



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Ft. Knox Accountant
Shawn McCorkle, 2 years of service.

Comments from the President and CEO

The Costs of Providing Electricity

Electricity is still one of the best values for the money. This amazing and invisible service provides us with luxuries we have grown to rely on. It allows us to keep our homes warm during winter, cook a hot meal for our family, and keep up with the world through our electronic equipment. In a perfect world – which of course we all know does not exist – electricity would be included in the price of that new refrigerator or heating system.

Nolin has worked hard to maintain our rates for the past 10 years without having to seek a rate adjustment. However, like everything else in our world, the costs to provide electricity continue to rise.

Everything Nolin buys and uses to bring clean, safe, and

reliable electricity to your home, farm, or business has gone up in price over the past decade. Poles, wire, fuel, transformers, meters, trucks, labor, hardware, supplies, and even the wholesale electricity we purchase have all increased in the past 10 years while we have managed to hold our electric rates steady.

Nolin members recently received a letter providing information about our proposed general rate case that is now before the Kentucky Public Service Commission (PSC). Only the PSC has the authority to determine Nolin’s rate structure and when these rates will go into effect.

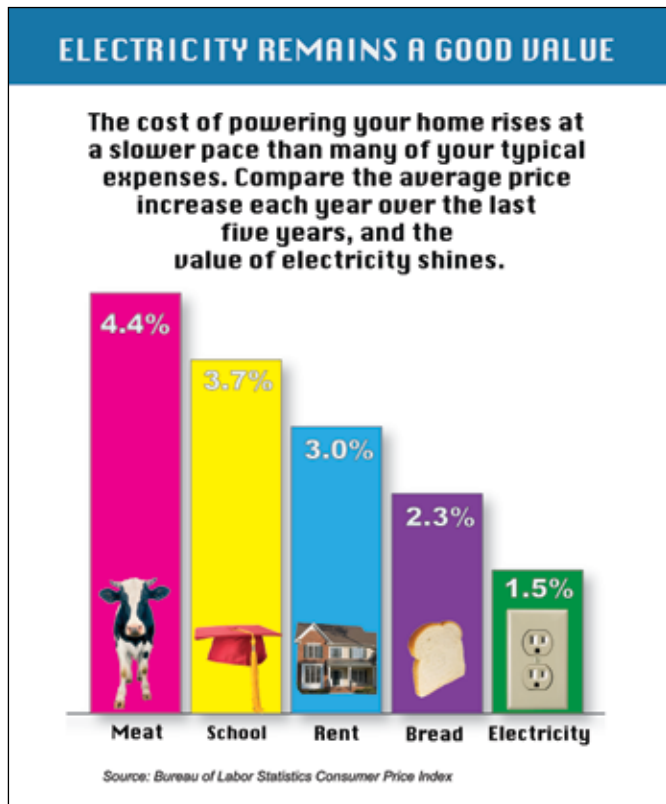
Several other electric co-ops and utilities across Kentucky are currently seeking rate increases from the PSC or have recently increased rates. Nolin has been able to delay an increase longer than any of these other utilities.

To help you offset the potential upcoming rate increase, Nolin offers free home energy evaluations, energy-efficiency rebates, and do-it-yourself tips to help you conserve your electricity.

When you consider the return on costs, electricity is still a good bargain today. Stop and think about it for a minute. At the flip of a switch, we can turn dark into light, cold into warm, and buildings into thriving industries. Advancing technology depends so greatly on electricity, and Nolin believes we do a really good job providing that much-needed service to our members.



Mickey Miller
President & CEO



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2017 ENERGY EFFICIENCY PROGRAMS

Nolin RECC rewards members when they make smart decisions. For years, Nolin has been offering incentives to encourage members to improve the energy efficiency in their homes.

Here are your Rebate Programs

Touchstone Energy New Home Program—\$750 Rebate

When a heat pump is installed in a new Touchstone Energy Home the member will receive a rebate as long as the following requirements are met.

- Must be built to Touchstone Energy Home standards
- Pre-drywall inspection required
- Minimum **14 SEER and 8.2 HSPF** heat pump
rebate does not include manufactured homes, modular homes, or mobile homes.

Heat Pump Retro-fit Program

When a high-efficiency heat pump is installed in an existing home, meeting the requirements below, the member will be eligible for a rebate.

- Must convert from electric furnace, ceiling cable heat, or baseboard heat to a heat pump
- Must be an all-electric home

13 SEER / 7.7 HSPF\$500

14 SEER / 8.0 HSPF\$750

15 SEER / 8.5 HSPF or greater \$1,000

Residential Energy Evaluation Program

When evaluating your energy usage, you may first want to visit Nolin's online energy analysis program, *Billing Insights*, at www.nolinrecc.com. If you still have questions or concerns, you can call for a FREE in-home energy evaluation.

Appliance Recycling Program

Earn \$50 for recycling your old refrigerator or freezer! Have your account number ready and call 1-844-HAUL4ME to schedule your pickup. Qualifying refrigerators and freezers must be between 7.75 – 30 cubic feet and in working condition with compressor running.

ENERGY STAR Rebate Program

Members who purchase and install ENERGY STAR appliances may receive a rebate as follows:

- Refrigerator.....\$100
- Freezer.....\$50
- Dishwasher.....\$50
- Clothes Washer\$75
- Heat Pump Water Heater.....\$300
- Heat Pump.....\$300
- Central Air Conditioning.....\$300

Button-Up Program

After having a free energy evaluation performed by Nolin RECC, members may receive up to a \$1,370 rebate after insulating and weatherizing their home according to our recommendations. Nolin will rebate members based on the calculated Btu of heat loss reduced from the previous inspection performed by the cooperative. The rebate will be applied according to the following requirements.

- A FREE home energy evaluation must be completed before and after upgrades
- Upgrading insulation, windows, or doors on all-electric home at least two years old
- A Nolin RECC representative will calculate Btu saved

Rebate to be issued based on the following levels:

Level 1.....\$520 Up to 13,000 Btu saved at \$40 per thousand Btu

Level 2.....\$1,060 26,500 Btu or greater *

Level 3.....\$1,370 34,250 Btu or greater *

*Level 2 and 3 **require** a blower door test before and after work is done.

Please call Todd Drake at (270) 765-6153 ext.3330 or email tdrake@nolinrecc.com for more information on any of these programs.

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Be prepared for winter storms

When winter temperatures drop and storms hit, it can be challenging to stay safe and warm.

Winter storm severity varies depending on where you live, but nearly all Americans are affected by extreme winter storms at some point. Nolin cares about your safety, and we want you to be prepared.

Heavy snow and ice can lead to downed power lines, leaving co-op members without power. During extremely low temperatures, this can be dangerous. During a power outage, our crews will continue to work as quickly and safely as possible to restore power, but there are a few things you can do to prepare yourself.

- **STAY WARM** – Plan to use a safe alternate heating source, such as a fireplace or wood-burning stove during a power outage. These are great options to keep you and your loved ones warm, but exercise caution when using, and never leave the heating source unattended. Remember that fuel- and wood-burning sources of heat should always be properly ventilated. Always read the manufacturer's directions before using.

- **STAY FED** – The CDC recommends having several days' supply of food that does not need to be cooked. Crackers, cereal, canned goods, and bread are good options. Five gallons of water per person should also be available in the event of an extended power outage.

- **STAY SAFE** – When an outage occurs, it usually means power lines are down. It is best not to travel during winter storms, but if you must, bring a survival kit along, and do not travel alone. If you encounter downed lines, always assume they are live. Stay as far away from the downed lines as possible, and report the situation to our dispatchers by calling (270) 765-6153.

Winter weather can be unpredictable and dangerous, and planning ahead can often be the difference between life and death. Nolin is ready for what Mother Nature has in store, and we want you to be ready, too.



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.

2017 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



Chase Watson, 2016 graduate of LaRue County High School and Nolin RECC Scholarship recipient

The Nolin RECC offices will be closed January 2, 2017.

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, Josh Marlette, of Elizabethtown.**

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
e-mail: comments@nolinrecc.com

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