



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Staking Technician Brian Hamilton,  
5 years of service

*News you can use*

## Giving thanks for our co-op employees and members

Cool breezes and ever-changing colors outside my window signals that the season of Thanksgiving is fast approaching. It's time to pause and remember those we may take for granted but who most certainly deserve our gratitude. There are many people connected to Nolin RECC for which I give thanks.

I am grateful for our line technicians, those hard-working individuals who scale utility poles and handle high-voltage lines — at all hours of the night and day and often in bad weather — to restore power when something goes wrong. I'm giving special thanks this year for our Nolin line workers who keep the lights on.



Their work is dangerous and too often goes without the gratitude it so richly deserves. Should the electricity go out temporarily this winter, remember our heroes who are braving freezing temperatures and climbing icy poles.

In addition to our fearless line techs, I am grateful for our entire work force, including management and directors. These dedicated folks exemplify the cooperative principles upon which your member-owned utility was founded and continues to operate.

I also want to express gratitude to all those who have purchased a license plate honoring Kentucky electric utility

line workers. Available since 2010, these plates are the nation's first to recognize line workers. A portion of the proceeds from the sale of the plates help fund training schools that improve line technician skills and safety. When it's time to renew your plates, consider saying thanks to those who keep the lights on by purchasing one of the special plates.

Of equal importance, I am thankful for you, the members of Nolin RECC and the communities you represent. On behalf of all of us who are employees of this cooperative, I want to thank you for allowing us to serve you. It is a privilege!

May you and yours be blessed during this season of Thanksgiving.



**Mickey Miller**  
President & CEO

*The Nolin RECC offices will be closed  
November 11, 2014*

### On the inside...

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# Final Chance to Register for \$100 Bill Credits

**N**olin members still have time to register for one of **20** electric bill credits! The Get Green contest is designed to honor National Co-op Month (October). Plus, one of the 20 members will be awarded a home energy makeover worth up to \$2,000! Nolin will be randomly drawing 20 names at the end of November and each of those members will automatically win a



\$100 bill credit!

If you have not registered, please call the Nolin RECC office at (270) 765-6153 or visit [www.nolinrecc.com/getgreen](http://www.nolinrecc.com/getgreen) to enter your name in the contest. Deadline for entry is November 30, 2014.



## Ceiling Fans Circulate Savings and Comfort

Ceiling fans are economical to operate and can help keep you comfortable during the winter. They circulate the heated air that has risen to the ceiling and redirect it back down toward the floor. Fans used during the winter should be operated at low speeds.

Most ceiling fans are designed to be reversible for winter operation. Make sure that the direction of airflow on your ceiling fan is upward in the winter for maximum effectiveness. This will force heat back down around the walls. Don't forget to reverse the switch when the weather warms up so that the air will help cool your room!

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# Always Stay Alert

**I**t looks like scammers are here to stay! Another recent electricity scam has been reported in our service area. Throughout Kentucky and the nation, scammers are working 24/7 to take advantage of innocent folks – it just takes a few seconds for them to catch you off guard and collect personal information about you that can destroy your credit and your bank account!

If you receive a suspicious call about your Nolin RECC electric bill, please disconnect the line immediately and call us at (270) 765-6153. Don't get scammed by scammers!

# How power is restored after an outage

## Restoring an outage

Most members use electricity every day without giving much thought to how it arrives at their home. Many types of generating sources are used and several steps are needed to create and deliver electricity to your home or business. By the time electricity reaches your home, it has most likely traveled hundreds of miles and visited a substation.

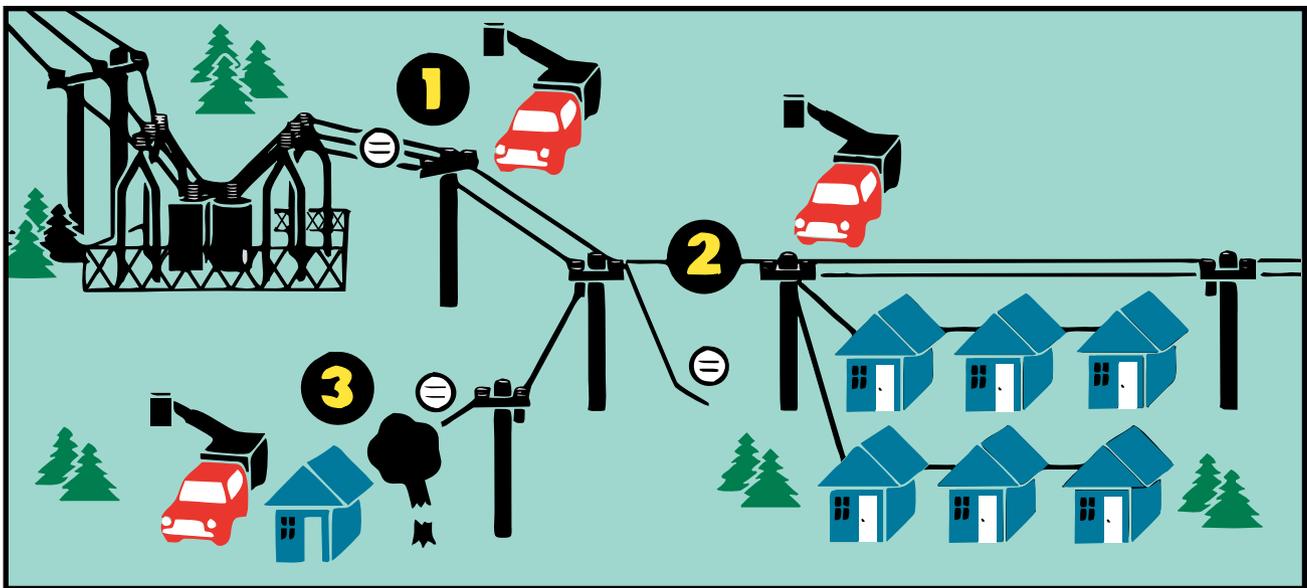
Nolin works hard to deliver the highest level of reliability to our members, but sometimes storms, animals, vehicular accidents, and other circumstances out of our control leave members without power. Having that in mind, we would like to share with you the sequence of how the cooperative restores power during outages.

## WARNING

Do not connect a generator directly to household wiring – the power from a generator can back-feed to power lines and injure or electrocute line workers making repairs. Call a licensed electrician to install all generators.

Make sure you report any outage to Nolin, even if you think a neighbor already has called. This will help line crews locate and repair the problem as soon as possible. To report an outage after normal business hours, call (270) 769-6396, or toll-free (800) 572-1147.

## Getting You Back Online



In any electrical outage, the first priority is to get the greatest number of people back online as quickly as possible. That's why electric co-ops follow a sequence of

repairs that restores power to large groups of consumers before tackling smaller groups and individual consumers. This fictitious example details a typical repair sequence.

- 1** The main distribution line from the substation must be repaired before anyone can have power.
- 2** Next, crews repair the lines that bring power to the greatest number of customers in a community.
- 3** After larger pockets of customers have power, crews repair service lines to individual homes.

# Two Retire from

## A Light at the End of his Tunnel

Long-time Nolin RECC employee Richard Bales retired in July after working at the co-op for nearly 44 years. He served as Nolin's contracts coordinator from 1984 until his recent retirement.

When first joining the co-op in December 1970, Richard worked as a line technician and later was promoted to crew leader supervising other line techs like himself. He enjoyed his job and life was good for this young man and his wife, Rita, and their two sons, Nathan and Brandon.

"I loved my job at Nolin and everything was great until February 1983 – the day I came in contact with an energized power line," says Richard. "I was just 35 years old and my light went out just as if someone had flipped a switch on me."

Richard says he will always remember

certain details of that dreadful day, recalling how the accident happened as he was working from an aerial bucket. "I was hooking up a new three-phase service when my elbow made contact with an energized 7,200-volt distribution line," says Richard. "I was conscious, but the jolt left me unable to move any part of my body. I sank lifeless inside the bucket. My watch literally melted to my wrist and my ring finger folded over my wedding band because of the swelling. The pain was unbelievable!"

Reflecting on this very personal memory, Richard says, "As I lay lifeless at the bottom of the lift bucket, I felt as though I was floating down a long tunnel. At the end of this tunnel, I saw a light – I can still see that light today."

Fortunately for Richard his crew got him to safety and within minutes he was transported by ambulance to the hospital. After enduring several surgeries and skin grafts, Richard returned to work in 1984.

Because of the extensive safety and rescue training Nolin line workers must complete, Richard was safely rescued from the aerial bucket and received immediate medical attention. Today,

he says his left elbow and lower arm are completely healed except for a few scars.

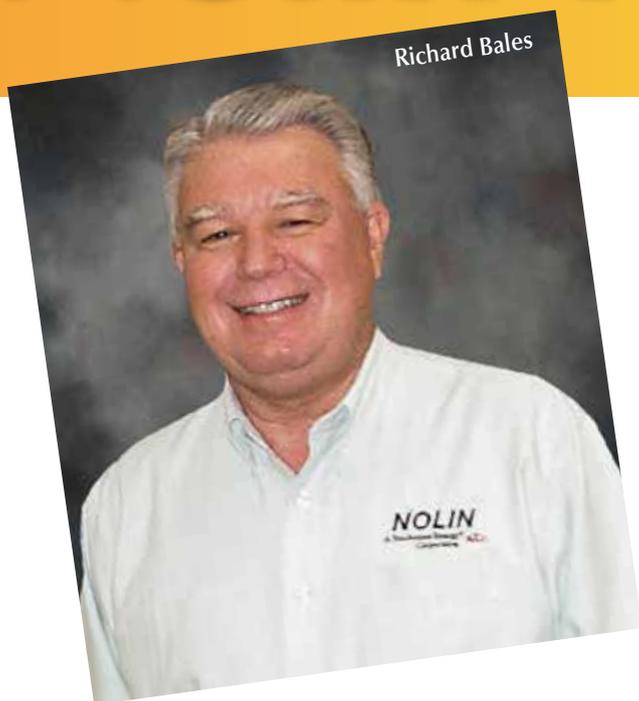
"A career as a line worker can be very rewarding, especially on days when you restore power to people who are appreciative and aware of the hazards we face," Bales says. "I'm thankful for the many years I was able to serve the members of Nolin, and I'm extremely thankful I was able to survive a near-death experience back in 1983."

When asked what he missed most about his 43 ½ years at Nolin, Richard was quick to respond, "The people – the employees." He adds, "Don't get me wrong, I was ready to retire so that I could spend more time with my four grandchildren – I just have to adjust to not seeing my friends every day."

Now that he is retired, Bales has time to work on his 167-acre farm in Hodgenville. He spends a little time each day in his work shop, keeps the grass mowed, and feeds the deer living on his property.

"It's nice to do what I want, when I want," says Richard. "I guess you could call retirement my second light at the end of the tunnel."

# Nolin RECC



Richard Bales



Sheree Raub

## A well-earned retirement

One could say recent retiree Sheree Raub has come full circle during her 32-year career at Nolin RECC. When she first began working at the co-op in December 1974, Sheree's primary responsibilities included data entry and capital credits. After a few years, Sheree decided to take a break from her career to start a family.

Her role as stay-at-home mom ended

when the children started school in 1984. Returning to Nolin in the office services department, Sheree worked another 30 years with member billing, new connects, and membership accounts. When she retired this August, her title was membership records coordinator, once again working with capital credits.

Although Sheree opted for retirement, she says her husband, Nick, will work a few more years. In the meantime, Sheree keeps busy and spends time working on special projects like the window blinds she recently

made for a grandchild. Volunteering at a local elementary school is also filling days for Sheree and is something she enjoys.

"Nolin has provided me with a wonderful career and a good life," says Sheree. "It's because of Nolin that I am now able to enjoy retirement. Although it was hard to leave my co-op friends, the trade-off is well worth it—spending time with my grandchildren. Plus, the grandkids seem to enjoy having Grandma around!"

Enjoy your well-earned retirement Sheree!

# Stay Safe at a Dangerous Job

Farming is one of the most dangerous professions in the country, according to the Bureau of Labor Statistics. Machinery and vehicles help on the job but also contribute to many farming accidents. Electricity is essential to the operation of a farm but, like so many other tools, can be dangerous. Safe Electricity encourages farmers to protect themselves from the hazards of electricity and to share electrical safety information with family and workers to help keep them safe this harvest season.

The family of Jim Flach knows the dangers of electricity on the farm all too well. Jim was working at a neighbor's farm when he parked the sprayer in the end row. Unknowingly, the sprayer's arms were in contact with overhead power lines. Jim stepped out of the vehicle and received a severe electric shock when he became the path to ground for electricity. A few months later, he died as a result of his injuries.

Jim's family is working with Safe Electricity to prevent accidents like this by sharing Jim's story. Safe Electricity recommends the following tips to help you stay safe on the farm:

- Keep yourself and equipment 10 feet away from overhead power lines in all directions, at all times.
- Conduct a survey before you begin work. Know where overhead power lines are, and have a plan to stay far from them.
- Use a spotter. When raising any equipment such as augers, grain trucks, and even ladders, it can be difficult to tell how



close you are to overhead power lines. An extra pair of eyes from a spotter can help you stay far away from power lines.

- Know what to do if you come in contact with an overhead power line. Do not leave the vehicle until utility workers have cut off electricity and confirmed that it is safe to exit the vehicle.
- Always lower portable augers or elevators to their lowest possible level—under 14 feet—before moving or transporting them. Variables like wind, uneven ground, shifting weight, or other conditions can make it difficult to control raised equipment.
- Never try to move a power line to clear a path. Power lines start to sag over time, bringing them closer to farmers and others who need to avoid them. Contact your utility to repair sagging power lines.

For more information on electrical safety on the farm, visit [SafeElectricity.org](http://SafeElectricity.org).



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## 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.



# Affording Energy

## Things you can do to prevent disconnection

**A**lthough Kentucky is fortunate to have one of the lowest electricity rates in the nation, energy costs can still impact a family's budget during the winter when usage is higher than usual.

We understand in these tough times that budget crunching may have you juggling bills. No employee at Nolin likes to disconnect a member's electric service for nonpayment. It's never pleasant, especially during the cold months.

If you receive a cutoff notice in the mail, don't wait until the final day to call the office for help. Members receive their cutoff notice in the mail around 10 days prior to the disconnect date. Often we can handle payment extensions over the phone, so it pays to call first and as soon as possible.

Once a member is disconnected for nonpayment, they are required to pay with credit/debit card, money order, or cash to reconnect electric service. Credit or debit payments can be made over the phone.

Payment assistance agencies in our area are listed on the Nolin RECC late notice statement. Members needing assistance are urged to contact these agencies for information and help:

**Cabinet for Health & Family Services (270-766-5099)**

**Community Action of Central Kentucky**

**(Hardin Co. 270-769-1927) (LaRue Co. 270-358-3937)**

**Helping Hand of Hope**

**Radcliff Office (270-351-4673)**

**Elizabethtown Office (270-769-3092)**

Please call Nolin at (270) 765-6153 before your bill is late so you can avoid unnecessary charges.

## Nonpayment Service Charges

**If service has been disconnected for nonpayment, the following charges apply:**

**Service Charge to Disconnect: \$20.00**

**Connection and Reconnection Charges**

**During business hours \$20.00**

**After business hours \$50.00**

**Accounts subject to disconnect may be required to pay a deposit or an additional deposit if the usage has increased.**



## Budget your electric bill all year

**L**et us help you manage your dollars so that your electric bill stays in line with your budget. With the continuing increases in necessities like gasoline, food, and clothing, co-op members need all the help they can get these days. These daily increases account for the rapid popularity of Nolin's budget billing program.

Budget billing is simple...the program allows members to pay an average dollar amount each month based on the previous 12 months' usage. In other words, members no longer receive higher bills in the winter and summer due to increased HVAC usage.

During the winter months, Nolin enrolls about 75 members a month in budget billing. However, don't wait until you see high heating bills to enroll – today is the time to sign up – when the high bills arrive, it's too late!

You don't have to visit the Nolin RECC office to sign up for budget billing – you can enroll over the telephone by calling (270) 765-6153, or visit [www.nolinrecc.com](http://www.nolinrecc.com) and click on "Residential Bill Payment."

# You're not alone in the dark

Electricity powers our lives. We depend on it for nearly everything we do. So we understand how frustrating it can be when you're left in the dark.

Power outages are never convenient. It takes a lot of hands to keep your power on, and even more hands to get it up and running when an outage occurs. Nolin RECC works hard to restore your electric service when outages occur, but our number one priority is safety!

Power restoration can be a tricky business, so if you lose service in your home or neighborhood please remember we're there for you, always working hard to keep the lights on!



LIQUIDLIBRARY/THINKSTOCK

## THANKSGIVING HOLIDAY CLOSING

The Nolin RECC office will be closed for the Thanksgiving holiday November 27 and 28.

### 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 2 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*!

### 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 \$20 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, **Rachel Wolf, of Glendale.**

### 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."



### 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**

**EMERGENCY PHONE NUMBER — (270) 769-6396**

**EMERGENCY TOLL-FREE CALLS — 1-800-572-1147**

Web site: [www.nolinrecc.com](http://www.nolinrecc.com)

e-mail: [comments@nolinrecc.com](mailto:comments@nolinrecc.com)

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