



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Line Tech Jay Eastridge,
2 years of service.

Comments from the President and CEO

Holding the Line on Electricity Costs

No one likes to hear the words “rate increase.” But the fact is, everything Nolin buys and uses to bring clean, safe, affordable, and reliable electricity to your home, farm, or business has gone up in price over the last 10 years. And unfortunately, history tells us the costs of goods and services will continue to rise.

As we mentioned several months ago, Nolin has filed with the Kentucky Public Service Commission (PSC) for an 11.9 percent residential rate increase. If approved, Nolin’s base residential rate would increase from .08598 cents per kWh to .08747 cents per kWh. For an average household using 1,193 kWh per month, that would mean an additional \$1.78. Also, we are seeking an increase on our monthly member cost of service charge from \$9.04 to \$20.00 on residential accounts.

The results of a recent study revealed Nolin’s existing member cost of service charge is less than what it actually costs to provide service. In fact, the existing member cost of service charge (\$9.04) is only about one-third of what it costs to bring power to your meter. With the proposed increase (an additional \$10.96) we are hoping to get closer to the actual cost to provide quality electric service to our members.

The service charge essentially ensures that all equipment operates properly; the poles, wires, and transformers are in place, and the staff is trained and ready so the lights turn on when you need them. Bottom line—this charge pays for having electricity ready for you to use at any time.

The PSC could approve all or part of the requested increase. It’s likely we won’t have a decision on Nolin’s filing until July or August of this year. It’s important to note that Nolin hasn’t raised our base rate since 2007 and prior to that, we had not raised our base rate in 25 years. In fact, rates were lowered in the early 1990s.

Nolin works very hard to keep our rates steady—we take pride in knowing that we’re doing all we can to bring you affordable electricity. We’ll keep you posted on Nolin’s rate increase filing as information from the PSC is passed on to us. In the meantime, we remind you that Nolin offers a number of options to help you manage your energy bill. Some of those services include automatic payment options, budget billing, energy audits, and energy-efficiency programs. We encourage you to call the office for details on all of our energy management programs or visit our website at www.nolinrecc.com.

Nolin RECC Compliance Coordinator, Randy Meredith, works with some of the equipment that has increased in costs over the last ten years.



Mickey Miller
President & CEO



PATSYWHITEHEAD

Paperless Billing NOW Available to Nolin Members

Nolin now offers paperless billing to members. The process is easy—members simply visit or call the office and ask for a “Paperless Billing Release of Liability” form.

Two stipulations apply for paperless billing: 1) No one in the household can be on a life-sustaining machine powered by electricity, and 2) members must sign a “Release of Liability” and the release must be notarized before the paper bills are discontinued. A notary is available for those who visit the Nolin office to sign up.

Paperless billing is ideal for members enrolled in Automatic Payment Draft or who prefer to pay online. Through the use of Nolin’s SmartHub app, it’s easy to pay online and avoid receiving a bill in the mail each month.

Sign up today for Nolin’s paperless billing!



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Calling All Heroes from World War II

We’re looking for World War II veterans to join the September 16 Touchstone Energy Honor Flight. If you or someone you know is a veteran of WWII and has never visited the war memorials in Washington, D.C., please call us today at (270) 765-6153 ext. 3310 and register for this remarkable trip.

Nolin will select two veterans and their guardians for this all-expense-paid one-day journey back in time.

Registration deadline is April 21, 2017.



World War II veterans Audrey Lowe (left) and George English (right) pose for a photo with Nolin RECC President and CEO Mickey Miller during a recent board meeting at Nolin. The two veterans were participants in the 2016 Touchstone Energy Honor Flight.

Two Deadlines Approaching for High School Students

Attention high school juniors and seniors...don't let these deadlines pass without taking the opportunity to apply.

HIGH SCHOOL JUNIORS:

Washington Youth Tour application
deadline is March 12

HIGH SCHOOL SENIORS:

Scholarship Applications must be
postmarked by April 1

You can find both of these applications online at www.nolinrecc.com.



Anthony Huff is Honored with Spirit Award

“I try to live my life helping others—that’s what brings me fulfillment.”



Anthony Huff (left) accepts the Gene Yates Cooperative Spirit Award from the award’s namesake, Gene Yates.

In keeping with his personality, Nolin RECC line tech Anthony Huff accepted the Gene Yates Cooperative Spirit Award with modesty and sincere appreciation. The award signifies humanitarian qualities like compassion, dedication, integrity, and community involvement.

Receiving this distinction is considered one of the highest personal achievements a Nolin employee can obtain.

Anthony’s peers say he definitely is a worthy recipient of the award and is one of the first to raise his hand and volunteer to help wherever there’s a need. And his excellent work ethic does not go unnoticed by others—some even say he is one of the hardest workers at Nolin.

In addition to his excellent reputation at the co-op, Anthony is also known in his community. He is an active participant with the Addison Jo Blair Foundation and works behind the scenes to help set up for events, post signs, direct traffic—or do whatever is needed.

In addition to helping with local fundraisers, Anthony helps to coach youth baseball and serves as a mentor and role model to youngsters. He is known for his willingness to help others in need and is driven by personal motivation to make a difference.

“I felt honored and humbled to receive this award from my peers,” says Anthony. “I try to live my life helping others—that’s what brings me fulfillment. When you help someone else in need, you achieve a level of personal satisfaction in return. I think that’s why I love my job as a line tech—it’s such a great feeling to bring the lights back on to a family left in the dark after a storm.”

In getting to know Anthony, it’s easy to see why he was selected as “Most Dependable” by his senior classmates at LaRue County High School in 2008. He’s still the same reliable and caring person today, which makes him an excellent recipient of the Gene Yates Cooperative Spirit Award.

Congratulations, Anthony—thanks for making a difference!

The Gene Yates Cooperative Spirit Award was created in 1999 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.

Employee Appreciation

March 3 is National Employee Appreciation Day and we're recognizing the men and women who help keep Nolin RECC running smoothly. In particular, we would like to congratulate the following employees who recently received service awards. These individuals represent 325 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. Nolin also recognizes Board Director Gene Straney (30 years of service); and our attorney, John Scott (35 years of service).



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, Marcia G. Williams, of 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 (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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