P.O. Box 967, Pratt, KS 67124
620-672-5538
www.ninnescah.com

NINNESCAH RURAL ELECTRIC COOPERATIVE

Watts Ahead

NINNESCAH RURAL ELECTRIC CO-OP, INC.

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IN CASE OF AN OUTAGE

If your electricity is off for more than a few minutes, please call 620-672-5538. The office hours are 8 a.m. to 4:30 p.m., Monday-Friday. After hours, calls will be answered by dispatch and forwarded to our on-call personnel.

This Fall, Refresh Your Cybersecurity Habits



As the leaves begin to change and we settle into the routines of fall, it's a good time to take stock of a few things around the house — preparing for cooler weather, checking our heating systems, and getting ready for the months ahead. It's also a good time to refresh our cybersecurity habits.

October is National Cybersecurity Awareness Month, but protecting your personal information is something that deserves attention all year long.

At Ninnescah Electric, cybersecurity is a critical part of providing safe, reliable electric service. While much of our focus is on protecting the physical systems that operate the electric grid, we also work to protect the systems and information that help us serve you — including online accounts, payment systems, member portals and outage communications.

Unfortunately, scammers are becoming more sophisticated, too. Artificial intelligence (AI) is making it easier for cyber criminals to create convincing emails, text messages, websites and even voice messages that can look and sound legitimate. The FBI has warned that generative AI can make fraudulent schemes more believable by eliminating many of the errors that once helped us identify a scam.

That matters when it comes to utility scams.

A scammer may impersonate Ninnescah Electric and claim your account is past due, your service is about to be disconnected or you need to make an immediate payment. The message might even include our logo, use professional-looking language or

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ENERGY EFFICIENCY TIP OF THE MONTH

Don't let phantom energy haunt your electric bill this October. TVs, gaming systems, coffee makers and phone chargers continue using electricity even when they're turned off. While each device uses only a small amount, the energy waste can add up over time. Before heading out for Halloween fun, unplug devices you don't use regularly or plug them into a smart power strip that automatically cuts power when equipment is off to keep phantom energy waste in check. SOURCE: U.S. DEPARTMENT OF ENERGY

Local Voices Shape Local Solutions

October is National Co-op Month

When you hear the word cooperative, what comes to mind?

As your local electric co-op, we hope you think of Ninnescah Electric.

Regardless of the services offered, all cooperatives have one thing in common: they're led by the people they serve — and that simple idea makes a meaningful difference.

Cooperatives come in all shapes and sizes, each created to meet a specific need. Credit unions help members save and borrow money. Producer cooperatives, like Ocean Spray and Land O'Lakes, help farmers bring their products to market. Retail cooperatives, like REI and ACE Hardware, are owned by their shoppers or a membership of store owners, while housing cooperatives give residents a voice in managing their communities. And utility cooperatives — like Ninnescah Electric — provide reliable electricity to the communities they serve.

Unlike many businesses that answer to outside investors or shareholders, cooperatives are built for their members. Their goal isn't simply to earn a profit — it's to provide value, meet unique local needs and strengthen the communities they call home.

That's exactly what makes Ninnescah Electric different.

Our story began when neighbors came together to bring electricity to an area where other utilities wouldn't. While a lot has changed since then, our purpose has remained steady. We're still here to provide power and make decisions with our community's best interests in mind.

Being locally owned means we have the flexibility to focus on what matters most to the communities we serve. That's why no two electric cooperatives are exactly alike. Every community has different needs, and every cooperative reflects those priorities.

For some co-ops, that means expanding programs that help members save energy and money. Others may focus on supporting economic development, investing in new technology or creating new opportunities for local students.

You'll also find the co-op difference in the little things. It's the lineworkers restoring power after a storm. The employees answering your questions when you call. The team members volunteering at community events. The board members — your neighbors — who help guide decisions for the future.

We're your neighbor and local energy partner, and we're committed to serving this community for generations to come.

This National Co-op Month, we invite you to join us in celebrating the cooperative difference, because this co-op belongs to you.

Whether it's Ninnescah Electric, your local credit union or ACE Hardware, cooperatives prove that when people work together, everyone benefits.

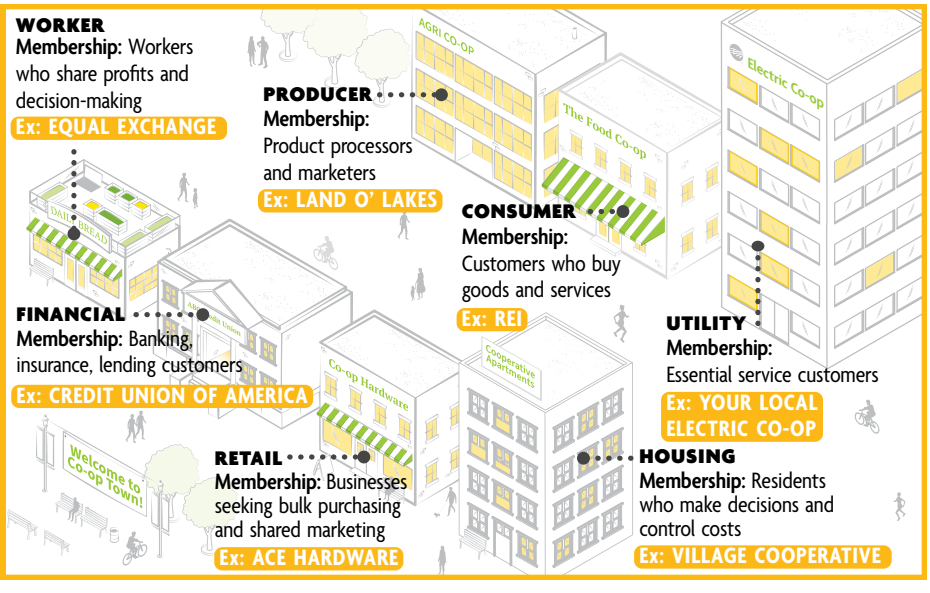
Your membership is what makes our mission possible — and it's what keeps us focused on serving the people and communities that matter most.

KINDS OF CO-OPS

Cooperatives come in many forms — from electric utilities and credit unions to farm supply stores and housing co-ops — but all cooperatives are built with a common purpose: to meet the needs of the members they serve.

Co-ops strengthen local communities, keep decisions close to home and invest in long-term success.

October is National Co-op Month.



Downed Lines — Stay Away, Call Us

If you see a damaged utility pole or a downed power line, stay back and call us immediately at 620-672-5538. When speaking with the dispatcher — especially after hours — clearly state, "This is an emergency involving a hit pole or downed wire." Do not approach or touch the pole, wire, vehicle or any object that may be in contact with the wire.



ROLLING HILLS ELECTRIC COOPERATIVE

SAVE ENERGY THIS *Fall and Winter*

FOLLOW THESE SIMPLE TIPS TO REDUCE ENERGY USE AND KEEP YOU WARM THIS SEASON:

- Seal gaps around windows and doors with caulk or weatherstripping.
- Close curtains and blinds at night to keep the cold out.
- Open window coverings on sunny days to let the sun in.
- Clean or replace furnace filters.
- Run ceiling fans clockwise to push warm air down.
- Check insulation in your attic, attic hatch and crawl space.
- Use a smart thermostat to lower temperatures when asleep or away.
- Close the fireplace flue when not in use.
- Schedule a home energy audit to find and fix energy wasters.

SOURCE: WWW.SAFEELECTRICITY.ORG

Fall back on Nov. 1

On Sunday, Nov. 1, remember to turn your clocks back one hour. It is also a good time to change the batteries in your smoke detectors and have a professional check your fire extinguishers.



SAFETY TIP

Frayed wires, damaged plugs and overloaded outlets can spark a fire.Check cords and plugs regularly and replace worn items. Never run cords under rugs, or furniture, and unplug small appliances when not in use.

SOURCE: WWW.SAFEELECTRICITY.ORG

This Fall, Refresh Your Cybersecurity Habits

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direct you to a website that appears legitimate. With AI helping scammers create more convincing communications, simply looking for spelling mistakes or other obvious warning signs may no longer be enough. And these scams are not a small problem.

According to the Federal Trade Commission, consumers reported losing $3.5 billion to imposter scams in 2025, making these types of scams the most commonly reported type of fraud. Nearly one in three fraud reports involved an imposter scam.

So, what should you do if you receive an unexpected message claiming to be from Ninnescah Electric?

If a message creates a sense of urgency or threatens immediate disconnection, take a moment to verify it. Don't click the link or call the phone number provided in the message. Instead, contact Ninnescah Electric directly using our trusted methods. You can reach us by phone at 620-672-5538.

You can also take steps to protect your online accounts before a scam occurs. Start with your password. Longer is generally better than simply adding more special characters. Choose a long, unique passphrase that is difficult for others to guess, and don't reuse the same password across multiple accounts.

If the accounts you access online offer multifactor authentication (MFA), consider using it. MFA adds an extra layer of protection by requiring an additional way to verify your identity, such as a code sent to your phone or an authentication app.

Most importantly, remember that you don't have to make a payment simply because someone tells you that you do. We want you to have an opportunity to verify any unexpected request.

Ninnescah Electric is committed to protecting the systems that help us deliver your electricity and serve our members. You can help by protecting your own account, slowing down when something seems urgent and contacting us directly when you're unsure.

Don't Let an Electrical Mishap Be Your Halloween Trick

As you ready your yard and porch for Halloween, make sure the decorations you plug in do not become hazardous. To avoid a Halloween scare, take these safety precautions:

- Discard decorations with cracked or frayed cords or damaged plugs.
- Do not put decorations on power poles, pad-mounted transformers or other electrical equipment.
- Use decorations endorsed by a reputable testing laboratory such as Underwriters Laboratories (UL).
- If you are using extension cords outdoors, make sure they are rated for outdoor use.
- Secure all cords so they do not become tripping hazards.
- Plug all cords into circuits protected by GFCIs to prevent electrical shock.
- Do not use nails or tacks to hang lights or other electrical decor.
- Keep decorations away from flammable items like bales of hay or cornstalks.

HAVE A SAFE AND FESTIVE HALLOWEEN COMPLETE WITH SAFE TRICKS AND TASTY TREATS.

SOURCE: WWW.SAFEELECTRICITY.ORG