



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC System Engineer/SCADA Administrator  
Devon Woosley, 2 years of service

## Comments from the President and CEO

# The Building Blocks of Co-ops

There are more than 29,000 cooperatives in the United States. Many co-ops from different sectors join together during National Co-op Month (October) to educate members in the community about the uniqueness of a cooperative. According to the latest data, more than 130 million people belong to a co-op in the U.S. alone, and co-ops employ more than 2 million Americans. So what does all this mean to you?

It's important to you, as a member of Nolin RECC, to realize how valuable your role is at the cooperative.



Your share of ownership is the same as the other 34,000 Nolin members – one member, one vote! And you have nearly

100 local people working to make your life better. Your co-op employees will all agree that our members are our first priority!

“Cooperatives Build” is the theme of this year’s National Cooperative Month. This theme is excellent, because there are so many ways that cooperatives help to build a stronger rural America.

### Cooperatives Build Trust

Co-ops adhere to seven key cooperative principles, which combine to help build trust between the co-op, its members, and the community. For example, the first principle is Voluntary and Open Membership, which means that we are a voluntary organization open to all people to use our services and willing to accept the responsibility of membership. The second principle, Democratic Member Control, gives members a voice in the cooperative’s policies and decisions. Through the fifth principle, Education, Training and Information, we empower members with knowledge about their co-op and educate them on ways to enhance their lives.

### Cooperatives Build Community

The seventh cooperative principle is Concern for Community. Cooperatives work for the sustainable development of

their communities through employee involvement in local organizations, through charitable contributions to community efforts, and through support for schools.

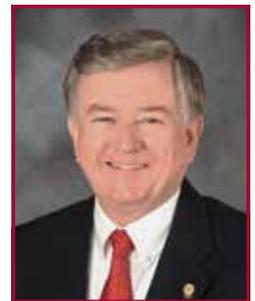
### Cooperatives Build Jobs

Cooperatives generate jobs in their communities, keep profits local, and pay local taxes to help support community services. Cooperatives often take part in community improvement programs, ensuring that everyone has an opportunity to benefit from the cooperative experience.

### Cooperatives Build a Better World

One of the first slogans associated with cooperatives is “People Helping People” and it is still used today. Since cooperatives are not for profit, they are focused on people and not a bottom line margin. Co-ops stress the importance of ownership and the value of belonging to a business that cares about the needs of their members. This speaks to the heart of why we must take every opportunity to celebrate and teach others about the cooperative business model – we’re helping to build a better world!

In recognition of National Co-op Month, Nolin is giving all members an LED light bulb. You must present the coupon on page 28C to receive your free LED. Supplies are limited to one bulb per member please.



**Mickey Miller**  
President & CEO

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# Don't be fooled by common energy myths

Eating carrots will greatly improve your eyesight, cracking your knuckles leads to arthritis, watching too much TV will harm your vision. We've all heard the old wives' tales, but did you know there are also many misconceptions about home energy use? Don't be fooled by common energy myths.

**Myth: The higher (or lower) the thermostat setting, the faster the home will heat (or cool).**

Many people think that walking into a chilly room and raising the thermostat to 85 degrees will heat the room more quickly. This is not true.

Thermostats direct a home's HVAC system to heat or cool to a certain temperature. Drastically adjusting the thermostat setting will not make a difference in how quickly you feel warmer – except with a heat pump because it will turn on your expensive auxiliary heaters. The same is true for cooling. The Department of Energy recommends setting your thermostat to 78 degrees during summer months, and 68 degrees during winter months.

**Myth: Opening the oven door to check on a dish doesn't really waste energy.**

While it can be tempting to check the progress of that dish you're cooking in the oven, opening the oven door does waste energy. Every time the oven door is opened, the temperature inside is reduced by as much as 25 degrees, delaying the progress of your dish and, more importantly, costing you additional money. If you need to check the progress of a dish, try using the oven light instead.

**Myth: Ceiling fans keep your home cool while you're away.**

Believe it or not, many people think

this is true. Ceiling fans cool people, not rooms. Ceiling fans circulate room air but do not change the temperature. A running ceiling fan in an empty room is only adding to your electricity use. Remember to turn fans off when you're away and reduce your energy use.

**Myth: Reducing my energy use is too expensive.**

Many consumers believe that reducing energy use requires expensive up-front costs, like purchasing new, more efficient appliances or construction upgrades to an older home. But the truth is, consumers who make small changes to their energy-efficiency habits, such as turning off electrical devices, sealing air leaks, changing air filters, and setting and using a programmable thermostat, can see a reduction in energy consumption.

Remember, energy efficiency doesn't have to be difficult. Focus on small changes to save big. Learn more about ways to save energy by visiting



## Cooking Efficiency Tip

Every time you open the oven door to check on a dish, the temperature inside is reduced by as much as 25 degrees, increasing cooking time - and energy use! Try using the oven light instead.



www.nolinrecc.com or calling (270) 765-6153 (ask to speak to one of our energy advisors).

# Let your light shine for Co-op Month

Each year Nolin recognizes National Co-op Month by showing appreciation to its cooperative members. In years past, we have popped corn, given away CFLs, awarded bill credits, and even served hot dogs. For the past few years, in addition to bill credits, we have awarded up to \$2,000 to one member whose home shows the most need for improved energy upgrades.

This year as we mark our 78th year of service, we will once again celebrate Co-op Month! Every Nolin RECC member has an opportunity to take advantage of National Co-op Month by receiving a FREE 60-watt equivalent LED light bulb.

Clip the coupon below and present it to Nolin to claim your LED. You



must have the original coupon as no copies will be accepted. Supplies are limited to one bulb per member. You may redeem the coupon at the Radcliff or Elizabethtown office. If you prefer, you may use our

convenient drive-thru windows – just give the coupon below to the cashier.

Let your light shine for Co-op Month by using energy-efficient lighting compliments of Nolin RECC, your Touchstone Energy Cooperative!



## LEDs Light Up Your Life

Celebrate National Co-op Month with a FREE 60-watt equivalent LED light bulb compliments of Nolin RECC.

Members must present this original coupon to receive a FREE LED (*copies of coupon will NOT be accepted*). Supplies are limited to one LED bulb per member.

Coupons may be redeemed at the cashier window at the Radcliff or Elizabethtown office or at the drive-thru windows.

*Coupon good thru October 1 – November 10*



*Light up National Co-op Month the energy efficient way!*

# ALERT TODAY, ALIVE TOMORROW

## HEADS UP FOR FARM SAFETY

Stay safe around downed power lines. Consider all lines, equipment, and conductors to be live and dangerous.



If you must exit the machinery...

If you can safely drive away...

### If the vehicle is on fire, or you must exit for other safety reasons:

- 1.** Jump clear of the vehicle. Do not let any part of your body or clothes touch the ground and the machinery at the same time.
- 2.** Land with feet together and hop away in small steps to minimize the path of electric current and avoid electric shock.
- 3.** Keep going at least 40 feet away.



Equipment and



## If you are inside farm machinery that makes contact with a downed power line, know what to do!

If you can drive safely away from the power source without bringing down the utility pole and lines, travel at least 40 ft. before exiting.

If you are unable to drive the machinery due to injury, obstacles or it is inoperable, do NOT exit. Call for help and warn anyone nearby NOT to approach.

40 ft. radius  
safe distance

## For safety reasons, follow these steps:

...ing until you are  
40 ft. away.

**4.** Call for help. Make sure no one gets within 40 ft. of the downed line.

**5.** Do not re-enter the area or vehicle until emergency responders and your electric co-op crews determine it is safe.

# Scammers are never-ending



TIMUR ARBAEV

Utility companies across the country are reporting an increase in scams aimed at consumers. Scammers operate year-round with no regard to their victims. With the holidays approaching, we should all take extra precautions to protect against scammers.

Scammers will target all classes of people. In most cases, they will attempt a con during busy hours of operation and threaten to disconnect utility service unless payment is made immediately.

have asked members to meet them at a certain location to make a payment to their electric account. This type of unusual request should definitely send up a red flag!

Scammers are very smart. They can manipulate caller ID to display a fake number, which may actually be your utility provider's phone number. This is called "spoofing." They have also been known to email phony utility bills that appear to be from an energy provider

But the criminals won't ask you to go to the Nolin RECC office to make a payment. Instead they want you to pay using a prepaid debit card, such as a Green Dot card. Some utilities across the state report scammers

with an account number, amount owed, due date and a link to make the payment.

Nolin offers the following tips to avoid being victimized:

- Never give out personal information or credit card numbers or wire money as a result of an unexpected or unsolicited call or email if you cannot validate the authenticity.
- Do not write your Social Security number or telephone number on checks or credit card receipts.
- Shred documents that contain any personal or financial information.
- Be suspicious if the caller is insisting on the use of a prepaid debit card or an immediate payment.

Remember, Nolin RECC members can check the status of their accounts at any time through SmartHub or click on "My Account" at [www.nolinrecc.com](http://www.nolinrecc.com).

## The Advantages of a Joint Membership

Have you ever called the Nolin RECC office to ask a question about your electric bill only to find out your name is not listed on the account? Privacy laws will not permit Nolin to discuss a member's account with anyone other than the holder of the account – even if it's your spouse!

The best way to ensure both partners have information when they need it, is to share a joint membership. This means both spouse's names are listed on the Nolin membership and each have access to the information on their account.

With a joint membership, both parties are able to obtain information on their account relating to balances, payments, and other related account information. Both spouses hold one membership jointly, and share their one vote in the annual director elections.

If you or your spouse is the sole holder of a Nolin RECC membership account, and you wish to convert it to a joint membership, please call the office at (270) 765-6153 for specific instructions on how to make this change.

As a reminder...for your security protection, Nolin RECC will not provide member account numbers over the telephone under any circumstances. Members can find their account number on their monthly electric bill statement.



Nolin RECC members Stanley and Clara Greer visit the office recently to sign documents for a joint membership.

# Protect Your Family—Take Steps to Prevent Electrical Fires in the Home

## Tips for National Fire Prevention Week



The United States Fire Administration reports there are an average of 28,300 residential electrical fires each year, causing 390 deaths, 1,000 injuries, and nearly \$1 billion in direct losses. The National Fire Protection Association notes that 41 percent of those fires were related to home wiring, cords, or lighting.

Safe Electricity wants consumers to be aware that the majority of electrical fires are preventable and offers some simple things to check for around the home:

- Make sure light bulbs are correctly rated for the fixture in which they are being used. Do not use light bulbs with wattage that is too high for the fixture. For example, using a 100-watt bulb in a 60-watt fixture creates the danger of overheating and fire.
- Keep lamps, especially those with halogen light bulbs, away from flammable materials such as drapes, clothing, or paper. Turn them off when you leave the home.
- Look for cracked or damaged cords and loose-fitting plugs on extension cords as well as appliance cords. Replace or repair damaged cords and plugs.
- If an appliance has a three-prong plug, use it only in a three-slot outlet. Never remove the round grounding pin or

force it to fit into a two-slot outlet or extension cord.

- Replace any appliance or tool if it causes even small electrical shocks, overheats, shorts out, or gives off smoke or sparks.
- Switch plates and outlet covers that are discolored or warm to the touch indicate a problem that should be checked out. Immediately shut off light switches that are hot to the touch and have them professionally replaced. Have an electrician check the wiring in your home if you find popping and sizzling sounds in walls, lights that dim when other appliances are turned on, or frequently tripped circuits.
- Use extension cords only temporarily, not as permanent wiring. Don't overload them.
- Do not place cords and wires in dangerous places such as under rugs, in high-traffic areas where they can be trampled, or in tight spaces where heat can build up.
- To prevent overheating, allow air space around heat-producing appliances such as TVs, plug-in radios, stereo sets, computers, and high-wattage lamps.
- Do not exceed 1,500 watts of appliance load for each outlet or circuit.
- Know where your circuit breakers and

fuse boxes are and how to operate them. Make sure the panel door is securely closed.

- When buying electrical appliances, look for products evaluated by a nationally recognized laboratory, such as Underwriters Laboratories (UL). When using appliances, follow the manufacturer's safety precautions.

Finally, protect your family by checking the operation of the smoke detectors and have an escape plan for everyone in your family. Check detectors every month and replace the batteries twice a year. The National Fire Prevention Agency reports that roughly 60 percent of reported home fire deaths happened in homes with no smoke alarms or alarms that weren't working. Also, develop and practice an escape plan twice a year in case of a fire. A good plan is known by all household members and includes an outside meeting location away from danger of the fire.

If you must attempt to put out an electrical fire, use a Class B/C or Class C rated dry fire extinguisher. Never try to extinguish an electrical fire with water!

Safe Electricity urges everyone to understand how electrical hazards can contribute to fires and to take steps to keep your home and loved ones safe from electrical fires. Learn more at [SafeElectricity.org](http://SafeElectricity.org).



# We Need YOU for Nolin RECC's Member Advisory Council

The Member Advisory Council (MAC) is made up of interested Nolin members from throughout the service area. Are you willing to give the management and directors of Nolin your ideas and opinions about how the cooperative can best serve the members? Are you willing to help your cooperative better understand the needs of the membership? Are you willing to attend at least two evening meetings per year to learn more about your cooperative's operations?

If you are interested in helping your cooperative and serving on the Member Advisory Council, please complete the form below and mail it to: Member Services Department, Nolin RECC, 411 Ring Road, Elizabethtown, KY 42701-6767, or call (270) 765-6153. The next meeting will be November 10, 2016.

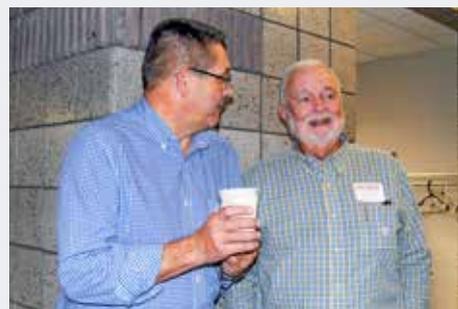
Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Acct. No. \_\_\_\_\_

Why do you want to be a member of the Advisory Council? \_\_\_\_\_



Nolin RECC members Blake Proffitt (left) and Joel Dixon enjoy a conversation at a recent Member Advisory Council meeting.

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## Online payments

Access your Nolin RECC account through our Web site at [www.nolinrecc.com](http://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."

GEORGE DOYLE/THINKSTOCK



## 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, **Brittany L. Smith, 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

Web site: [www.nolinrecc.com](http://www.nolinrecc.com)  
e-mail: [comments@nolinrecc.com](mailto:comments@nolinrecc.com)

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