536-2126 • 800-722-7219

#### Departments

Member Service . . . . . Option 3  
Engineering . . . . . Option 4  
Marketing . . . . . Option 5  
Operations . . . . . Option 6

**After-Hours Outages and Emergencies:**  
**541-536-2165 or 800-752-5935**

#### OFFICE HOURS

Monday through Thursday  
7 a.m. to 5:30 p.m.  
Closed Fridays and holidays

#### BOARD OF DIRECTORS

##### President

Dick Luebke, Sunriver

##### Vice President

Ron Cass, La Pine

##### Secretary/Treasurer

Tanna King, Chemult

Daniel Jansen, Christmas Valley

Garry Journey, Crescent

Vic Russell, Fall River

Alan Parks, Fort Rock

Gil Ernst, Gilchrist

Bud Kendall, La Pine

The board meets the fourth Monday  
of each month at the co-op office.

#### STAFF

##### General Manager

James "Jim" Anderson

##### Engineering Manager

Tom Weller

##### CFO/Accounting Manager

Jami Steinhauer

##### Information Services Manager

J.D. Powers

##### HR and Communications Manager

Sina Streeter

##### Attorney

Raymond Kindley

OR-23

## Manager's Message

Winter is just around the corner, and that means it is time to winterize your home, check your heating system and get your vehicles ready for cold-weather use. If you are prepared for the hazards of winter, you are more likely to stay safe and healthy when temperatures start to fall.

We also suggest you prepare for any weather-related emergencies and power outages. We do our best to avoid them, but power outages occasionally happen. For most Midstate Electric Cooperative members, outages are rare and only last a few hours. If major storms affect our area, extended outages could be unavoidable.

It takes a lot of hands to keep your power on, and even more hands to get it up and running when an outage occurs. Midstate stays prepared by keeping a supply of extra utility poles, transformers and other equipment on hand so we can quickly get to work during an outage. When widespread outages occur, multiple crews are out in the field simultaneously working to repair damage at multiple locations.

Line crews must identify which poles and lines have incurred damage. It is rare, but a transmission tower could be damaged. If so, tens of thousands of members could be affected. Repairing damage to transmission lines is the priority when it comes to restoring power.

High-voltage transmission stations feed power to Midstate distribution substations. These substations serve thousands of members. If transmission towers are not damaged, the local distribution substations are checked. If the issue is isolated and can be resolved at the substation level, thousands of people can

get their power restored at once.

Sometimes, the issue cannot be isolated to one of our distribution substations. In that case, Midstate crews inspect lines between the substations and the meters they serve. If damage is found, these lines are repaired and power can be restored to the areas and homes those lines serve, as long as there is no damage to the tap lines.

Tap lines carry power to the transformers underground or connected to poles outside of homes and other buildings.

Midstate line crews identify which damaged lines to work on first based on which lines will restore power to the greatest number of members.

Often the issue is resolved once the tap lines are repaired. But have you ever lost power only to look next door and see the lights still blazing from your neighbor's window? When this happens, it generally means the service line between your home and the nearby transformer has been damaged. If this happens, call Midstate right away so we can send a line crew to your home.

Power restoration is tricky business, so if you lose service in your home or neighborhood, remember the following:

- Stay clear of downed power lines.

Contact with these lines could be life-threatening.

- Report an outage to Midstate as soon as possible.

We appreciate your patience and cooperation whenever an outage occurs. For more information, stay connected with Midstate on Facebook and Instagram or visit [www.midstateelectric.coop](http://www.midstateelectric.coop).

**CEO/General Manager Jim Anderson**

*"Make preparations in advance. You never have trouble if you are prepared for it."*  
—Theodore Roosevelt