

Powerline Press

NEWSLETTER



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CELEBRATING 14,000 FIBER SUBSCRIBERS!



Pictured left to right: Gloria Shankle, Jarrod Welch, Josh Buechele, Brian Kolb, Zade Younes, Cody Abbott, Riley Ford, Larry Setters, Glen Clark, Larry Mattes, Gregory Salley, Deidra Terrell, Anthony Lyons and Juanita Keener.

Lake Region Technology & Communications has officially surpassed 14,000 subscribers, marking a major milestone in its mission to bring high-speed fiber internet to Cherokee, Wagoner, and parts of Muskogee and Mayes County. Lake Region Fiber's growth and impact have not gone unnoticed. The company has been recognized as a six-time winner of the Tahlequah Daily Press "Best of the Best" Internet Provider award, as voted on by readers.

From the start, our mission has been clear: to bridge the digital divide by delivering reliable fiber internet to underserved rural communities. Leadership credits the cooperative's success to the combined efforts of employees across both its electric and fiber divisions. Looking ahead, Lake Region Fiber plans to complete its buildout in the town of Fort Gibson and partner with new housing developments to extend fiber service even further.

Jarrod Welch, Director of Broadband Operations, emphasized that Lake Region's broadband success is built on the strong foundation of its parent company, Lake Region Electric Cooperative.

“As a locally owned internet service provider, our dedicated team, our commitment to customer service, and our forward-looking vision set us apart from competitors,” Welch said. “We live here, work here, and use these services ourselves. What truly sets us apart is our commitment to reliability and the trust we build with our community.”

Jarrod Welch, Director of Broadband Operations

“This milestone proves that Lake Region Fiber is a leader in high-speed internet for our region. If our local, reliable, and crazy-fast internet wasn't needed, we wouldn't have this many subscribers. Families and businesses today need a dependable connection they can count on, and Lake Region is here to provide that. We're grateful to our loyal customers for helping make this service a success. The cooperative spirit is alive at Lake Region. We are reinvesting in the communities we serve and ensuring that small towns and rural residents are not left behind in the digital world.”

Larry Mattes, Director of Marketing

If you are interested in learning more about Lake Region **FIBER** internet, please visit our website: www.LakeRegionFIBER.com or call **918-772-2526**.



Preventing Problems Before They Start

KAMO Intervention with Mobile Substation Safeguards Northern Lake Region Territory from Widespread Outage

Thanks to quick action from our electric provider KAMO Power, experienced field crews, and some critical testing, what could have been a major outage for nearly 2,000 members in the northern part of Lake Region Electric Cooperative's territory was avoided entirely. Late this summer, KAMO Power performed an annual Dissolved Gas Analysis (DGA) test on a transformer serving the Whitehorn Cove area. The DGA standard procedure that looks for abnormal gas buildup inside transformers—indicated a potential issue that couldn't be ignored.

"We knew something was off, so we made the call to bring in a mobile substation and perform an internal inspection," said Jason Woods, KAMO Power's Director of Field Operations. The mobile substation was installed on Thursday, August 21, and immediately began carrying the load to LREC members. That meant no interruption of power for members—something Woods emphasized as a key benefit of having a mobile substation in KAMO's toolkit. "This unit is basically a full substation on wheels," he explained. "When we install it, we do it in parallel with the station transformer and shift the load. If we do it right—and we did—members don't even know it's happening." After some weather-related delays, crews were able to inspect the transformer the following week. What they found confirmed their suspicions, and then some.

"One of the leads inside the transformer had nearly burned all the way through. Had we not caught it when we did, it would've caused an unplanned outage", said Woods. Unfortunately, the damage couldn't be fixed in the field. The transformer had to be replaced altogether, which meant hauling in a spare unit, coordinating cranes and transport, removing the damaged transformer, and installing and preparing the new one for service. All of that was accomplished while the mobile substation kept the power flowing and the air conditioners blowing. The mobile unit was finally removed on September 15, wrapping up a multi-week operation while our members' services went uninterrupted. **1072701**

Woods credits the success of this proactive intervention to KAMO's highly skilled crews. "This was a real team effort between our Substation Department and Relay Department. These guys are incredibly experienced, and they just got in there and got the job done safely and professionally." Though most co-op members never knew this complex operation was unfolding behind the scenes, it's a powerful reminder of what goes into keeping the lights on, especially when problems are caught before they become outages. "We don't always get to catch things in advance in our line of work," Jason said. "But when we do, and we have the tools and people in place to act, that's a good day."

Real People, Real Service

At Lake Region, member service always comes first. We understand that automated systems can be frustrating—that's why, when you call us at **918-772-2526**, you'll be greeted by a real person who lives right here in your community. We're proud to be a local cooperative, and the people who work here are your neighbors, friends, and fellow Oklahomans.

Meet Kierstin! Kierstin joined the Lake Region team in late summer and has already become a valued part of our member service family. She's our Point of Entry Clerk—the friendly voice you'll hear when you call our offices during the week, and the welcoming face that greets you at check-in when you visit our Hulbert headquarters. Whether you're calling with a question, stopping by in person, or just need a quick update on your account, we're here to help—and we're local.



Pictured above: Kierstin Adair, Point of Entry Clerk

Do you prefer the Automated System?

If you prefer the convenience of an automated system, where you can access your account or make a payment anytime, we've got you covered! Our 24/7 automated phone system is always available—just call **918-414-7900** to check your balance or make a payment whenever it works best for you. For those who prefer managing their account online, SmartHub is another easy and secure option. Log in anytime to view your balance, make payments, or manage your services at your convenience.

- ▶ lrecok.coop/pay-electric-bill for electric accounts
- ▶ lakeregionfiber.com/pay-your-fiber-bill for fiber accounts

**AUTOMATED
SYSTEM**
918-414-7900

PREFER A CO-OP ASSOCIATE?
918-772-2526



Fall Back with Added Security



Daylight Saving Time ends on **Sunday, November 2, 2025**, at 2:00 AM, set your clocks back one hour! As the days get shorter, now is the perfect time to think about outdoor lighting. Whether it's your home, business, farm, or driveway, proper lighting adds both safety and peace of mind.

Call us today to ask about business and residential security light installation. We're here to help keep your property safe and well-lit through the darker months ahead. For more information, give us a call at **918-772-2526** or visit **lrecok.coop/security-lights** for details and pricing.

Pictured to the left: Levi Carson, LREC Lineman

Prepared to Protect Each Other, and Our Community

Safety Training in Action: Pole-Top Rescue, CPR & First Aid

At Lake Region Electric Cooperative, safety isn't just a box we check — it's a core value that guides everything we do. Our crews recently participated in an intensive round of safety training, demonstrating our ongoing commitment to protecting one another and serving our members with excellence.

In the field, our electric and fiber teams took part in a Pole-Top Rescue Training session, practicing how to safely lower a fellow lineman from the top of a utility pole in the event of an emergency. These simulations are a vital part of keeping our lineworkers ready for the real-world challenges they may face on the job. When every second counts, preparation saves lives.

Back on the ground, all employees also completed CPR and First Aid certification, sharpening their lifesaving skills for emergencies that could happen anywhere: on a job site, in the office, or out in the community. These hands-on sessions covered everything from chest compressions and AED use to wound care and how to respond to multiple medical events.

This multi-faceted safety training reflects Cooperative Principle #5: Education, Training, and Information. It is our priority to ensure our employees are not only skilled in their trades, but equipped to respond to emergencies with confidence and care.

When you see our team out in the field, know that they are trained, prepared, and always looking out for one another and for you. Because at Lake Region, safety starts with people, and it's a responsibility we take seriously every day.

Cooperative Principle #5

Education, Training and Information



Pictured above: Cale Orman, LREC Lineman



Pictured above: Brandon Hubbard, Maintenance & Austin Robertson, Warehouse Clerk

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Office Hours

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www.lakeregionfiber.com

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Hidden Account Number

Look for your account number hidden in this issue of the *Powerline Press*. If you find your number, Lake Region Electric will credit your next bill. To claim your credit, notify LREC's Hulbert office by phone during the month of publication.

The amount increases by \$10 with each issue your prize goes unclaimed to a maximum of \$50.

Cooperative bylaws are available upon request at Lake Region Electric Cooperative's office in Hulbert or at **lrecok.coop**.