



Editor, Sarah Fellows
Featured above: Line Design Technician
Sonny Woodson, 38 years of service

Comments from the President and CEO

New year, new beginnings

As we wrap up the holiday season, we close one chapter and another begins. This is my first time writing to you, as I officially assume the position of president and CEO on January 7, when my predecessor Mickey Miller retires. Congratulations Mickey and thanks for your years of service. We wish you well in your future endeavors.

Beyond the change of command, we also have several other changes in our workforce. Last October, we tragically lost Donnie Propes, a 48-year employee and one of the best men I have ever known. He will forever be missed, and his legacy at Nolin RECC lives on. This past year, we also saw the retirement of several other key employees who leave behind big shoes to fill.

Fortunately, we have a great group of eager, energetic leaders who are willing to pick up the baton and propel us forward. I am grateful for the opportunity presented to me, and excited about the task at hand.

I plan to use this space to convey important messages to you, our members. Last November, we experienced an ice storm that was somewhat unexpected. While we anticipated a weather event, I don't think that many expected the level of precipitation and associated damage that was observed across our service territory. Approximately 11,000 members were affected during that

storm. Our line crews and other field personnel, along with the help of contractor tree trimming crews and 47 line workers from neighboring cooperatives, were able to restore all members within four full days of the first outages.

Communication with our members is always challenging during chaotic times. I know that many members tried to reach us by phone and were not able to speak with our representatives. I also realize that one of your chief concerns is the uncertainty of not knowing when power may be restored. Collectively, we understand. Be assured that we will continue to explore the best possible ways to convey vital and important information at all times. I also want to recap the communication options that are available and how those tools can best serve the membership and our employees who are working around the clock to restore your power.

Communicating with you

Like a milking stool, the passage of information to Nolin RECC rests on three key pillars of communication: online services, phone and data that we receive directly from your electric meter.

All members with internet access can report an outage with key details through our website (www.nolinrecc.com) or by using the SmartHub app (available on Apple or Android devices).

For members who prefer to communicate with us by phone, we can be reached at (270) 765-6153. Members have the option of waiting to speak with a representative or leaving a detailed response through our Interactive Voice Response (IVR) system. As wait times can become very lengthy during a major outage, we strongly encourage the use of the IVR system, as that data is processed directly into our outage system. Since the November weather event, we have worked to revamp the IVR system to be more user friendly and to provide us with more valuable information. We certainly understand the desire to speak with a live representative, but resources can become very limited during a major outage. IVR responses will help us function most efficiently, effectively and help speed up restoration.

Lastly, our advanced metering system is integrated across our service territory. In nearly all cases, if

» *Continued on 26B*



Greg Lee
President & CEO

Youth Spotlight

Washington Youth Tour students pay a visit

Three of Nolin RECC's Washington Youth Tour students attended a Nolin board of directors meeting in November to talk about their experience on the trip. The Washington Youth Tour is an all-expense-paid trip to Washington, D.C. for juniors in high school. Teens from around the country spend the week visiting and learning about all that our nation's capital has to offer. Juniors in high school living with a parent/guardian who is a Nolin RECC member are eligible. They can apply to go on the



Washington Youth Tour students, from left, Emma Ingalls, Garrett Bowman and Summer Mohamed pose with retired Nolin RECC President and CEO Mickey Miller. Photo: Sarah Fellows

trip June 14-20, 2019 for FREE. Email sfellows@nolinrecc.com for details!



Above, Nolin RECC President and CEO Greg Lee was welcomed to his new role by MAC member June Thornberry-Raine and her guest Danny Pawley. Right, retired Nolin RECC President and CEO Mickey Miller was given a warm send off by MAC members Chuck Crutcher, left, and John Tindall. Photos: Sarah Fellows



You are Nolin

Council serves as a way to be heard

Nolin RECC's Member Advisory Council (MAC) is a way to have your voice heard. Around 100 MAC members and guests gathered in November for the fall meeting held at Nolin RECC. The members enjoyed a meal and heard from each Nolin vice-president about their department. The MAC will meet again in the spring to participate in the nomination process for the Nolin board of directors.

We are looking for new members to share ideas and opinions with us. The commitment involves just two meetings a year—interested? Call (270) 765-6153 and ask for Member Services.

» *Continued from 26A*

your power is off, we know almost immediately. This differs dramatically from just a few years ago when we may have relied on you to let us know your lights were out. We use extremely detailed data available from your home meter to better understand the extent and nature of the outage.

While advanced meters can inform us of an outage, we still need members to alert us to hazardous situations. For example, you can leave us a message on the IVR with phrases like “tree on line,” “line down,” “line down with sparks,” “pole broken,” “transformer broken” or “saw explosion or sparks.” These are all very simple, but offer us a wealth of information to help speed up the restoration process. Remember, never go near downed lines for further

investigation or attempt to remove trees from lines. Just provide us the best information you can from a safe distance or the comfort of your home.

We will continue to use our website, Facebook, as well as radio and print media to provide general outage updates. Though it is sometimes very difficult or nearly impossible to predict, as circumstances permit, we will also attempt to provide broad restoration timelines so our members can plan accordingly.

I look forward to serving you in the years ahead. Collectively, we intend to make 2019 a great year for Nolin and our members. We hope that each of you also have high aspirations for the coming year. All of us at Nolin RECC wish you a peaceful and prosperous 2019.

Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark:



1. High-Voltage Transmission Lines:

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail – but when damaged, these facilities must be repaired before other parts of the system can operate.

2. Distribution Substation:

A substation can serve hundreds or thousands of members. When a major outage occurs, line crews determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

3. Main Distribution Lines:

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in communities or housing developments.

4. Tap Lines:

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

5. Individual Homes:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Your smart meter alerts Nolin of a power outage automatically. Call (270) 765-6153 for any downed power lines or other dangerous situations.

POWERING OUR FUTURE



Nolin RECC is a proud member of our community.

We invest in our future through scholarships for students like Brittany, a graduate of Central Hardin High School.

Brittany Thomas was awarded a scholarship in the amount of \$2500 as a tribute to a former Nolin RECC director, the late Robert C. "Bob" Wade, Sr.

Eligibility: (1) High School Seniors living with a parent/guardian who is a Nolin member or (2) adult Nolin members seeking a continuing education.



Email sfellows@nolinrecc.com for more details

NOLIN RECC STATEMENT OF NONDISCRIMINATION

Nolin RECC is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Form, found online at www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form.

Send your completed complaint form or letter by mail to United States Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

TREENABEENA

happy new year

Nolin RECC offices will be **CLOSED** January 1, 2019

HOW TO REACH NOLIN RECC

ELIZABETHTOWN OFFICE

411 Ring Road, Elizabethtown, KY 42701-6767
8:00 a.m.–5:00 p.m., Mon-Fri • (270) 765-6153

RADCLIFF OFFICE

101 West Lincoln Trail Blvd., Radcliff, KY 40160
8:00 a.m.–5:00 p.m., Mon-Fri
(Office closed from 12:30-1:30 daily)

TOLL-FREE BUSINESS CALLS — 1-888-637-4247

PAY DIRECT BY PHONE TOLL FREE — 1-855-356-6359

FOR EMERGENCIES — (270) 765-6153

Website: www.nolinrecc.com
email: comments@nolinrecc.com

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