



Editor, Patsy Whitehead, CCC
Featured above: Nolin RECC Information Systems
Administrator Jeremy Nunn, 20 years of service.

Powering communities and empowering members

A new year is the time when many of us think about where we want to go and how best to get there. Nolin RECC's values have always provided an excellent road map to direct our mission to make life better for members.

That purpose has guided us for 80 years (this year marks Nolin's 80th anniversary) and provides a firm foundation that we intend to build upon in 2018 and well into the future.

As a Touchstone Energy Cooperative, we intend to pursue this mission while adhering to four core values:



Integrity

Though electricity is our primary product, Nolin is constantly looking for ways to help you use electricity as efficiently as possible because we are a not-for-profit organization that exists to operate in the best interest of our owner-members.

Accountability

Your cooperative is governed by a six-member board of directors who are democratically elected by our members. Chairman David P. Brown of Hodgenville, and other directors are members just like you.

Innovation

We are continuously seeking innovative ways to serve our members. We now offer several ways you can pay your bill, including electronic, automatic checking/savings draft,

and credit card payment. And we are embracing technologies of the future through Cooperative Solar, one of the largest solar farms in the state. To sign up, go to www.cooperativesolar.com.

Commitment to Community

This cooperative was built on the concept of neighbors helping neighbors, and our commitment to community remains strong. It's why we sponsor the Touchstone Energy Honor Flight that provides veterans an all-expense-paid trip to tour war memorials erected in their honor in the nation's capital.

Adhering to our cooperative values allows us to consistently deliver high standards of excellence to our members. It's not the easiest road to travel sometimes, but we have a great road map to help us get there. It's a journey well worth the effort.



Mickey Miller
President & CEO

Nolin RECC is a not-for-profit organization that exists to improve the lives of those we serve. This July Nolin will celebrate 80 years of service to its members and the community. Our goal and commitment to you is to continue to exceed your expectations for the next 80 years and beyond!

Hidden energy-user? The water heater

One of the biggest energy guzzlers in your home is the water heater. Even if yours seems to work fine, it might be worth your while to replace it with a model built after 2004, when the federal government released new efficiency standards for water heaters.

To get the most energy-efficient performance out of your water heater:

- Drain a bucket of water out of the bottom of the heater twice a year. The bottom can fill with sediment, which separates water from the heating element.
- Invest in an inexpensive water heater blanket or insulation kit, especially for older heaters. Do not insulate over doors or vents.
- Before buying a new water heater, estimate your family's needs. A family of up to four should buy a 30 to 50 gallon tank, while up to seven people might require 50 to 80 gallons. Consider appliances such as hot tubs when calculating how much hot water you use, and consult a plumber for help.
- If your house is more than two levels or if the bathrooms, kitchen, and laundry room are spaced far apart, it might be more efficient to invest in a smaller water heater for each level.
- Set the water heater's temperature at 120 degrees or lower. This prevents scalding and standby heat loss, and can lower your water heating bill by 10 percent.

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Space heaters are energy hogs

If you use a space heater in your home, please be aware of two key issues. Using a space heater can cause a significant increase in your monthly bill. Also, many house fires that occur each winter are caused by improper use of space heaters.

A typical portable electric space heater consumes anywhere from 1,000 to 1,500 watts per hour.

Running a space heater day and night will substantially increase your energy costs. For example, a 1,000-watt space heater operating

12 hours per day at a cost of 10 cents per kilowatt-hour will add more than \$36 to your monthly electric bill.

If you use a 1,500-watt space heater for the same amount of time, your bill would jump more than \$54 each month.

To stay safe, make sure the unit is equipped with automatic shut-off features and heating element guards.

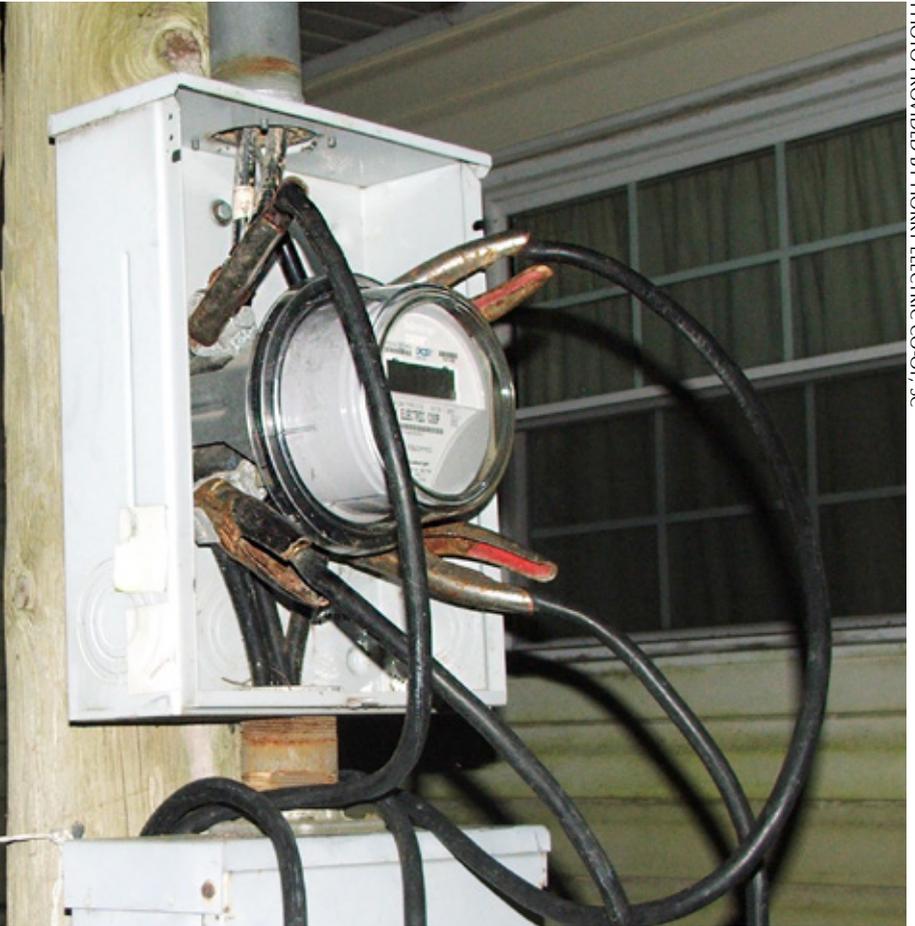
Finally, never leave space heaters unattended. Turn off or unplug the unit before leaving the room or going to bed.



GEORGE DOYLE/THINKSTOCK

Your Safety Matters

Stealing electricity is illegal and potentially deadly



Thieves are constantly looking for new ways of taking from others, and unfortunately there are people who attempt to steal electricity from Nolin and utilities across the nation.

The thieves typically seek to steal electric power by tampering with an electric meter, or by using extension cords or other equipment to steal power from others.

Make no mistake about it. Stealing power is a criminal act that

can lead to fire, severe burns and fatal electric shocks.

An Arkansas man, whose electricity to his home had been disconnected, lost his life while using jumper cables in an attempt to steal electricity.

Stealing power is also illegal. Thieves are often arrested, prosecuted, fined and sentenced to time in jail.

When thieves steal power, they

are also putting the lives of others in danger. A lineman may think a line is dead and safe to handle, but could actually be at risk because of thieves feeding power through a line.

To stop electricity theft, please contact authorities immediately if you observe anyone tampering with a meter or suspect the theft of power in any way.

Meter tampering is not worth the consequences.

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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Scholarship opportunities for Nolin members

Nolin urges you to take advantage of our scholarship program. We offer opportunities for graduating high school students, plus Nolin offers a scholarship for adults who are re-entering college or vocational school after spending time away from the classroom.

2018 Nolin RECC Scholarships include:

- One (1) continuing education scholarship for \$1,500
- Six (6) scholarships of \$1,500 each awarded to graduating high school seniors
- One (1) Bob Wade Sr. Memorial Scholarship in the amount of \$2,500 to a graduating high school senior



Dustin Gosselin, 2017 graduate of North Hardin High School and Nolin RECC Scholarship recipient.



Manage your account

SmartHub provides you with a secure way to manage your electric bill online. You can also make payments, report a service interruption, and compare monthly and yearly electricity usage. Visit www.nolinrecc.com and click on SmartHub.

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 Ricky L. Austin, of Radcliff.

We've Got Your 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

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

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