



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Compliance Coordinator  
Robert Thornton, 7 years of service

**News you can use**

## Delivering Excellence Through the power of human connections

Every few years I like to recognize cooperative employees for their hard work and strong commitment to Nolin RECC and its members. We try to fill the pages of this newsletter with important issues that relate to you and your co-op, and I believe recognizing the dedication of your Nolin employees is important as well.

This month, as we pay tribute to your cooperative employees, I want to bring your attention to a few comments that you (Nolin members) have made. These remarks are just some of the praises quoted from our most recent “New Member Survey,” a form that is given to each new Nolin RECC member when they sign up for electric service.

- Everyone is so pleasant and helpful.*
- Excellent service.*
- Friendliness – felt very comfortable.*
- Friendly and fast and was able to sign up for e-pay on the spot.*
- Everyone was personal – family atmosphere.*
- Service was great.*
- Received a warm welcome from the staff on duty.*
- Very polite employees.*
- Explained everything clearly to me.*

In addition to numerous remarks like these above, we receive e-mails and letters continuously from co-op members telling us how pleased they are with their service. Many of you mention specific Nolin employees while praising their work ethics and knowledge.

Traditionally, two words usually sum up our excellent service to you – friendly and personal. We like to refer to this as “The Power of Human Connections.” And it’s that human connection that keeps us committed to making your life better. From the directors to the front line customer service representatives and all the way to the line worker at the top of the electric pole, your Nolin RECC employees are working together to provide you with the most reliable, safe, and efficient electricity possible.

On the following pages, you will view a complete directory of all Nolin employees listing their years of service. Pay particular attention to the years of service each employee has completed. Nearly one-half of your co-op employees are celebrating 20 years or more with Nolin, which is an excellent tribute to their satisfaction and dedication to the cooperative and its members. In addition, we are

recognizing some employees with service awards. Also featured in this issue is a story on Andy Patterson, recipient of the 2010 Gene Yates Cooperative Spirit Award.

I believe the power behind a great cooperative, like Nolin RECC, is great members, great directors and employees, and a great community! We will all continue to serve you with excellence while providing you with the power of human connections.



Nolin RECC President & CEO Mickey Miller (left) presents employee Andy Patterson with the 2010 Gene Yates Cooperative Spirit Award. Turn the page to find out why Andy’s co-workers nominated him for this prestigious award.

**Our mission, as A Touchstone Energy Cooperative, is to improve the quality of living in our communities by providing reliable, cost-effective services and products valued by our members and customers.**

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# Recognizing Andy Patterson with Co-op Spirit Award

**I**t's been said that if you really want to know about someone, just ask their spouse. What better person to testify on one's character than a spouse?

This year's Gene Yates Cooperative Spirit award recipient, Andy Patterson, gained a page full of wonderful comments from his wife of 20 years, Susan.

***"He is a good person and never meets a stranger. He never talks about others in a negative way. He tells me that working in extreme cold or hot weather is just part of his job and his main focus is to help others. I'm proud of Andy."***

***These are some of the remarks made by Susan Patterson when she discovered her husband was being honored with the highest distinction an employee of Nolin can receive.***

Andy Patterson is definitely focused on helping others. The nature of his job at Nolin depends on his ability to endure the elements of working outdoors. During his 23 years as a line technician for Nolin, Andy has certainly had his share of heat waves, freezing temperatures, ice and wind storms, and sleepless nights. And like he says, "It's just part of my job."

Displaying a positive attitude and willingness to help others is just a small sample of the many fine qualities Andy possesses.

As a member and deacon of Upton Baptist Church, Andy recently spent a good deal of time helping to construct and wire a new building for the church. After he finished his workday at the co-op, Andy most likely could be found at church working



alongside others to finish a new garage and activity center.

During the Christmas season, Andy is busy delivering food baskets and toys to needy families. He works with Helping Hand and Upton Baptist Church to collect and coordinate the needed items. "I enjoy helping people who need a little help, and I get a blessing in return," says Andy.

As for his wife, Susan, she will tell you Andy is a wonderful husband and a remarkable father to their two children, Lauren (18) and Chase (14). Susan says, "Andy never meets a stranger – he's just a good person." She continued by saying, "Just the other day, he stopped to help a young girl who was stranded on Interstate 65. Andy changed her flat tire and then followed her to a service station to make sure she was going to be okay. As it turned out, the young lady was a college student traveling home for the weekend."

Nolin is fortunate to have Andy Patterson as an employee. His family is blessed to have him in their lives, and his community is a better place because of Andy!

***Congratulations Andy – thanks for making a difference!***

## The Gene Yates Cooperative Spirit Award

was created in 1999. It signifies humanitarian qualities like compassion, dedication, integrity, and community involvement, 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. The award is presented each year to a Nolin employee who displays similar humanitarian qualities like the ones Gene Yates possesses.

Andy Patterson (right) receives the 2010 Gene Yates Cooperative Spirit Award from last year's recipient, Al Akridge.



# Meet Your Nolin RECC Employees

## PRESIDENT'S OFFICE



**MICKEY MILLER**  
PRESIDENT & CEO  
37 YEARS



**ALLISON COFFEY**  
EXECUTIVE SECRETARY  
11 YEARS

## BOARD OF DIRECTORS



**DAVID P. BROWN**  
CHAIR, DISTRICT 4 DIRECTOR  
16 YEARS



**GENE STRANEY**  
VICE CHAIR, DISTRICT 2  
DIRECTOR—24 YEARS



**A.L. "BUDDY" ROSENBERGER**  
SEC-TREASURER, DISTRICT 1  
DIRECTOR—32 YEARS



**LAWRENCE IRELAND**  
DISTRICT 6 DIRECTOR  
23 YEARS



**RAYMOND "RICK" THOMAS**  
DISTRICT 3 DIRECTOR  
7 YEARS



**LINDA GRIMES**  
DISTRICT 5 DIRECTOR  
2 YEARS



**JOHN J. SCOTT**  
ATTORNEY  
29 YEARS

## MEMBER SERVICES



**RICK RYAN—VICE PRES.**  
MARKETING & MEMBER  
SERVICES—23 YEARS



**PATSY WHITEHEAD**  
COMMUNICATIONS  
COORDINATOR—23 YEARS



**BILLY PAIT**  
MARKETING DIRECTOR  
22 YEARS



**MICHELLE ROGERS**  
ADMINISTRATIVE ASSISTANT  
18 YEARS



**TODD DRAKE**  
ENERGY MANAGEMENT  
COORDINATOR—13 YEARS

*Your  
Touchstone  
Energy  
employees*

## INFORMATION TECHNOLOGY



**DAVID COX**  
INFORMATION TECHNOLOGY  
DIRECTOR—16 YEARS



**JEREMY NUNN**  
INFORMATION SYSTEMS  
ADMINISTRATOR/INTEGRATOR  
13 YEARS



**ADAM CHADBOURNE**  
INFORMATION SYSTEMS  
ADMINISTRATOR  
5 YEARS



**MIKE ASIATICO**  
INFORMATION SYSTEMS  
TECHNICIAN—4 YEARS

## OFFICE SERVICES



**CHERYL THOMAS**  
VICE PRESIDENT OFFICE  
SERVICES—23 YEARS



**KATHY WILLIAMSON**  
CASHIER SUPERVISOR  
31 YEARS

**ADMINISTRATIVE & FINANCIAL SERVICES**



**DENA WILCOXSON**  
CUSTOMER SERVICE/BILLING  
SUPERVISOR—23 YEARS



**SHEREE RAUB**  
MEMBERSHIP RECORDS  
COORDINATOR—28 YEARS



**JOYCE REYNOLDS**  
CONSUMER RECORDS CLERK  
27 YEARS



**GWEN MCCUBBIN**  
COLLECTIONS COORDINATOR  
20 YEARS



**MARLENE SLAYTON**  
PROJECTS COORDINATOR  
19 YEARS



**MELINDA REDMOND**  
CUSTOMER SERVICE REP  
18 YEARS



**TONY OWENS**  
MAINTENANCE TECHNICIAN  
18 YEARS



**JEANNE JORDAN**  
CUSTOMER SERVICE REP  
15 YEARS



**JANICE TUTTLE**  
BILLING ASSOCIATE  
14 YEARS



**MIRANDA HAGERDASH**  
CASHIER ASSOCIATE  
10 YEARS



**TAMMY THOMAS**  
CASHIER ASSOCIATE  
9 YEARS



**YVONNE THOMPSON**  
CASHIER ASSOCIATE  
8 YEARS



**ESTELLE MILLER**  
CUSTOMER SERVICE REP  
8 YEARS



**JENNIFER PYLES**  
CUSTOMER SERVICE REP  
7 YEARS



**MORGAN MORROW**  
RECEPTIONIST  
6 YEARS



**RENE SHOFFNER**  
METER RECORDS  
COORDINATOR—5 YEARS



**SHARON STRUWE**  
CUSTOMER SERVICE REP  
3 YEARS



**RHONDA GRIGSBY**  
CUSTOMER SERVICE REP  
3 YEARS



**MARTY HEPNER**  
CUSTOMER SERVICE REP  
2 YEARS



**CHRISTA WALKER**  
CUSTOMER SERVICE REP  
1 YEAR



**O.V. SPARKS**  
VICE PRES. ADMINISTRATION  
& FINANCE—27 YEARS



**FELICIA GOSSETT**  
HUMAN RESOURCES MGR  
2 YEARS



**SARA STULL**  
ACCOUNTING SUPERVISOR  
8 YEARS



**MECHONDA O'BRIEN**  
FORT KNOX ACCOUNTANT  
19 YEARS



**RON MILLER**  
WORK ORDER SPECIALIST  
19 YEARS



**NICK BOONE**  
MATERIALS SPECIALIST  
18 YEARS



**BILLY WELLS**  
WAREHOUSE CLERK  
10 YEARS



**ANDREA PELLEY**  
ACCOUNTANT  
9 YEARS



**KATRINA CLARK**  
CASHIER ASSOCIATE  
1 YEAR



**T.J. MUDD**  
CUSTOMER SERVICE REP  
6 MONTHS

## OPERATIONS SERVICES



**VINCE HEUSER—VICE PRES.**  
SYSTEM OPERATIONS  
33 YEARS



**TIFFANY SNODGRASS**  
OPERATIONS & ENGINEERING  
ADMIN. ASST.—14 YEARS



**MARIE GRIFFITH**  
ADMINISTRATIVE ASSISTANT  
FORT KNOX—18 YEARS



**GEORGE SHACKELFORD**  
CONSTRUCTION  
SUPERINTENDENT—47 YEARS



**DONNIE PROPE**  
MAINTENANCE  
SUPERINTENDENT—40 YEARS



**GENE BASKETT**  
LINE TECHNICIAN  
41 YEARS



**RICHARD BALES**  
CONTRACTS COORDINATOR  
40 YEARS



**ARTHUR LIGHT**  
METER TECHNICIAN  
39 YEARS



**DENNIS YATES**  
LINE TECHNICIAN  
35 YEARS



**JOHN MASTIN**  
DISPATCHER  
30 YEARS



**JERRY FRENCH**  
LINE TECHNICIAN  
28 YEARS



**MITCH HUNT**  
LINE TECHNICIAN  
26 YEARS



**TERRY HUDSON**  
LINE TECHNICIAN  
24 YEARS



**BOBBY ASH**  
DISPATCHER  
24 YEARS



**TOMMY SULLIVAN**  
LINE TECHNICIAN  
24 YEARS



**ANDY PATTERSON**  
LINE TECHNICIAN  
23 YEARS



**STEVE ALLEN**  
LINE TECHNICIAN  
21 YEARS



**GEORGE CLARK**  
LINE TECHNICIAN  
21 YEARS



**RICK PUGH**  
LINE TECHNICIAN  
19 YEARS



**CHRIS BELL**  
LINE TECHNICIAN  
18 YEARS



**DIANA HAWKINS-SULLIVAN**  
LINE TECHNICIAN  
18 YEARS



**KEITH THOMPSON**  
DISPATCHER  
18 YEARS



**RAY ROUNT**  
METER TECHNICIAN  
18 YEARS



**KELLY THOMPSON**  
TREE TRIMMER  
16 YEARS



**JOSH HESS**  
LINE TECHNICIAN  
15 YEARS



**KURT SPIES**  
LINE TECHNICIAN  
13 YEARS



**JAMIE PRICE**  
LINE TECHNICIAN  
13 YEARS



**SHAUN SCHERER**  
LINE TECHNICIAN  
12 YEARS



**JEFF BROOKS**  
LINE TECHNICIAN  
12 YEARS



**CHAD PENCE**  
LINE TECHNICIAN  
11 YEARS



STEPHEN TACKETT  
LINE TECHNICIAN  
10 YEARS



SUZIE WHITE  
METER READER  
10 YEARS



DAVID JOHNSTON  
LINE TECHNICIAN  
9 YEARS



ROBERT PRIDY  
LEAD TREE TRIMMER  
9 YEARS



JEREMY JONES  
LINE TECHNICIAN  
8 YEARS



JASON MATTINGLY  
ENERGY SERVICES  
COORDINATOR—8 YEARS



JEFF FRANCH  
DISPATCHER  
5 YEARS



CHAD DENNEY  
LINE TECHNICIAN  
5 YEARS



JARRED GARDNER  
LINE TECHNICIAN  
4 YEARS



RUSS STANGER  
LINE TECHNICIAN  
3 YEARS



JOSH SANDERS  
LINE TECHNICIAN  
3 YEARS



DANIEL DISSELKAMP  
LINE TECHNICIAN  
3 YEARS

## ENGINEERING SERVICES



GREG HARRINGTON  
SYSTEM ENGINEER/  
SUPERINTENDENT—9 YEARS



RICHARD ROGERS  
STAKING TECHNICIAN  
35 YEARS



JOHN LUTZ  
STAKING TECHNICIAN  
32 YEARS



NATHAN YATES  
LINE TECHNICIAN  
1 YEAR

*Our power  
is our  
people*



SONNY WOODSON  
STAKING TECHNICIAN  
31 YEARS



PAUL BAKER  
STAKING TECHNICIAN  
17 YEARS



JUDY GRAY  
GPS/GIS ADMINISTRATOR  
15 YEARS



ROBERT THORNTON  
COMPLIANCE COORDINATOR  
7 YEARS



BRIAN YOUNG  
SUBSTATION/SCADA  
TECHNICIAN—7 YEARS



BRIAN HAMILTON  
STAKING TECHNICIAN  
1 YEAR

*The Touchstone  
Energy values:  
Integrity  
Accountability  
Innovation  
Community  
Commitment*

# Recognizing Nolin Employees

The employees featured on this page represent 285 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. A special dinner was held to pay tribute to all 95 Nolin employees and to show appreciation for their hard work throughout the year.

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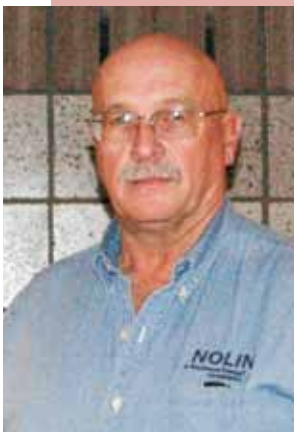
Richard Bales (left) and Gene Baskett both celebrate 40 years of service at Nolin.



Front left to right: Sonny Woodson and Kathy Williamson are recognized for 30 years of service to the co-op. Rear left to right: Mitch Hunt (25 years of service), Steve Allen, and George Clark (both with 20 years of service).



We wish to recognize Barbara Smallwood, meter records coordinator, for 43 years of service. Barbara will be retiring at the end of March.



Celebrating his 35th year at Nolin is Dennis Yates.



Left to right: Chad Pence (10 years of service), David Cox, and Kelly Thompson (both celebrate 15 years), and Morgan Morrow (recognized for 5 years of service).

**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 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!*

**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 \$20 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, **Tammy F. Hatcher**, of **Buffalo**.

**Online payments**

Access your Nolin RECC account through our Web site at **www.nolinrecc.com**. Click on "YourAccount" to check your consumption history and make payments by debit card, Visa, or MasterCard. To apply for budget billing and automatic draft online, click on "Residential Bill Payment."

# Rate increase granted to East Kentucky Power Co-op

The Kentucky Public Service Commission (PSC) granted a base rate increase to Winchester-based East Kentucky Power Cooperative (EKPC), the wholesale electric power supplier for Nolin RECC and 15 other member cooperatives.

The PSC approved the rate increase for service rendered on and after January 14, 2011. EKPC sought the rate increase in order to strengthen its financial condition and continue building equity.

As a not-for-profit cooperative, Nolin must pass along this increased cost from our power supplier to retail members. The increase is going to add about \$4.50 to the average monthly bills of our residential members.

Despite the rising costs, we want Nolin members to know that we are doing everything we can to control costs, while striving to improve service to you. As always, our commitment to Nolin members is to provide safe, reliable electricity at an affordable price.

12-24-0414-14

**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**

**EMERGENCY PHONE NUMBER — (270) 769-6396**

**EMERGENCY TOLL-FREE CALLS — 1-800-572-1147**

Web site: [www.nolinrecc.com](http://www.nolinrecc.com)  
e-mail: [comments@nolinrecc.com](mailto:comments@nolinrecc.com)

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