



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC dispatcher,
Kish Browning, 9 months of service

News you can use

The power of Operation Round-Up

It started as a simple idea 27 years ago at one co-op in South Carolina. Just round up the co-op member’s electric bill to the next dollar, and then use it to do good work in your community. Today, hundreds of electric co-ops throughout the country, including Nolin RECC, use this idea to help members and organizations close to home.

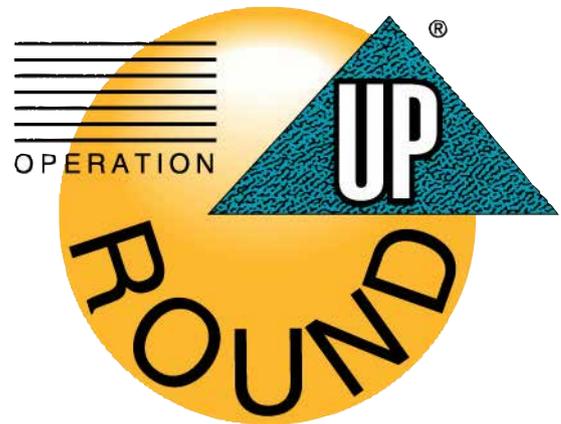
All co-ops adhere to the seven cooperative principles, including “Concern for Community.” The Operation Round-Up (ORU) program is the perfect example of this core principle. The average co-op member donates \$6 with a maximum possible contribution of \$11.88 per year. This may not seem like a large amount, but when combined with 5,500 other Nolin members enrolled in Operation Round-Up, it adds up to make a significant impact.

Each co-op decides how they want to operate the program, and the vast majority is governed by a board of volunteers that is different from the board of directors for the electric co-op. This ensures that the decisions are made in the best interest of the community.

The program is always voluntary, and at any time, members can change their minds about participating. Once folks see the good work the program does in their community, they almost always keep contributing. Nolin members can sign up for the program simply by checking a box on the back of their electric bill.

Over the years, electric cooperatives across the nation have collected millions of dollars and distributed these funds for a wide range of activities. Locally, your funds have recently helped Feeding America Kentucky’s Heartland, SpringHaven Domestic Violence Program, Hardin County Habitat for Humanity, and Elizabethtown Paddler’s Association.

While each co-op must respond to the needs of its members, one of the great attributes of co-ops across the country—and the world—is their willingness to share information about the programs that have been successful. Operation



Round-Up is a perfect example of that cooperative spirit.

Since implementing ORU at Nolin in June 2006, participants have contributed over \$138,900 to humanitarian efforts and worthy causes in our community. It has to feel good to be a part of something this big! It’s amazing how your small change each month can make such an impact in your community.



Mickey Miller
President & CEO

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2016 ENERGY EFFICIENCY PROGRAMS

Nolin RECC rewards members when they make smart decisions. For years, Nolin has been offering incentives to encourage members to improve the energy efficiency in their homes.

Here are your Rebate Programs

Touchstone Energy New Home Program—\$750 Rebate

When a heat pump is installed in a new Touchstone Energy Home the member will receive a rebate as long as the following requirements are met.

- Must be built to Touchstone Energy Home standards
- Pre-drywall inspection required
- Minimum **14 SEER and 8.2 HSPF** heat pump *rebate does not include manufactured homes, modular homes, or mobile homes.*

Heat Pump Retro-fit Program

When a high-efficiency heat pump is installed in an existing home, meeting the requirements below, the member will be eligible for a rebate.

- Must convert from electric furnace, ceiling cable heat, or baseboard heat to a heat pump
- Must be an all-electric home

13 SEER / 7.7 HSPF\$500

14 SEER / 8.0 HSPF\$750

15 SEER / 8.5 HSPF or greater \$1,000

Residential Energy Audit Program

When evaluating your energy usage, you may first want to visit Nolin's online energy analysis program, *Billing Insights*, at www.nolinrecc.com. If you still have questions or concerns, you can call for a FREE in-home energy evaluation.

Appliance Recycling Program

Earn \$50 for recycling your old refrigerator or freezer! Have your account number ready and call 1-844-HAUL4ME to schedule your pickup. Qualifying refrigerators and freezers must be between 7.75 – 30 cubic feet and in working condition with compressor running.

ENERGY STAR Rebate Program

Members who purchase and install ENERGY STAR appliances may receive a rebate as follows:

- Refrigerator.....\$100
- Freezer.....\$50
- Dishwasher.....\$50
- Clothes Washer\$75
- Heat Pump Water Heater.....\$300
- Heat Pump.....\$300
- Central Air Conditioning.....\$300

Button-Up Program

After having a free energy audit performed by Nolin RECC, members may receive up to a \$1,370 rebate after insulating and weatherizing their home according to our recommendations. Nolin will rebate members based on the calculated Btu of heat loss reduced from the previous inspection performed by the cooperative. The rebate will be applied according to the following requirements.

- A FREE home energy audit must be completed before and after upgrades
- Upgrading insulation, windows, or doors on all-electric home at least two years old
- A Nolin RECC representative will calculate Btu saved

Rebate to be issued based on the following levels:

Level 1.....\$520 Up to 13,000 Btu saved at \$40 per thousand Btu

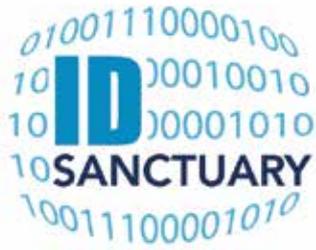
Level 2.....\$1,060 26,500 Btu or greater *

Level 3.....\$1,370 34,250 Btu or greater *

*Level 2 and 3 **require** a blower door test before and after work is done

Please call Todd Drake at (270) 765-6153 ext.3330 or e-mail t Drake@nolinrecc.com for more information on any of these programs.

Nolin RECC Offers Identity Theft Protection to Members Through Co-op Connections Program



Are you using digital communication? Do you have a credit, ATM, or debit card? Have you recently purchased items online or in person?

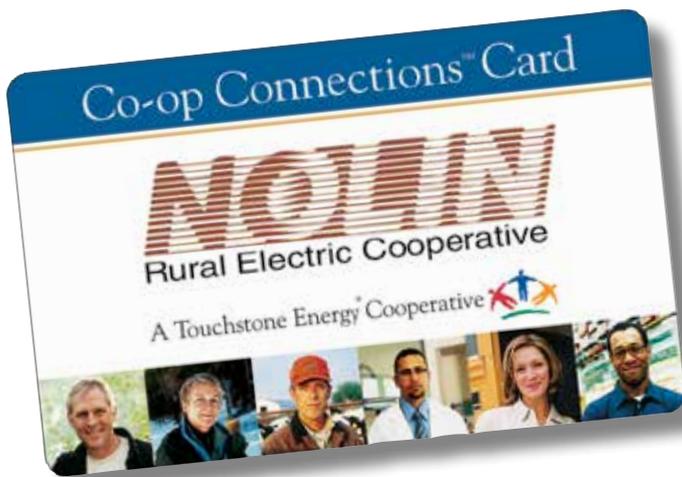
If you answered “yes” to any or all of the above questions, you are at risk for identity theft.

Nolin is proud to bring you ID Sanctuary, a cost-effective identity theft monitoring and resolution service, as part of

the Touchstone Energy Co-op Connections Card.

For \$5 a month for individual coverage or \$8 for a family, ID Sanctuary offers fraud and credit monitoring that scours billions of records and sources. If something changes, subscribers receive an alert. And if your identity is stolen, the service also provides help in resolving the issue.

The Co-op Connections Card is certainly One Card That Does It All. Members can save on everything from hotel rooms to dental care. Check out other saving opportunities both locally and nationally at www.nolinrecc.com or www.connections.coop.



HELP

This winter, thousands of people all over Kentucky will suffer from the cold, because they simply can't afford to heat their homes. Help! Add \$1.00, \$5.00, or more for WinterCare to your electric bill payment.

Every penny of your contribution will go toward keeping people warm.

Being cold is a terrible thing. Open your hands and your heart to warm others: it's a wonderful feeling to share.



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The Front Line

Nolin RECC Office Services Taking Care of Business

Photos and story by Patsy Whitehead

Twenty-five percent of the 98 employees at Nolin RECC work in Office Services. These hard-working, loyal employees focus on meeting your needs in the most effective and efficient way possible—these are your front line co-op employees.

Like service technicians, engineers, and energy advisors who work outside the office, the majority of Nolin's front line employees come face-to-face with co-op members every day. From requests for new electric service to processing a bill payment to answering the phone in Nolin's call center, these workers take their jobs very seriously and their first priority is exceeding your expectations!

Delivering excellent service is always a priority for Consumer Records Clerk Morgan Morrow, an 11-year veteran at Nolin. Her main responsibility is to process and enter mail payments on members' accounts. Since Nolin has four billing cycles each month, Morgan is able to handle the number of payments sent through the mail. Every payment must be posted the day it arrives at the co-op.

"Monday is typically the heaviest mail day of the week, especially during



Nolin Consumer Records Clerk Morgan Morrow keeps a close eye on these envelopes as she runs them through an electric opener. This particular day, Morgan posted 548 bill payments she received through the mail.

the first few days of the month," says Morgan. "The first Monday in November, we received 548 checks in the mail." Processing that incoming mail and posting the payments can sometimes be a challenge, but Morgan enjoys her job because she says it keeps her very busy. "I love my job because I also work in other areas," Morgan says. "I relieve Nolin's cashiers and switchboard operator, and also backup employees who are out of the office."

On those rare occasions when Morgan may need help, she knows her

co-workers have her back and are always ready to lend a hand. Payments sent through the mail represent 18 percent of the total monthly payment options available to co-op members. Another 18 percent pay through automatic bank draft, which provides convenience and ease of mind to Nolin members. Many prefer to pay electronically (30 percent) by utilizing Nolin's SmartHub, Web site, or credit card payment option.

And of course, some members simply enjoy visiting the office in Elizabethtown or Radcliff to personally make electric bill payments. Elizabethtown Cashier Miranda Hagerdash says her busiest days are typically Monday and Friday. Miranda began working at Nolin as a co-op student while in high school and college. During the past 15 years she has developed some wonderful friendships with Nolin members.

Like Miranda, many Nolin employees have established priceless and long-lasting friendships with members. That's one of the nice things about working for a co-op like Nolin, we put our members first! It's not just the member who enjoys seeing their



Working as a cashier in the Elizabethtown office allows Miranda Hagerdash the opportunity to build friendships with Nolin members she sees every month.



The Office Services personnel in Radcliff are eager to help co-op members in the northern part of Hardin County. Left to right are Katrina Clark, Tammy Taylor, and Sharon Struwe.

co-op friends—we also enjoy seeing and visiting our members!

The three employees in the Radcliff office also share special relationships with members who visit the office located on West Lincoln Trail Boulevard. Customer Service Representative Sharon Struwe has spent the majority of her eight years with Nolin in the Radcliff office helping members with co-op related needs. “I love to make people happy,” says Sharon. “Two very sweet little girls always come into the office each month with their daddy, and I just love watching the smile on their faces when they get a sucker. I love helping people, and I’m able to offer them choices on how to pay for their electricity now that Nolin has PrePay metering.”

During October alone, the Radcliff office processed 3,040 payments. Like Elizabethtown, they also have a drive-thru payment window. Approximately 300 members visited the office for other related needs like new service, disconnect, or transfer of service in October. In any given month, the office definitely sees its share of members and provides a convenient location in the northern part of Hardin County.

Working the front line at Nolin requires a unique skill set that includes a genuine concern for the well-being of others and a desire to go the extra mile in delivering excellent service. Customer Service Representative T.J. Mudd travels from Grayson County to begin his work day at Nolin RECC. When asked about his position at the

co-op, he replied, “I have been here a little over five years and every day I learn a little more about our industry and how it all fits together.” He continues by saying, “I enjoy helping people. It’s those members who appreciate just how much we care...how hard we work for them who keep me coming back!”



Like many Office Services employees, Customer Service Representative T.J. Mudd has dual roles at Nolin—working the front line as well as the call center.

Be prepared for winter storms

When winter temperatures drop and storms hit, it can be challenging to stay safe and warm. Winter storm severity varies depending on where you live, but nearly all Americans are affected by extreme winter storms at some point. Nolin cares about your safety, and we want you to be prepared.

Heavy snow and ice can lead to downed power lines, leaving co-op members without power. During extremely low temperatures, this can be dangerous. During a power outage, our crews will continue to work as quickly and safely as possible to restore power, but there are a few things you can do to prepare yourself.

■ **Stay warm** —Plan to use a safe alternate heating source, such as a fireplace or wood-burning stove, during a power outage. These are great options to keep you and your loved ones warm, but exercise caution when using, and never leave the heating source unattended. Remember that fuel- and wood-burning sources of heat should always be properly ventilated. Always read the manufacturer's directions before using.

■ **Stay fed**—The Centers for Disease Control recommends having available several days' supply of food that does not need to be cooked. Crackers, cereal, canned goods, and bread are good options. Five gallons of water



per person should also be available in the event of an extended power outage.

■ **Stay safe**—When an outage occurs, it usually means power lines are down. It is best not to travel during winter storms, but if you must, bring a survival kit along, and do not travel alone. If you encounter downed lines, always assume they are live. Stay as far away

from the downed lines as possible, and report the situation to our dispatchers by calling (270) 765-6153.

Winter weather can be unpredictable and dangerous, and planning ahead can often be the difference between life and death. Nolin is ready for what Mother Nature has in store, and we want you to be ready, too.

STATEMENT OF NONDISCRIMINATION

Nolin RECC is an equal opportunity provider and employer. Nolin prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, sex, mental/physical disability, and where applicable, sexual orientation, marital status, familial status, parental status, religion, genetic information, political beliefs, reprisal, past or present military status, or because all or part of an individual's income is derived from any public assistance program.

Contact the Equal Employment Opportunity Commission promptly when discrimination is suspected at (800) 669-4000 (toll free) or (800) 669-6820 (toll free TTY number for individuals with hearing impairments), or at www.EEOC.gov.

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Install carbon monoxide detectors

Power lines are KILLERS

Winter weather and car accidents account for the majority of downed power lines, according to the Electrical Safety Foundation International.

Always assume that any downed line you see is an energized power line and report it immediately to the police, fire department, and Nolin RECC.

If you discover a low or downed line, make sure you do the following:

- Move away from the line and anything touching it.
- If you see someone who is in direct or indirect contact with the line, do not touch the person. You could become the next victim. Call 911 instead.
- Do not attempt to move a line or anything in contact with it by using an object such as a broom or stick. Even nonconductive materials like wood can conduct electricity if slightly wet.
- Be careful not to put your feet near water where a downed power line is located.
- If you are in a vehicle that has contact with a line, stay inside. Use your cell phone to call for help. Honk your horn to keep others away.
- Do not drive over downed power lines.

Operating large farm equipment near overhead lines poses another hazard. Everyone working on a farm should be aware of power lines and keep farm equipment away from the lines. Take special note of larger, modern equipment such as tractors with high antennas.

Start your year out on a safe note: install carbon monoxide detectors in your home. If you heat your home with a gas or fuel oil furnace, have a gas fireplace, burn wood in a stove or fireplace, cook with a gas range/oven, or have an attached garage, you need carbon monoxide detectors. You can't see or smell carbon monoxide, which is a potential byproduct of burning fossil fuels.

You should have at least one carbon monoxide detector to alert you of the presence of gas. The detector should be installed according to the manufacturer's instructions, on the same floor as the bedrooms so it can alert your family to wake up in case the gas reaches an unhealthy level. Better yet, install a detector on every floor of the house.

The symptoms of mild carbon monoxide poisoning may be nonspecific and similar to those of viral cold and flu infections or food poisoning: headache, nausea, abdominal pain, dizziness, sore throat, and dry cough.

But unlike flu infection, carbon monoxide poisoning doesn't cause a high temperature.

In children, the symptoms are similar to those of an upset stomach, with nausea and vomiting.

You can also prevent serious consequences by learning to spot the warning signs. Carbon monoxide poisoning may be a possibility if:

- Other people in the home or workplace suffer similar symptoms
- Symptoms tend to disappear when you go away (for example, on holiday)
- Symptoms tend to be seasonal (for example, headaches during the winter when indoor heating is used more often)

Make sure batteries are replaced twice a year in your detectors.

If you see the signs or if the detector alarms, leave the home and call your local fire department and gas company to inspect the home and equipment.

Do not let your car idle in a garage that is attached to the home.



COMFORT AND SAVINGS

An energy-efficient heat pump can do it all.

A new system helps to deliver heating and central cooling with added efficiency, performance and savings when compared to older HVAC systems. And when you upgrade your system, you may be eligible for a rebate from your local electric cooperative through our Heat Pump Retrofit program or an ENERGY STAR® Appliance rebate.



A Touchstone Energy Cooperative

www.nolinrecc.com



Online payments

Access your Nolin RECC account through our Web site at www.nolinrecc.com. Click on "YourAccount" to check your consumption history and make payments by debit card, Visa, or MasterCard. To apply for budget billing and automatic draft online, click on "Residential Bill Payment."



New Member Credits

All members signing up for new service with Nolin receive a short survey. Members who return the completed survey to Nolin are automatically eligible to win a \$30 credit on their electric bill. Each month, one name is drawn and a lucky Nolin member receives a bill credit on their next statement. Congratulations to our latest winner, **Jeremiah Scott, of Radcliff.**

We've Got Your \$25 Number! \$25 WIN \$25 Worth of FREE Electricity

Nolin News features a contest called "We've Got Your Number." Hidden inside this issue are two randomly selected member account numbers. If you spot your account number, contact the Member Services Department at (270) 765-6153, and **win a \$25 CREDIT on your electric bill.** You must identify your number and call by the 15th day of the month's issue containing your number. Account numbers could be anywhere in your *Nolin News!*

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 • (270) 351-2199
(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

Web site: www.nolinrecc.com
e-mail: comments@nolinrecc.com

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