



**Editor, Sarah Fellows**

Featured above: Executive Administrative Assistant Allison Coffey, 17 years of service

## Comments from the President and CEO

# A time to reflect; a time to prepare

About this time each year, I find myself reflecting on what has been accomplished over the last 12 months—both in my personal and professional life. I find it important to account for the highs and the lows, the good and the bad, the things that were positive and uplifting, and the things that left me realizing improvement is needed. All rolled together, I'm satisfied that we will be able to look back at 2019 as a very important year in the history of Nolin RECC.

### Communication improvements

You may remember that 2019 was the beginning of my career as CEO. It also brought initial challenges in terms of the way we communicate with our members. In response to a late 2018 ice storm, we realized that the information we were offering to our members during these most chaotic times was falling short of our collective expectations. We immediately went to work to harness the technologies available to us by implementing outage notifications and estimated restoration times through SmartHub. We have also broadened our social media platform to include Facebook, Twitter and Instagram, to better allow us to connect with our ever-diversifying membership. I am proud of our employees who have worked to make these improvements to better serve our members.

### Reliability improvements

Nolin RECC has had a reasonable year in terms of reliability performance—nothing exceptional, but solid. We, and our power supplier East Kentucky Power, have studied our service territory and are pursuing ways to bring you more reliable electric service. Nolin has spent considerable time making system improvements in the Stephensburg to Big Clifty area, as well as in the communities of Hodgenville and Roanoke. East Kentucky Power has just recently completed a transmission line rebuild of 17 miles, spanning from Hodgenville to Glendale to Stephensburg. We are hopeful that these considerable capital projects bring needed improvements to our system. We are also revamping our vegetation management program to ensure that we are accounting for individual member needs, but most of all, that we do our best to keep Mother Nature at bay and minimize the impact of ice and wind storms. Please bear with us as we work to make this program the best it can be.

### Our people make the difference

I am very pleased with our team of employees who make up our Fort Knox Operations division. The work that they have done to enhance our local branch of the Armed Forces has been unmatched across the Department of Defense. Our efforts at Fort Knox have both financial and

economic benefit for all of our service territory. Our members and our communities share in the prosperity of Fort Knox.

Lastly, I am proud of the positive changes taking place at Nolin RECC. In 2019, we saw the retirement of several key figures in our organization. We are grateful for their work and the knowledge that they passed down to their successors. We would not be achieving at such a high level without their contributions. We are glad to be working hard for our members and hard for our environment. While retiring \$2.6 million in capital credits in 2019 was gratifying, so was the effort made by our employees to keep over two tons of recyclable materials out of landfills.

2019 was, in some ways, a continuation of the tradition that has made Nolin RECC what it is, but it also marked a significant step toward becoming what it needs to be to excel in the years to come. We stand ready in this new year to build on the Nolin you have come to trust and value as your cooperative.



Greg Lee  
President & CEO

# Members have a voice

Our Member Advisory Council met in November to hear about what's going on at Nolin RECC and to provide feedback about their cooperative. The members of Nolin RECC are the owners, and we appreciate those who take the time to be engaged with our employees and directors. The Member Advisory Council is made up of

interested Nolin members throughout the service area. We are always looking for members to join this group—could that be you?

If you are interested in helping your cooperative by serving on the Member Advisory Council, please call (270) 765-6153 and ask for Michelle.



Members Fred and Martha Stein chat with member Patsy Whitehead. Photo: Sarah Fellows



New Member Advisory Council members Amber Hess, left, and Pete and Kelly Schaffrick. Photo: Sarah Fellows



This cute stuffed ape served as the mascot for the APES program, which is a collaboration between local high schools, the County Extension Service and other local businesses including Nolin RECC. Photo: Sarah Fellows

## Nolin supports students preparing for their future

Nolin RECC has been a longtime supporter of Hardin and LaRue County's American Private Enterprise System (APES) program for area high school students. Students from around Nolin's service area gathered at the Hardin County Extension Service office in November for a two-day seminar. Nolin helped sponsor the event, which teaches students about various aspects of business.

Nolin RECC Communications Manager Sarah Fellows gave a presentation on cooperatives. "It is inspiring to meet these students who are eager to learn about business and how they can play a role when they enter the workforce," says Fellows. "They are intelligent and curious and will make a positive impact in our communities in the years to come."

Students in Hardin and LaRue counties that are juniors and are interested in participating in APES should speak to their high school guidance counselor.

# Honored with a visit

The Nolin RECC Board of Directors hosted 2019 Honor Flight Veterans Dan Thompson and Bill Hickey along with their wives in November. Both gentlemen came for lunch and spoke to board members and employees about their experience on the Honor Flight to Washington, D.C., last September. President and CEO Greg Lee presented each veteran with a copy of a photo taken on the trip and thanked them for their service on behalf of Nolin RECC.

Top, Nolin RECC President and CEO Greg Lee with veteran Dan Thompson. Bottom, Lee with Honor Flight veteran Bill Hickey. Photos: Sarah Fellows



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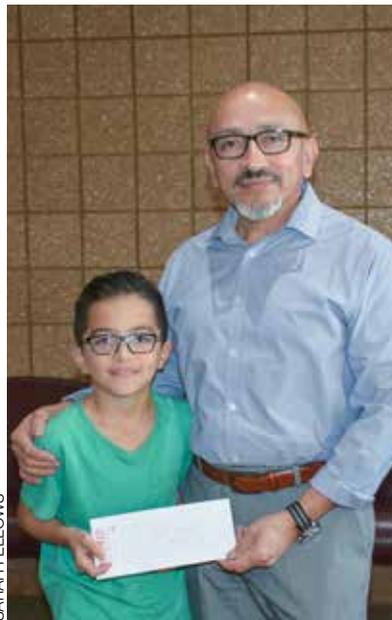
# Winner, winner

In celebration of National Cooperative Month, Nolin members who were signed up for paperless billing by the end of October were automatically entered to win cash. These lucky winners had a little extra in their pockets going into the holiday season.



SARAH FELLOWS

Above, Chris Strothoff won \$100; top right, Jairo Gallego and son, Alejandro, picked up their \$50 prize; and right, winner Taneisa Timmons holding her \$25 prize.



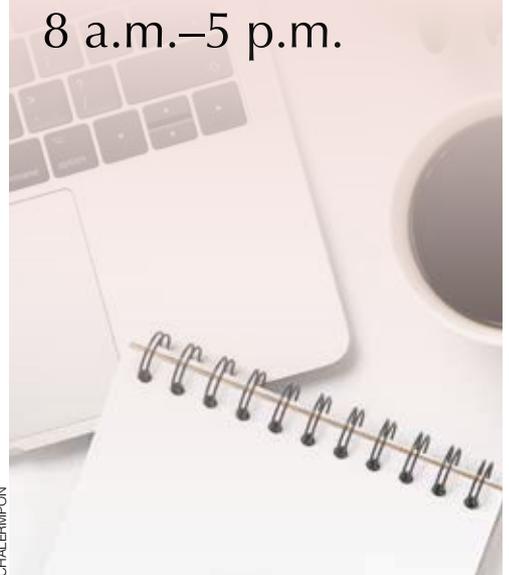
SARAH FELLOWS



SHARON STRUWE

# Change of office hours

Our Radcliff office will no longer close for lunch starting January 2, 2020. Normal business hours for both office locations are 8 a.m.–5 p.m.



## 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

**TOLL-FREE BUSINESS CALLS** — 1-888-637-4247

**PAY DIRECT BY PHONE TOLL FREE** — 1-855-356-6359

**FOR EMERGENCIES** — (270) 765-6153

Website: [www.nolinrecc.com](http://www.nolinrecc.com)  
email: [comments@nolinrecc.com](mailto:comments@nolinrecc.com)

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