



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Line Technician Chad Pence, 15 years of service

News you can use

A well-deserved day for line techs

Honoring those who do the hard and dangerous job of keeping the lights on

America’s electric cooperatives have designated the second Monday of April as National Lineman Appreciation Day. April 13, 2015, has been set aside to honor the men and women who often work in challenging conditions to keep the lights on.

The full text of the resolution, which the National Rural Electric Cooperative Association board adopted unanimously, follows:

“Whereas linemen/linewomen leave their families and put their lives on the line every day to keep the power on; Whereas linemen/linewomen work 365 days a year under dangerous conditions to build, maintain, and repair the electric infrastructure; Whereas linemen/linewomen are the first responders of the electric cooperative family, getting power back on and making things safe for all after storms and accidents; and Whereas there would be no electric cooperatives without the brave men and women who comprise our corps of linemen/linewomen; Therefore be it resolved that NRECA recognize the Second Monday of April of each year as National Line Tech Appreciation Day and make available to electric cooperatives, materials and support to recognize the contributions of these valuable men and women to America’s Electric Cooperatives.”

We proudly recognize all electric line workers for the services they perform around the clock in dangerous conditions to keep power flowing and protect the public’s safety.

Go to page 36C to read our editor’s story on four Nolin RECC line techs. This crew is an excellent representation of all the men and women at Nolin working to keep your lights on!



Nolin RECC line techs David Johnston (left) and Terry Hudson share more than 40 years of experience at the co-op.

Electric line techs do not often receive the recognition they deserve. They work all hours of the day, often in hazardous conditions far from their families, going above and beyond to restore power to their communities. Our line techs, as well as line techs from across the nation, truly deserve this special day of recognition.

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New Programs, Services

Nolin is excited to introduce some new programs and services that will benefit our members!



BillingInsights allows you to take a good look at your home's actual energy use by completing an online energy audit. This new tool gives you the ability to view energy use and costs by using your billing history, actual weather data, and some information about your home. **BillingInsights** will show you how you can lower your energy costs and become more energy efficient.

You can access **BillingInsights** by visiting www.nolinrecc.com and clicking on the **BillingInsights** logo (lower left side of page). Another way to access **BillingInsights** is through the SmartHub app on your mobile device. Look for the "My Usage" tab and then click on "Usage Management" to access **BillingInsights**.

Receive a FREE Philips Slimstyle LED bulb in the mail after completing your online energy audit through **BillingInsights** !

NEW PROGRAMS PUT MONEY IN YOUR POCKET

The **ENERGY STAR Appliance Rebate Program** provides rebates to members who purchase and install ENERGY STAR-certified appliances. Rebates range from \$50 to \$300.



ENERGY STAR Appliances	Rebate
Refrigerator	\$100
Freezer	\$50
Dishwasher	\$50
Clothes Washer	\$75
Heat Pump Water Heater.....	\$300
Heat Pump.....	\$300
Central Air Conditioning.....	\$300

Visit Nolin's Web site and click on "Rebates" for more information on this great new program.

Our new **Appliance Recycling Program** offers you a chance to recycle that old refrigerator or freezer you have sitting in your garage or basement. Your reward for getting rid of your inefficient, working appliance is \$50!

- *Qualifying refrigerators and freezers must be between 7.75 – 30 cubic feet and **in working condition**.*
- *They must be plugged in and the compressor must be running at the scheduled pick-up time.*
- *Refrigerators/freezers must be empty, defrosted, and water lines disconnected.*

Visit our Web site and click on "Rebates" to make sure your unit will qualify for this program. Call 1-844-HAUL4ME to schedule your pick-up.

Contact the Nolin RECC Member Services Department at (270) 765-6153 ext. 3357 or visit www.nolinrecc.com for more information on new and existing member incentive programs.



SMART METERS BENEFIT MEMBERS AND NOLIN

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 through SmartHub instead of daily. Working as a part of the smart grid, smart meters improve power outage detection and notification. Smart meters electronically 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!

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POWER HEROES

Story and photos by
Patsy Whitehead

Keeping the lights on—not your typical job

Sometimes the phone rings at 2 AM, sometimes it's during family dinner; regardless of the time, the Nolin RECC line worker is always ready and willing to answer the call for help!

It takes a special kind of person to work with high-voltage power lines ranging from 7,200 to 12,470 volts. Installing transformers, running new power lines, feeding underground primary lines, digging holes, setting poles; these are some of the daily tasks performed by line workers. And a good amount of this work takes place about 30 feet above the ground in all kinds of weather!

The job facing a line worker each day

is physically demanding, and requires extreme constant attention to safety. Nolin line workers are highly skilled – some have years of experience and some are recent graduates of line tech school. Regardless of how long they have been at the job, each one is focused on accuracy and safety!

Before any work is started, the line tech suits up for safety accordingly. A fully dressed worker will wear a long-sleeve flame-retardant shirt, steel-toed boots, rubber sleeves that cover their arms and shoulders, thick rubber-insulated gloves to protect hands and arms, industry-approved hard hat, and safety glasses.

The proper gear is one component of

getting the job done safely. Effective communication is also a key factor. The line tech never guesses or makes assumptions. They continuously look out for each other – there is no room for any distractions on the job.

So what makes a young boy want to grow up to be a line tech? Nolin line tech Josh Hess says he can remember sitting on his front porch as a boy and watching a group of line workers repair a broken pole. “I was so impressed by how they carefully worked together to get the power restored at our home after a big storm,” says Hess. “I think it was that day that I decided I wanted to be a line worker.”

Hess has 19 years under his belt at Nolin RECC and serves as crew leader to three other Nolin line techs. Together, the group of four make a great team. I had the privilege of riding along with these remarkable line workers one brisk day in February. The temperature on this particular day had warmed up to 19 degrees!

When line workers Chris Bell, Josh Sanders, and Anthony Huff (Hess' crew) pull up to a work site, they exchange very few words. Each one knows what will happen next and what needs to be done next and like a well-choreographed play,

◀ Nolin line tech Chris Bell connects new service to the electric meter base on a new home off Rhudes Creek Road just prior to energizing the lines.



POWER HEROES

◀ Nolin line techs Anthony Huff and Josh Sanders work together to install a transformer for new service off Rhudes Creek Road. Huff makes climbing a 45-foot wooden pole look as easy as flipping a light switch. His tool belt alone will weigh around 20 pounds.



▲ As crew leader, Nolin line tech Josh Hess must complete necessary paperwork after each job is finished. He smiles when he says his co-workers tease him about getting to sit in a warm truck while they wrap up the job.

a willingness to work hard in all types of weather, a caring attitude, a sense of pride in a job well-done, and a commitment to deliver reliability.

Line tech Anthony Huff says it best, “We’re good friends at work and outside of work and we’re all lucky to have a job at Nolin.” I love my job, and it feels good to know I’m helping to keep the lights on.”

they string new electric lines, install transformers, or run new underground service. Their unique style of teamwork amazes me – it’s like each one is reading the other’s mind.

Part of the reason the crew works so well together is because they have been working together for several years. Although they each know every aspect of the job, they don’t always do the same thing at each work location.

There is no typical day for this crew. “I’m handed a set of work orders in the morning,” says Hess. “Sometimes we build new lines, sometimes we run underground primary, or we may replace bad poles – it’s never predictable. And of course there are those days when Mother Nature changes our course of direction.”

“When bad weather causes major outages, nothing is typical,” says line tech Chris Bell. As luck would fall, Bell was on call the first week during the major ice storm in early 2009. In addition to working throughout the day, Bell was responsible to report to an emergency situation. “During the 2009 ice storm I just slept at the Nolin office since I didn’t have power at home,” says Bell. His wife and two daughters stayed with Bell’s parents.

Although their job requires constant concentration and periodically enduring harsh weather, the four enjoy working outdoors and agree that is one aspect that drew them to this occupation. Seven-year line tech veteran Josh Sanders likes the gratifying feeling he gets after restoring power to members. “I remember working in a small town in Alabama after a big tornado caused major outages,” says Sanders. “It was awful. People were literally looking for their houses and furniture. Helping in some way made me feel good about my job and the difference I could make to others.”

Bell says working away from home and helping other co-op service areas makes him appreciate his job and the willingness Nolin provides to help out fellow co-ops. This crew of line workers has traveled to several states (along with other line techs from Nolin) to help restore storm-related power outages.

The crew featured in this story and all 27 line techs at Nolin are hard-working, dedicated employees of your cooperative. The life of a line tech is a hard job and one that demands a love for the occupation. Not everyone can do this job. It encompasses a group of workers that have a genuine desire to help others,

► Prior to beginning any work at the job site, crew leader Josh Hess reviews the work order and the specifics of their assignment. From left, Josh Hess, Chris Bell, Anthony Huff, and Josh Sanders must all initial the work order before they start the job.



The National Rural Electric Cooperative Association (NRECA) has designated the second Monday of each April as National Line Tech Appreciation Day. The next time you see a line worker, give them a high-five and a big "Thank You."

▲ This photo was taken just before the crew headed out to three job sites in 19-degree temperature. Left to right are Anthony Huff, Chris Bell, Josh Hess, Patsy Whitehead, and Josh Sanders. Photo by Todd Drake

Editor's Note: I asked all four line techs featured in this story to give me one word to describe their crew. Here's what they said: "RELIABLE, PRIDEFUL, CARING, and FAMILY." Their words and comments about each other inspired me. I have always held a tremendous amount of admiration and pride for Nolin's line workers, but after spending the afternoon with these four dedicated, hard-working men, I have a deeper appreciation for the work they do in keeping my lights on!

Kathy Williamson Retires with a Smile

Although she's in good health and could work several more years, Kathy Williamson felt in her heart it was time to retire from Nolin RECC after logging more than 34 years at the co-op. She has been contemplating the notion of retirement for the past few years just waiting for the right time!

Kathy started her career at Nolin September 16, 1980, as a Customer Service representative. She moved into a cashier position and ultimately served as cashier manager at Nolin. Undoubtedly Kathy has seen some unusual things over the past 34 years, but her most vivid memory is that of a time when this area saw one of the worst ice storms in history. Kathy hopes she never sees another storm similar to the one in February 2009.

"Many of us worked 24/7 for several days during the 2009 ice storm," says Kathy. "I was working the front line at the main office lobby and talked with members who came in wanting to know when their lights would be back on. It's

still very clear in my mind. My own home was left without electricity for 10 days so I knew firsthand what our members were going through. My heart went out to all the line workers – I can't imagine how they felt."

The only ice Kathy hopes to see in the future is the ice at the bottom of a tall glass of tea! She looks forward to enjoying life on her personal schedule. Although Kathy takes to the gym to stay fit and she loves shopping (for anything), she also intends to volunteer at least once a week – she has already been contacted to read with elementary students in her hometown of Hodgenville. "I want to do something that will make other people happy," says Kathy. "I just want to make a positive difference in someone's life, and now I have the time to get involved in my community."

Kathy's husband, Mike, retired about three years ago from the U. S. Postal Service, so the two plan to spend more time together now that both are retired. The couple also looks forward to spend-



ing more time with their son, Kyle, who serves as LaRue County Attorney.

"I will miss Nolin and my co-workers," says Kathy. "My job was rewarding because I got to work with Nolin members – I watched their families grow month after month, year after year as they visited the office. One of the happiest moments in my life was when I was hired at Nolin."

Congratulations Kathy! When it's time to pay your electric bill, bring it by the Nolin office so we can see you at least once a month!

There is still time to apply for an Operation Round-Up grant!

Applications are being accepted until 5 PM, April 17, 2015!

Nolin RECC offers its members a unique program that allows them to voluntarily contribute to a special account earmarked to help worthy causes in the community. The program is appropriately called Operation Round-Up (ORU) because it rounds up electric bills to the next highest dollar. The extra change in the form of quarters, nickels, dimes, and pennies goes into the ORU account. Member participation is voluntary and is open throughout the year.

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 PM, April 17, 2015.



Mark Calendars for Nolin's Annual Meeting June 26

The annual meeting will still prove to be an event you don't want to miss!
Mark your calendars for Friday, June 26, at John Hardin High School!

Member registration begins at 5:30 PM. After members register, they can enjoy the early entertainment featuring The Brian Young Band. During the evening be sure to visit the health and exhibit fair, watch the children play games, or relax to a delicious dinner while waiting for the 7:00 PM business meeting. Later in the night, sit back and enjoy a Christian gospel group, the Old Paths Quartet.

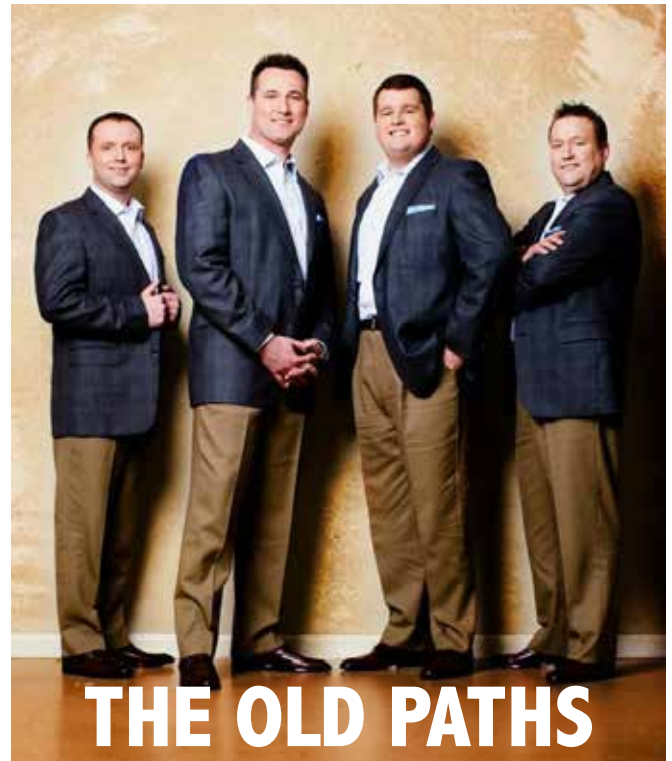
The Brian Young Band will perform around 6 PM in the main gym. Not only is the group well-known in the community, Brian is an 11-year employee of Nolin RECC. He was recently presented with Nolin's Gene Yates Cooperative Spirit Award for his outstanding community relations and humanitarian qualities. The Brian Young Band has opened for well-known artists such as Tracy Lawrence, John Anderson, and Mark Chestnut.

The Old Paths Quartet has been nominated for the Top 5 New Traditional Quartet of the Year. Some may recognize their first hit release *Right Now*, a rapid paced gospel song with a powerful message. The Quartet's two number 1 songs, *Battlestand* and *God's Great*, hit a record-breaking six-month span.

Although annual meetings are loaded with fun and entertainment, they are important for other reasons. YOUR OWNERSHIP IN NOLIN RECC is very important. Each year a business meeting is held to discuss issues and new information affecting your cooperative. You have six directors that represent your interests in the co-op, and each one serves a three-year term.

The director election process is designed so that two of your six director seats are up for re-election each year. The two directors completing their term in 2015 are Raymond E. "Rick" Thomas (District 3) and Linda Grimes (District 5). Both have agreed to have their names placed on the ballots for re-election to the board.

In early June you will receive ballots in the mail along with your annual meeting official notice. It is your responsibility and privilege to vote for the director of your choice in districts 3 and 5. As a member of Nolin, you are entitled to decide who serves on the board. Please remember to vote during the director elections and return your ballot to Nolin RECC.



Nolin RECC Annual Meeting
Friday, June 26, 2015
John Hardin High School
384 W. A. Jenkins Road, Elizabethtown

**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 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 \$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, **Cody Fields**, of **Elizabethtown**.

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."

WARNING...



There's a reason we post danger signs at substations.

The high-voltage equipment inside the chain link fence is dangerous. Pay attention to the signs and warn children not to play near substations, electrical equipment, or power lines.

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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