



A Touchstone Energy® Cooperative 

16755 Finley Butte Road  
P.O. Box 127  
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

Steven R. Miles, 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

##### Marketing Manager

Britni Davidson

##### Operations Manager

Brian Sharr

##### Attorney

Raymond Kindley

OR-23

## Things to Know About Power Restoration

Have you ever watched a video of a person cooking a meal, they snap their fingers, and the meal is plated and ready to eat? That's called a jump cut. While we wish we could jump cut from a power outage to power restoration, it can often take a lot more effort and people to make it happen.

As general manager of Midstate Electric Cooperative, I'm accustomed to members' questions about power outages and why it can take time to get the lights back on. Given our reliance on electricity, there's simply never a good time to be without it.

Here are some things you might not know about restoration:

**1. We need you.** When your power goes out, it might be just at your home or small section of a neighborhood. There is a chance we may not know about it, and no one has reported it. We rely on you to let us know if your power is out. Please make note of our outage number: 800-752-5935.

**2. Our employees might be affected, too.** Because Midstate is a local electric cooperative owned by the members we serve, our employees are local. They are your neighbors, friends and community volunteers. When you're without power, our people might be, too.

**3. It's a team effort.** Our member services representatives are taking your calls, engineers and field staff are surveying damage, our vegetation management team is clearing hazards, dispatchers are organizing crews, and communicators are keeping everyone informed of progress or potential dangers. When your power goes out, we all work together as quickly and safely as possible to get you back to normal.

**4. We assess the situation first.** When responding to outages, we first need to see what happened, then figure out what materials we need and a plan for how to

fix the problems without compromising electric flow for the rest of our members.

**5. Restoration is normally prioritized by the largest number of members we can get back on in the quickest amount of time.** Our crews focus on responding first to public safety issues and critical services, such as hospitals. Then we complete work that affects the largest of number of people.

**6. Our employees face many dangers.**

Besides working around high voltage electricity, our crews are on alert for wild animals, weather elements, falling trees and fast-moving cars. If you ever drive past one of our vehicles, do so slowly.

**7. Flickering lights are a good thing.**

Some folks mistake flickering lights for outages, but these blinks are important. They indicate our equipment prevented a possible outage likely caused by wayward animals or stray tree limbs on the lines.

**8. If you depend on electricity for life-support purposes, you must have a backup plan.** Remember, we don't always know how long restoration efforts will take. If you're unsure what to do, call us so we can help you prepare.

**9. Sometimes it's a waiting game.**

Our power comes from Bonneville Power Administration. If the outage is due to an issue from their feed into our system, we must let them do their repairs.

We do our best to avoid power disruptions, but they are inevitable. If the lights go out, know your co-op team is working as quickly and safely as possible to restore power.

**Jim Anderson**  
CEO/General Manager

*"The game plan might be different based on the opponent, but the approach is the same."  
—Andre Ward*