



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Line Tech Cameron Hernandez,
2 years of service.

Comments from the President and CEO

Giving back is the co-op way

As some of you might know, cooperatives across the globe adhere to the same Seven Cooperative Principles that guide all of our decisions—from how we run the co-op, to how we engage with our local communities. Concern for Community is the seventh principle, and it is one that all employees of Nolin value year-round. But during the holiday season, concern for community seems especially important.

Electric cooperatives have a proud history of giving back. Your co-op sponsors several community fundraisers throughout the year and our employees participate in worthy causes like Relay For Life, 5K Charity Runs, and Junior Achievement. This month we have a team of employees walking in the HeartChase to raise funds for the American Heart Association.

Nolin members help us give back, too. Through the Operation Round-Up program, members can round up their energy bills to the next dollar amount, and the extra

change goes toward helping worthy causes, right here in our community.

Our commitment is also global. We have donated equipment and sent line techs overseas so they can help bring power to thousands of people who have never experienced the benefits of electricity. In fact, in the last two years, Nolin line techs have made three trips to Haiti in an effort to bring electricity to those who need it most.

So many families go without basic necessities and struggle to make ends meet. This struggle can be especially hard during the holiday season.

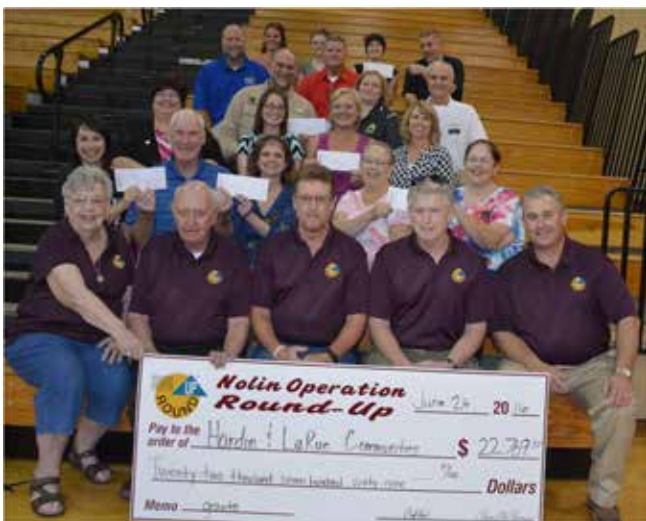
There are many ways you can give back to the community that go beyond dollar donations. Take some time to go through your closets and find clothes that no longer fit or have lost their use. Bag those items up and take them to the Salvation Army, Hosparus Shop, Goodwill, or church clothing drive. Volunteer for a local food or toy drive, deliver meals to the sick and the elderly, or simply make a meal for a neighbor in need.

No matter how great or small the act, every time we give back, we strengthen our community. So take the time to give back this holiday season. You'll be glad you did.

Happy Holidays from your friends at Nolin RECC!



Mickey Miller
President & CEO



Nolin RECC members have voluntarily contributed thousands of dollars through the Operation Round-Up program—following the 7th Co-op Principle: Concern for Community.

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COOPERATIVE MARKETING

Programs that 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 website and click on "Rebates" for more information on this great new program.

Appliance Recycling Program

Nolin's 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 website 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 these rewarding programs.



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AFFORDING ENERGY

Things you can do to prevent disconnection

Although Kentucky is fortunate to have one of the lowest electricity rates in the nation, energy costs can still impact a family's budget during the winter when usage is higher than usual.

We understand in these tough times that budget crunching may have you juggling bills. No employee at Nolin likes to disconnect a member's electric service for nonpayment. It's never pleasant, especially during the cold months.

If you receive a cutoff notice in the mail, don't wait until the final day to call the office for help. Members receive their cutoff notice in the mail around 10 days prior to the disconnect date. Often we can handle payment extensions over the phone, so it pays to call first and as soon as possible.

Once a member is disconnected for nonpayment, they are required to pay with credit/debit card, money order, or cash to reconnect electric service. However, credit/debit card payments can be completed over the telephone or online.

Payment assistance agencies in our area are listed on the Nolin RECC late-notice statement. Members needing assistance are urged to contact these agencies for information and help:

THE SALVATION ARMY (270-234-0833)

**CABINET FOR HEALTH & FAMILY SERVICES
(270-766-5099)**

**COMMUNITY ACTION OF CENTRAL KENTUCKY
(Hardin Co. 270-769-1927) (LaRue Co. 270-358-3937)**

**HELPING HAND OF HOPE
(270-351-4673) (270-769-3092)**

Please call Nolin at (270) 765-6153 before your bill is late so that you can avoid unnecessary charges.

NONPAYMENT SERVICE CHARGES

If service has been disconnected for nonpayment, the following charges apply:

Service Charge to Disconnect \$20.00

CONNECTION & RECONNECTION CHARGES

During business hours\$20.00

After business hours\$50.00

Accounts subject to disconnect may be required to pay a deposit or an additional deposit equal to 3/2 average usage.

SCAMMERS are preying on you

Stay away from scammers, especially anyone who calls requesting credit or debit card information and saying you are going to be disconnected unless you pay.

If you receive a phone call from someone claiming to be with Nolin RECC and you have questions about the call, hang up and call our office. Don't provide them information about your account or make a payment over the phone.

Nolin takes extra safety precautions to make sure our employees drive clearly marked vehicles and carry identification. Don't answer the door for someone until you are absolutely positive they represent a legitimate company.

If you think a person or business is running a scam, you



can file a complaint with the Better Business Bureau at (800) 866-6668. You can file a complaint with the Federal Trade Commission at (877) 382-4357, or file a complaint with the Kentucky Attorney General at (888) 432-9257.

COOPERATIVE RELIABILITY



Reliability means keeping your electricity on.

Enjoy your holidays knowing that Nolin RECC
is working to keep you energized!

Your cooperative is looking out for you this Christmas and
every day of the year by providing safe, reliable electricity!

If you need us during the holidays, just call us – we'll be there!

emergency number: (270) 765-6153

Nolin RECC, serving our members all day, every day.

Capital credits claimed by estates

Members of Nolin RECC earn capital credits based on the amount of electricity consumed. Capital credits can be released to executors or administrators of co-op members' estates at a discounted rate. The executor or administrator of a member's estate can fill out an application for capital credits. Along with the application, Nolin requires a copy of the death certificate, and a copy of the court order appointment as executor or administrator. The deceased member's account must be closed before the funds for payment paperwork is processed. Applications for capital credits are approved by the Nolin RECC board of directors. After approval, a check for accrued capital credits is mailed to the executor or administrator of the estate. For more information, please contact Nolin's Membership Records Coordinator Jeanne Jordan at (270) 765-6153 x.3338.

Your Co-op Connections Card: Connecting you to holiday savings

Nolin looks out for its members by providing them with the most reliable electric service at the lowest possible cost. That's the foundation of our co-op and something in which we take pride.

Another way we look out for our members is by providing every household with a Touchstone Energy Co-op Connections Card. This card is free to all Nolin RECC members.

Nearly 3,000 Kentucky businesses and thousands of companies nationwide offer discounts when you show them your card. Many Nolin members use their card at local stores and pharmacies to save money on everyday expenses like food, prescription drugs, and home services.

But the savings don't stop there. Your card can also connect you to some great deals for the holidays.

Before you tackle your holiday shopping list, visit www.nolinrecc.com and click on the Co-op Connections Card in the lower section of the home page, or go directly to www.coopconnections.com for co-op

member discounts on groceries, gifts, travel, and more.

When shopping locally for gifts, show your Co-op Connections Card at participating retailers to receive their discount. Members can also receive up to 25 percent off on name retailer gift cards at GiftCards.com.

Your Co-op Connections Card is also your ticket to online savings. Earn cash back on purchases of more than 300,000,000 products from more than 4,000 leading online merchants with Co-op Connections' Cash Back Mall.

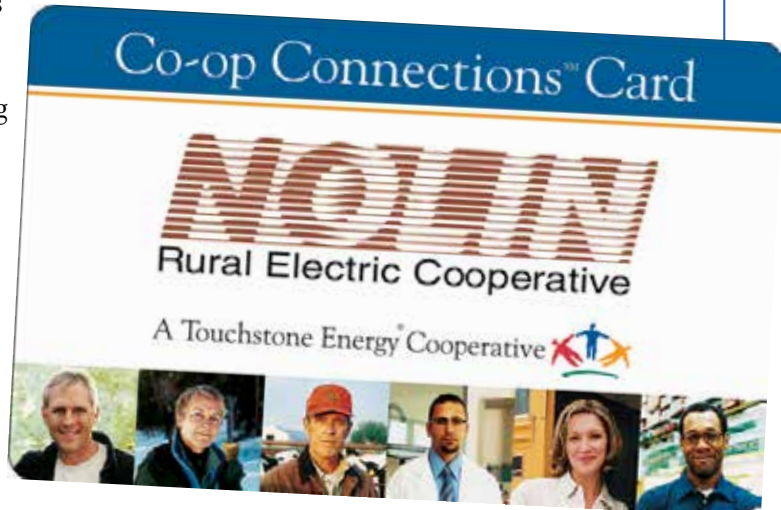
Are you cooking for a holiday party? Co-op Connections has teamed with Coupons.com to bring you hundreds of printable coupons for top brands such as General Mills and Kraft Foods. You're sure to save some money

on the ingredients you need for your famous green bean casserole.

If you're traveling this holiday season, don't miss the discounts on hotel rates and rental cars available to Co-op Connections cardholders.

Here's wishing you a happy holiday season filled with savings.

Need a card? Call the Nolin RECC office to request a Co-op Connections Card!



Please welcome these businesses that now honor Nolin's Co-op Connections Card:

Elizabethtown:

- Dukes Sporting Goods
- Ramada Wingfield Inn and Suites
- Heart of The Home Interiors
- Waddell's Auto & Scrap Metal Recycling
- Gerald Printing

Hodgenville:

- Arrowhead Archery & BBQ
- ArtGypsy
- Perfect Fit Alterations & Sewing Shop

Radcliff:

- Gold Vault Inn
- Lost Pounds Fitness & Pet Center

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Don't Generate Danger

When it comes to generator safety,
your safest call is to a licensed electrician

When the power goes out, a portable generator can make life a lot easier. But if it's used improperly, that generator can make life a lot more dangerous!

Always have a licensed electrician hook up the standby electrical system and portable generator to your home. Your electrician can determine the proper size generator required to meet your individual needs.

Keep these tips in mind when you're using a portable generator:

- Plug individual appliances into the generator using heavy-duty, outdoor-rated cords with a wire gauge adequate for the appliance load.
- Observe the generator manufacturer's instructions for safe operation.
- Do not plug the generator into a wall outlet.
- Never use a generator indoors or in attached garages.
- Only operate the generator outdoors in a well-ventilated dry area, away from air intakes to the home, and protected from direct exposure to rain and snow, preferably under a canopy, open shed, or carport.
- The generator cannot be connected directly to the housing wiring. Regardless of generator size, you must contact a licensed electrician to install a generator transfer switch and to hook up the generator. This will protect your cooperative's workers from being shocked by power from your generator while doing repairs to the line.
- Never store gasoline in the home. Gasoline, kerosene, and other flammable liquids should be stored outside of living areas in properly labeled, nonglass safety containers. They also should not be stored in an area near a fuel-burning appliance: the vapor from gasoline can travel invisibly along the ground and be ignited by pilot lights or arcs caused by activating electric switches.

For code compliance on portable generators, contact Nolin RECC at **(270) 765-6153**, e-mail **comments@nolinrecc.com**, or visit our Web site at **www.nolinrecc.com**.

NOLIN
Rural Electric Cooperative

A Touchstone Energy[®] Cooperative 

Hurricane Matthew Inspires Cooperation among Cooperatives

Sixteen line techs left the Nolin RECC office at 5 a.m., October 7, headed east in answer to a call for help from fellow co-ops located along the coast. The call was sent after Hurricane Matthew, a Category 1 storm, swept through leaving several thousand families and businesses in the dark.

“It’s what we do,” says Nolin line tech Shaun Scherer. “Any time we can go and help a fellow co-op and its members, we’re ready to go. We were humbled by the goodness and kindness of everyone we met—they were all so thankful.”

Nolin has a longstanding tradition of helping other co-ops in time of need and has received help in return. As a cooperative, this behavior is a perfect example of one of the Seven Cooperative Principles we adhere to: Cooperation among Cooperatives.

During the 12-day deployment, Nolin line techs helped to restore power at three South Carolina electric co-ops. Altogether, 12 Kentucky electric co-ops sent approximately 110 line techs to help with power restoration in the aftermath of Hurricane Matthew.

Scherer says he never hesitates to raise his hand when the call for help comes in. “Each night we were away I thought back on the people we helped and the new friendships made—I took time to reflect on my blessings that I sometimes take for granted.”



Nolin RECC line techs work to restore power in Aiken, South Carolina, where Hurricane Matthew ripped through the area leaving 9,000 members in the dark.

Give a Gift of Safety

Shoppers who start their holiday shopping early can find some impressive deals. Safe Electricity suggests you consider giving gifts to loved ones that will help keep them safe—during the holidays and throughout the year.

Safe Electricity recommends you add the following gifts to your shopping list:

Appliance Timer with a Safety Turn-off: Is there someone on your list who is repeatedly forgetting to turn off a curling iron or other small appliance? An appliance timer with a safety turn-off can be found for around \$8 and provides an added layer of protection when a small appliance, such as an iron or space heater, accidentally gets left on. It has an auto shut-off timer that helps protect homes from fire hazards.

Power Strips and Smart Strips: These devices are not only energy-efficient gifts, but can also help protect electronics. Choose a power strip that comes with a built-in circuit breaker that will trip if the power strip becomes overloaded. Overloaded power strips can cause shocks and fires.

Also, look for power strips and smart strips that have built-in surge protectors. When the electricity goes out, electronics plugged into power strips are protected from damage that could be caused by the surge of power as it is restored.





Christmas Light Displays

Be sure to travel through Freeman Lake Park in Elizabethtown to experience more than 100 lighted Christmas displays. You can't miss the Nolin RECC arched display with a motorized bucket truck and elf at the entrance of the park. Also visit Christmas at Creekfront in Hodgenville (Hwy. 210 just before you reach the square). Nolin RECC will have a lighted display along with many other Christmas scenes.

The Nolin RECC offices will be closed December 23 & 26, 2016, & 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, **Congratulations to our latest winner, Kenneth & Donna Hiser, of Big Clifty.**

**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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