

NORTH PLAINS ELECTRIC COOPERATIVE

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From the General Manager – Randy Mahannah



What a Year!

This year, 2002, will be one of those years that will be referenced for a long time. The country has been bombarded by reports of men and women in positions of power who were unable to “do what’s right.” Companies with great reputations and solid histories have dissolved because of leaders who were only concerned about their image and personal bank accounts. It is hard to understand how these individuals could jeopardize these multi-million dollar companies, their reputations, their employees’ jobs and retirements, and the investors’ capital. The actions have even tarnished the image of hundreds of companies that do have strong leadership. This is evident by the movement of the stock market this year and the fact that we just can’t seem to trust like we have in the past.

After Enron’s failure last year, a large number of investor-owned utilities (IOUs) have had to defend their actions and their accounting practices both in the press and at congressional hearings. There have been numerous companies that had to write down debt and re-evaluate their decisions due to heavy investments in subsidiaries that created non-core businesses to do such things as trade power on the open market. Now, all of a sudden, these companies are moving back toward the core business to stop the bleeding. Millions of dollars have been lost since the collapse of Enron, and the energy crisis in and around California has ended. Your cooperative, and all electric co-ops in general, have never operated like IOUs. And to this day, co-ops are stronger than ever. Cooperative businesses are special

because they are owned by the consumers they serve and are guided by a set of seven principles that reflect the best interests of those consumers. All cooperative businesses adhere to these seven guiding principles:

1. Voluntary and Open Membership—Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership without gender, social, racial, political or religious discrimination.

2. Democratic Member Control—Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote) and cooperatives at other levels are organized in a democratic manner.

3. Members’ Economic Participation—Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, at least part of which would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

4. Autonomy and Independence—Cooperatives are autonomous organi-

zations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

5. Education, Training, and Information—Cooperatives provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

6. Cooperation Among Cooperatives—Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

7. Concern for Community—While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

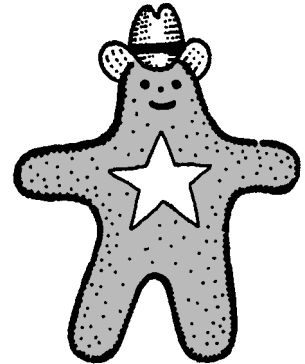
We at North Plains Electric Cooperative adhere to these seven cooperative principles, and the co-op continues to operate as always in a very transparent environment. Our focus is on service, dependability and integrity. We do focus on image—the image you have concerning the cooperative. We are making every effort to furnish electrical energy at a reasonable price, and at the same time maintain system integrity and improve the reliability of the lines and facilities that serve you. We hope that we are “doing what’s right.”

Meet Lewis Crain

Lewis Crain, professional engineer, is your engineer and operations manager. He joined North Plains 19 years ago. As Operations Manager, he is responsible for all field operations, line maintenance and construction. As engineer, he is responsible for system planning and design and oversees the warehouse, meter shop, material purchases and staking. He also assists in applying new technology to the system and helps solve technical problems that arise.



**The Directors and
Employees of
North Plains
Electric Cooperative
Wish You a
Safe and Joyous
Holiday Season**



The offices of North Plains Electric Cooperative will be closed Tuesday and Wednesday, December 24 and 25, in observance of Christmas.

Protect your American dream!

You can't control the forces of nature. But you can control how vulnerable your home is to power surges with Power Quality Plus. It features the best surge protection products capable of protecting every connected electronic appliance in your home, including:

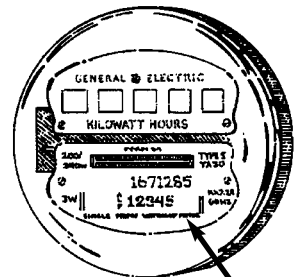
- Computers & home office equipment
- Satellite television systems & home theaters
- Major appliances throughout your entire home
- Well pumps & more

And unlike store-bought power strips, these products are backed with a connected products warranty of up to \$5,000,000.

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**North Plains
Electric
Cooperative**

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an Outage:**



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**For service call:
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or 1-800-272-5482**