



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Customer Service Rep.
Brian Heuke, 3 years of service

Comments from the President & CEO

Cooperative Employees

Nolin members have a special group of people working for them. Your co-op employees all come from different backgrounds and they have various levels of education and training. Some are young and some are not as young. But one thing they all have in common is a genuine desire to work hard for the members of Nolin RECC.

Your employees at Nolin understand that cooperatives are a unique type of business, operating on a not-for-profit basis. They understand the cooperative principles and why those seven principles are so important to the success of Nolin. Regular training is required of your employees so that all 98 will possess a good understanding of the concept of doing business as a cooperative—where the members have a voice and can vote for their directors each year. And your co-op employees realize that you, as a member and owner of Nolin RECC, are their first priority.

You have read stories in this newsletter throughout the past 12 months about some of the remarkable things your co-op employees are doing. We featured a special story on our line technicians in April as a way to honor their outstanding job performance while bringing recognition to National Line Tech Appreciation Day. In August you read about three line workers who traveled to Haiti to help bring electricity to those who have never seen the power of electricity. Since then, two line techs have returned to Haiti for another two-week work effort. We also featured a story a few months ago detailing the overall excellent rating our line techs earned at the Kentucky Lineman’s Rodeo in July. And just recently, you read in this newsletter about the remarkable group of employees you have working in Nolin’s office service department.

In this issue, we are pleased to highlight employees receiving service awards as well as our 2015 recipient of the Gene Yates Cooperative Spirit Award, Tommy Sullivan. Tommy was nominated by his co-workers for this prestigious honor signifying friendship, compassion, dedication, and integrity in the work place and community. Be sure to read how this

remarkable gentleman inspires others.

From the directors to the front line customer service representatives to the line worker, your Nolin RECC employees are working together to provide you with the most reliable, safe, and efficient electricity possible. I’m proud of their commitment to you and to their community as well.

As I have said many times, I believe the power behind a great cooperative, like Nolin RECC, are great members, great directors and employees, and a great community!



Nolin RECC President & CEO Mickey Miller congratulates employee Tommy Sullivan, recipient of the 2015 Gene Yates Cooperative Spirit Award. Turn to page 28F to find out why Tommy’s co-workers nominated him for this prestigious award.

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Top five energy users in your home

A starting point for savings

While most homeowners would like to be more energy efficient and save money, often it feels overwhelming because many people don't know where to start. How can the average family use less energy, lower their utility bill, and still meet their daily energy needs? To help jumpstart your effort, it is useful to know what the top energy users are in your home. With this knowledge, you can choose a path that works best for your family.

According to the U.S. Energy Information Agency, the top five energy users in U.S. homes are:

- Space cooling
- Space heating
- Water heating
- Lighting
- Refrigeration

Adjust the temperature

Together, home heating and cooling use the most energy and take the biggest bite out of your energy budget. On the bright side, there are ways you can achieve at least 10 percent savings by taking a few simple low-cost or no-cost steps.

- During cold weather, set your thermostat to 68 degrees Fahrenheit.
- During warm weather, the recommended indoor temperature is 78 degrees Fahrenheit.
- Cleaning the filters of your HVAC system can cut costs from 5 to 15 percent.
- Clean the coils around your electric baseboard heater to maintain maximum efficiency.
- Caulk and weatherstrip around windows and doors to prevent heat from escaping to the outdoors.

No matter what the climate or time of year, proper use of a programmable thermostat can save you 10 percent on your monthly utility bill.

Shine the light on savings

Take a fresh look at the lighting in your home. If you still use incandescent lighting, your light bulbs are operating at only 25 percent energy efficiency. Replacing your home's five most frequently used bulbs with ENERGY STAR-certified LEDs can save you \$75 per year. Another easy way to save is to always turn lights off in rooms that are not being used.

Water heating efficiency

Just as it is energy-wise to insulate your roof, wall, or floor, it also pays to wrap your water heater with an insulating blanket. This is all the more critical if you have an older unit. Make sure to follow the manufacturer's instructions. For additional efficiency and savings, insulate exposed hot water lines and drain 1 to 2 gallons of water from the bottom of your tank annually to prevent sediment build-up.

Put cold hard cash back in your wallet

If your refrigerator was purchased before 2001, chances are it uses 40 percent more energy than a new ENERGY STAR model. If you are considering an appliance update, a new ENERGY STAR refrigerator uses at least 15 percent less energy than nonqualified models and 20 percent less energy than required by current federal standards. Regardless of the age of your fridge, there are additional steps you can take to save energy and money. For example, don't keep your refrigerator too cold. The Department of Energy recommends temperatures of 35–38 degrees Fahrenheit for the fresh food compartment and 0 degrees Fahrenheit for separate freezers (used for long-term storage).

By understanding how your home uses energy, you can determine the best ways to modify energy use and keep more money in your wallet. For additional ways to save, contact Nolin's Energy Services coordinator Todd Drake at (270) 765-6153 ext. 3330 or visit www.nolinrecc.com.



25% The energy you'll save with energy-saving incandescent bulbs

75% The energy you'll save with CFL bulbs

75% The energy you'll save with LED bulbs

Lighting Choices **SAVE YOU MONEY**

All of these light bulbs meet the new energy standards that take effect from 2012-2014. The energy-saving incandescent bulbs use about 25% less energy than traditional varieties.

Source: energy.gov

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Nolin Seeks Recipients for Operation Round-Up Funds

Operation Round-Up (ORU) and the concept behind the program is simple. ORU allows co-op members to voluntarily contribute quarters, dimes, nickels, and even pennies into a special account after they agree to have their electric bills rounded up to the next dollar. All of the funds collected from ORU are dedicated to charitable causes and community projects.

Since implementing Nolin RECC's ORU in June 2006, nearly \$140,000 has been donated to projects/agencies in our communities. More than 5,500 Nolin RECC members are enrolled in ORU, each contributing around \$6 a year in change. "I don't mind giving a little change each month in order to make a big change in my community," says Nolin RECC Operation Round-Up member Tracy Arflin, who has been enrolled in ORU for several years.

During last year's annual meeting in June at John Hardin High School, over \$20,000 was awarded to Hardin County Habitat for Humanity, Elizabethtown Paddler's Association, SpringHaven Domestic Violence Program, and Feeding America Kentucky's Heartland.

Local citizens make up a nonprofit board of directors that governs ORU. The board reviews applications for community projects and makes decisions on when, where, and how to utilize funds.

Applications for ORU Funds Now Being Accepted

Are you involved with a charitable organization or a nonprofit group in need of materials or equipment? If so, then Nolin's ORU may be able to help. Applications for grants will be accepted until 5 p.m., May 12, 2016.



Gary Miles, Feeding America Kentucky's Heartland executive director, accepts Operation Round-Up (ORU) contributions from board member Marion Henderson during the 2015 Nolin RECC annual meeting at John Hardin High School. ORU board chair Mark Rock, far left, introduces organization recipients as they are greeted by several board members. ORU board members June Thornberry-Raine, pictured center, Debbie Owens, Mike Eades, and Price Smith were also present to award contributions.



Visit the Nolin RECC Web site at www.nolinrecc.com to apply for a grant or call the office at (270) 765-6153 ext. 1050 for an application.

Want to be on the giving end of ORU?

Operation Round-Up is an exclusive program to Nolin RECC and its members; however, participants do not have to be a member of the cooperative to donate funds. Individuals interested in receiving more information about ORU are urged to call the Nolin RECC office or visit www.nolinrecc.com.

ORU IS CURRENTLY ACCEPTING APPLICATIONS FOR LOCAL COMMUNITY PROJECTS that are in need of funding. Interested parties are encouraged to visit www.nolinrecc.com to access an application, or call the Nolin office at (270) 765-6153, ext. 1050 for additional information. Deadline for applications is 5 p.m., May 12, 2016.

The American Private Enterprise System High School Juniors Learn from APES

Last November, 44 local students participated in a two-day education seminar that allowed them to learn about corporations, cooperatives, individually owned businesses, legalities of business, and diversity. These elite students consistently scored high on quizzes and a 50-question final exam; at the end of the program, six of the teens were awarded a trip to the State Youth Seminar in Lexington this June.

APES, which stands for American Private Enterprise System, offers students from each Hardin County High School (E-town High, Fort Knox, North, Central, and John Hardin) as well as two students from the home school sector, the opportunity to come together at an off-site location to learn about business and the free enterprise system. The program has been around more than 50 years, and has gained a reputation among students as being one of the top five things to put on a resume.

Helping to strengthen resumes is not the only advantage of this program. APES also helps to build self-confidence and leadership skills. The teens are encouraged to network with students from other schools as they work together in groups. One popular exercise is the board case studies. This session allows participants to examine real-life issues that may arise in a business. Students are divided into board groups (each representing a director of the board) and are given situations to study and resolve. The teams must follow a set of business decision steps in hopes to

achieve the best possible result. Students conclude this exercise by presenting board resolutions to their peers and then must face opposing boards as they explain and support their decisions during the debate session.

Nolin RECC is a major supporter of the Hardin County, as well as LaRue County, APES program. Electric cooperatives throughout Kentucky are helping to sponsor APES programs in about 35 different counties.

Molly Emdee (North Hardin) and Zach Brandt (John Hardin) attended APES last year and returned as youth leaders. The duo introduced speakers and kept tally of test scores and rankings during the seminar.



APES Says Thanks to Community Sponsors

Clark Jewelers has been providing watches for over 40 years to the outstanding young female and male at the conference. That adds up to a lot of watches throughout the years! The Clark family is greatly appreciated for their support and generosity to the APES program. As the highest scoring APES participants, Katherine Crain (E-town High) and Michael Devin (Fort Knox) received complimentary watches from Patrick Clark, Clark Jewelers.

This youth program, which is reserved for high school juniors, depends largely upon outstanding speakers who volunteer their time. This year's speakers included John J. Scott (John J. Scott, PSC), Wes Mudd (Your Community Bank), Tim



Goblirsch (Fort Knox Staff Judge Advocate), Kenny Rambo (Heartland Communications Consultants), Michael Coyle (Elizabethtown Community & Technical College), Hardin County District Judge Kimberly Shumate, and Patsy Whitehead (Nolin RECC).

Without the support of the local community, APES would not be possible. The program is completely supported by businesses in Hardin

County, including Nolin RECC, Clark Jewelers, Coca-Cola of Elizabethtown, Cecilian Bank, Magnolia Bank, Your Community Bank, Preferred Memorials, Faith Home School Group, Swope Family of Dealerships, Tim French Auto Sales, and the Cooperative Extension 4-H Council.

Enterprise System



These students achieved the highest test scores throughout the seminar and will travel to Lexington to compete for cash awards and college scholarships, and a trip to the National Institute on Cooperative Education at Virginia Tech. They are, left to right, Katherine Crain (E-town High), Noah Harrub (Central Hardin), Luis Dominguez (Fort Knox), Grace Vowels (John Hardin), Star Robertson (North Hardin), and Michael Devin (Fort Knox). In addition, Grace Vowels received the Cooperative Spirit Award presented by Nolin RECC, which signifies humanitarian characteristics and personal concern for others.



Elizabethtown High School student Chase Kerr was voted by his peers to receive the People's Choice Award, signifying outstanding leadership skills. He is seen in this photo clutching the APES mascot.



Alyssa Cole (North Hardin) at left, and Emma Skaggs (Central Hardin) participate in an activity on diversity led by Michael Coyle.



Hardin County District Judge Kimberly Shumate delivers an exciting and personal presentation to the APES students. As a former APES student, Judge Shumate relates back to the time she was a junior in high school and how circumstances and opportunities shaped her personal life and career.

Tommy Sullivan Earns Cooperative Spirit Award

Making two trips to Haiti to help build power lines for people who have never known what it is like to live with electricity, is just one of the reasons Nolin RECC line technician Tommy Sullivan was honored with the 2015 Gene Yates Cooperative Spirit Award.

Throughout his life, Tommy has been a servant to those who need help. At the workplace, he has earned the reputation as someone to be counted on when there's work to be done. Tommy is always one of the first to volunteer to help restore power after a major storm, whether it's in Nolin's service area or a little farther away like New York, Pennsylvania, Louisiana, Florida, Arkansas, Georgia, Ohio...the list goes on and on.

At home, after putting in a full day's work at Nolin, Tommy helps out on a farm he owns with his brother, Mike. Oftentimes he can be found helping a neighboring farmer with crops or livestock. Hard work is something Tommy learned as a small boy growing up in the southwestern part of Hardin County. "We lost our parents when we were young, so my sister and two brothers and I had to learn to survive by making sacrifices and working hard," says Tommy. "We always had friends and other family members to help us along when things got tough. I guess that's why I like to help people who need a lift up in life—I'm trying to pay it forward."

In late March 2015, Tommy (along with two other Nolin line techs) traveled 1,500 miles to the small Haitian town of Coteaux. It was a voluntary work assignment to help build electric lines that would eventually serve 1,600 members who had never known the luxury of having electricity. But one trip to Haiti wasn't enough for Tommy. After his three-week tour in March, Tommy signed up to go again last November, returning home just in time for Thanksgiving dinner with his family. This time he traveled to Caracol and spent two weeks upgrading existing power lines and training local line techs.

When asked about his reasons for volunteering to work in Haiti, Tommy replied, "We take a lot of stuff for granted and don't often stop to smell the roses – myself included. I feel



"I am surprised, honored, and humbled beyond words to receive this award because Gene Yates is a good man, but I never stopped to consider myself in the same ranks as him."

like I have one of the best jobs in the world here at Nolin and I just simply feel compelled to help people who may not have it like we do in the United States. The Haitians we met didn't even have good drinking water unless it came from a USAID water bag. The people we helped in Haiti can now see the benefits of electricity—it's creating new jobs and industry—we made a difference."

A strong passion for helping others and an excellent work ethic are what earned Tommy this prestigious award. His impressive attributes do not go unnoticed by those who know him. He is considered by his peers to be one of the best veteran line techs at Nolin, and Tommy eagerly passes his knowledge on to the younger line technicians as they begin new careers at the co-op.

One of Tommy's co-workers says it best: "He has set the bar high for other line technicians who follow in his footsteps, and that is exactly what Gene Yates did!"

Congratulations, Tommy—thanks for making a difference!

The Gene Yates Cooperative Spirit Award was created in 1999. It signifies humanitarian qualities like compassion, dedication, integrity, and community involvement, and was named after long-time Nolin RECC employee Gene Yates, who served the members of the co-op for 40 years and continues to volunteer in his community. The award is presented each year to a Nolin employee who displays similar humanitarian qualities like the ones Gene Yates possesses.

Recognizing Nolin Employees

The employees featured on this page represent 235 years of combined service to Nolin and its members. As co-op employees, these folks dedicate themselves to the Touchstone Energy philosophy by meeting high standards of integrity, accountability, innovation, and commitment to community. A special event was held to pay tribute to all 98 Nolin employees and to show appreciation for their hard work throughout the year.



From left receiving service awards are Mitch Hunt (30 Yrs.), Sonny Woodson (35 Yrs.), and Dennis Yates (40 Yrs.).



Steve Allen, left, and George Clark celebrate 25 years of service.



David Cox, left, and Kelly Thompson are recognized for 20 years of service.



From left receiving service awards are Morgan Morrow (10 Yrs.), Chad Pence (15 Yrs.), Nathan Yates (5 Yrs.), T.J. Mudd (5 Yrs.), and Katrina Clark (5 Yrs.)



Linda Grimes
Achieves Gold Status

Nolin RECC Director Linda Grimes has earned the National Rural Electric Cooperative Association (NRECA) Director Gold status. The Director Gold credential was created to recognize directors committed to continuing their education beyond the Credentialed Cooperative Director and Board Leadership Certificates. In order to maintain the Director Gold level, Linda must continue to earn three continuing education credits as outlined by NRECA every two years. Linda was elected by Nolin members to serve as District 5 director in June 2009. ***Congratulations to Linda Grimes for achieving the Director Gold distinction!***

Look for your New Meter

As our automated meter information system becomes worn and outdated, Nolin is replacing the equipment with one of the newest products on the market—smart meters!

With our existing equipment it typically takes two days to receive readings from the meter—the new smart meters will relay information to Nolin hourly.

Smart meters will allow members to track their energy usage hourly, instead of daily, through SmartHub. Working as a part of the smart grid, smart meters improve power outage detection and notification. Smart meters report the location of outages before you ever have to call Nolin.

We're keeping up with technology and empowering our members in every way possible. Smart metering will benefit Nolin members and the co-op!

Nolin RECC is currently installing smart meters. If your meter has not been changed already, look for a Nolin service technician in the near future!



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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, **Kenneth Perkins, of Elizabethtown.**

We've Got Your Number! \$25 \$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

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