



Editor, Sarah Fellows

Featured above: Dispatcher Jack Fentress,
1 year of service

Comments from the President & CEO

Working hard for our members

What a strange year this has been. If you are anything like all of us here at Nolin, I'm sure you will be glad to see our way of life return to its normal state. And while "normal" may still take some time to achieve, we will never stop working hard for our members. We have learned much from the experiences 2020 has brought us and we're eager to move our cooperative forward with renewed hope for the year ahead.

We understand that 2020 brought hardship for some in our communities. Nolin has felt the effects as well. In mid-March the Kentucky Public Service Commission instituted a moratorium on utility disconnects for nonpayment. This moratorium, which lasted through October 20, has had significant financial impact on the cooperative; both in regard to permanent financial losses as well as payment delays from over 2,000 accounts.

While we are hopeful that we are on a corrective path now, the financial impacts will take some time to overcome. I estimate the pandemic resulted in permanent losses for Nolin exceeding \$300K, while an additional \$600K is subject to delayed repayment. We hope that nearly all of that amount will be secured over time.

Despite the financial challenges of reduced revenue, a lower purchased power cost has helped to keep our bottom line stable. We have



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also placed extreme emphasis on internal cost control this year. Our operating expenses are lower now than they have been in several years. These measures have resulted in our financial solvency and a positive cashflow position—that is one reason we are able to retire \$1.3M in capital credits to our members this year.

We have been able to achieve this without compromising efficiency or the reliability of our distribution system, as we are presently tracking to have another exceptionally good year in terms of power supply performance. While there are limits to how lean we can effectively operate, I have tasked all employees with maximizing the use of all their resources. I commend them for answering the call.

During this holiday season, we take time to reflect on all that 2020 has brought us. The challenges, and the ways that we step up to meet them, shape who we are moving forward. We will go into 2021 with a renewed dedication to our members and the communities we serve, working toward an even better "normal" than before.



Greg Lee
President & CEO

Challenge accepted

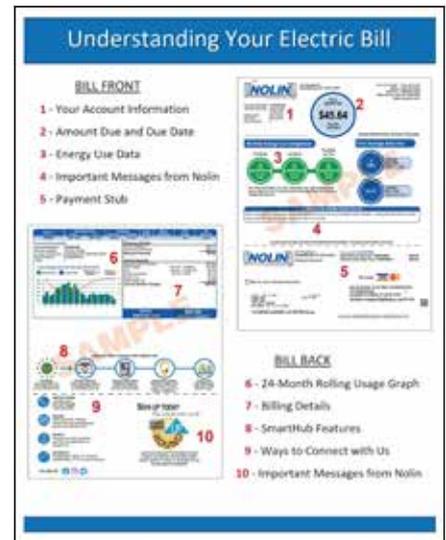
As one of Kentucky's Touchstone Energy Cooperatives, Nolin supports Special Olympics Kentucky and the athletes that work hard all year to compete. To keep athletes safe this year, the normal competition did not take place. Instead, the organizers put together a "Step Challenge" to help keep the athletes connected and motivated. Nolin employees joined other Kentucky co-ops in partnering with athletes to reach exercise goals. This virtual way of supporting these amazing athletes was a win-win for all involved!

Nolin Corporate Services Coordinator Michelle Rogers shows off her office door she decorated in support of her Special Olympic athlete, Katie. Photo: Sarah Fellows. Decorations by Emma Fellows



New look!

Members may have noticed our bills have been redesigned. This guide "Understanding Your Electric Bill" was mailed to members who receive paper copies of their bill. For those who get paperless bill notifications, this guide can be found on our website at www.nolinrecc.com or on our social media channels.



Operation Round-Up grant recipient:

Rachel's Fun for Everyone Playground

The Rachel's Fun for Everyone Project was formed by Rachel Ritchie when she was in third grade. Nine-year-old Rachel saw a need for a place where everyone could play together, no matter their ability. Rachel, with the help of family and friends, led fundraising efforts. Five years and \$500,000 later, Rachel and her committee were able to open Rachel's Fun for Everyone Playground in August 2017 in Vine Grove Optimist Park.

An accessible splash pad is Rachel's new dream—at a cost of \$350,000. Nolin members'

small change is helping this new dream take one step closer to reality. Rachel's Fun for Everyone project was awarded a 2020 Operation Round-Up grant. More details about



the splashpad project and current playground can be found at www.rachelsfunforeveryoneproject.com or on its Facebook page.

Nolin members who would like to participate in Operation Round-Up by "rounding up" your monthly bill to the nearest dollar can select that option in SmartHub or by calling us at (270) 765-6153. For less than \$12 a year, you can make a huge impact on the community!

Rachel's dream is proof.

"Rachel's Fun for Everyone Playground" photo by Rachel Ritchie

Hurricane restoration round two

On the heels from restoration work along Alabama's Gulf Coast in response to Hurricane Sally, Nolin RECC sent 11 line technicians and two mechanics to aid in recovery efforts in Louisiana after Hurricane Delta in October. The area was still feeling the impact of Hurricane Laura earlier in the fall and Delta did additional damage including knocking power out in most of the service area of Beaugard Electric Cooperative in DeRidder, Louisiana.



From left, Ryan Ray, Josh Sanders, Jarred Gardner, Anthony Huff, Cameron Hernandez, Daniel Disselkamp, Chad Pence, Russ Morse, Kenny Brown, Ryan Heath and Cody Sullivan. Photo: Sarah Fellows

10 important safety tips for holiday decorating

Prevent house fires and emergency room trips this holiday season by following a few common-sense rules for safe decorating.

- Keep your live tree from drying out. Dunk it in water; water it every day, and get it out of your house once it starts drying out.

- Use artificial trees only if they are labeled "fire resistant."
- Keep all trees at least 3 feet away from heat sources, like space heaters, fireplaces and radiators.
- Place small, breakable and sharp ornaments on high tree branches so children can't reach them.

- Check the labels on packages of holiday lights to learn if the strand is for indoor or outdoor use. Don't use indoor lights outside.

- Don't use last year's lights if they have cracked sockets, frayed wires or loose connections.

- Avoid plugging more than three light strands into a single socket.

- Hang lights with plastic fasteners, never with nails, tacks or wires.

- Turn off indoor and outdoor lights and decorations when the family turns in for the night or leaves the house.

- Be aware that some holiday plants, like poinsettias and mistletoe are poisonous. Keep them out of reach of children and pets.

Turn to the Safety Moment column on page 15 to read more tips on cut Christmas trees.



We are a voice for our members

Nolin recently hosted United States Congressman Brett Guthrie to talk about key issues that impact our members. Congressman Guthrie represents Kentucky's Second Congressional District in the U.S. House of Representatives and serves on the House Energy and Commerce Committee. Cooperatives across the commonwealth work closely with legislators in both political parties to ensure that the voice of our members is heard.

Nolin RECC President & CEO Greg Lee, left, with U.S. Congressman Brett Guthrie. Photo: Allison Coffey



Office closing:

Our Elizabethtown and Radcliff offices will be closed December 24 and 25 in observance of Christmas, and January 1 for New Year's Day.

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

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

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