



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Line Technician
Josh Sanders, 3 years of service

News you can use

Your energy friends

Electric co-ops are working with key national officials to keep your electricity reliable and affordable

We often write in this magazine about how national policies affect what you pay for electricity. This month I can report an example of how locally owned electric co-ops play a part in national policy to keep your electric costs reliable and affordable.

One of the highest-level energy debates taking place these days involves the use of coal to produce electricity. Coal is widely used because it is one of the most inexpensive ways to generate electricity. Opponents criticize its effects on the environment.

Nolin actively supports ways to reduce coal's effect on the environment and we encourage research and technologies to reduce harmful environmental impacts. At the same time, Nolin opposes efforts to unwisely reduce the use of coal to produce electricity.

Electric co-ops all across Kentucky work closely on energy issues with elected officials in Washington, D.C. A current key member of that

team is Rep. Ed Whitfield, who chairs the U.S. House of Representatives Energy and Commerce Subcommittee on Energy and Power.

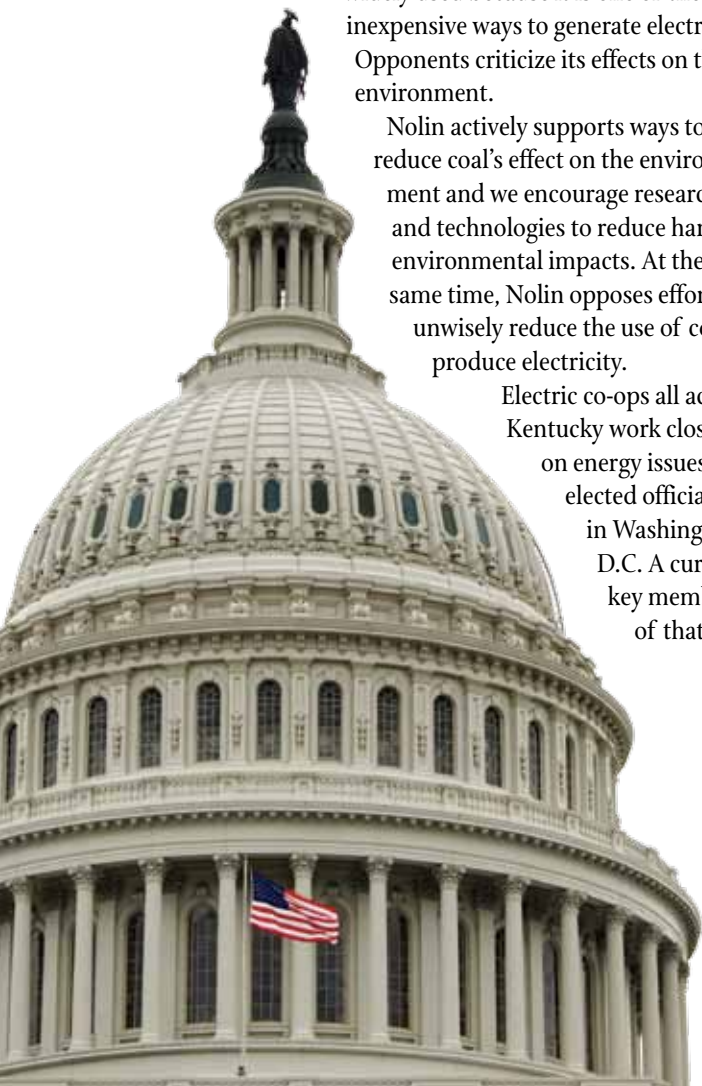
Whitfield, who represents 34 counties in western and southern Kentucky in Congress, is using his chairmanship to hold hearings questioning aggressive regulation by the Environmental Protection Agency that, he says, "amounts to a war on domestic coal."

That's important to every Kentuckian who uses electricity, since nearly all of our state's electricity is generated by burning coal.

As Whitfield says, "Without coal, residential electric bills would be higher, and many energy-using manufacturers would be at a global disadvantage."

There are many ways to address concerns about the use of coal. A wrong way is the current effort by the Environmental Protection Agency to suddenly regulate it out of existence.

Nolin is focused on affordability. Along with other Kentucky electric co-ops, we will continue to work with influential decision makers to help craft energy policies that will keep your electricity reliable and affordable.



Mickey Miller
President & CEO

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Two Free Home Energy Makeovers Coming Up

Would you be willing to spend a few minutes to fill out a simple form for a chance to win \$1,200 worth of energy efficiency? More than 1,500 Nolin members decided their time was well worth the effort when they entered last year's Home Energy Makeover Contest in October in observance of National Co-op Month.

Nolin RECC member and Elizabethtown resident Sharon Pinkham took time to enter the 2010 Nolin RECC Home Energy Makeover Contest and her name was one of two selected in a random drawing to receive home energy improvements costing up to \$1,200.

Nolin Energy Management Coordinator Todd Drake called the contest a huge success. "Last year marked our first attempt at offering the Home Energy Makeover to members, and the response we received was amazing," says Drake. "Usually when I do an energy audit, one of the first questions I am asked is about the costs of improvements. Several Nolin members were waiting to make home improvements in hopes of winning the contest. But for those who did not win, they are reminded that Nolin pays an incentive up to \$600 for home energy upgrades."

When co-op members call the Nolin office, Drake is usually the person they talk to about energy audits. In a typical month, Drake will perform about 30 audits but he says every month varies according to the weather.

Before arriving at the Pinkham home, Drake ran a bill analysis to determine the day-to-day energy costs (base bill) so he could determine approximately how much was being spent on heating and cooling. "I found Mrs. Pinkham's home had adequate insulation in the crawl-



Sgt. 1st Class Pablo Michel was delighted to hear his name had been drawn as one of two Home Energy Makeover winners. He selected a GE ENERGY STAR refrigerator for his home.

To enter the 2011 Home Energy Makeover Contest, look for an application in your October electric bill or go online to www.nolinrecc.com/makeover.



space between the joists; however, the attic needed additional insulation and re-taping of ductwork to prevent air leakage," says Drake. He also conducted a blower door test on the home to check for air leakage. During the blower door test, Drake performed an infrared scan on the walls and ceilings to check for missing or settled insulation.

"I found the most cost-effective upgrades for Mrs. Pinkham were to add insulation to the attic and re-seal the small duct leakage," says Drake. "In addition, I suggested it was time to replace her old water heater with a new energy-efficient one."

"Mr. Drake gave me some great tips on how to keep my home energy efficient," says Mrs. Pinkham. "He suggests changing the furnace filter monthly and even told me how to select the right filter. Mr. Drake was very thorough as he went through my home and checked for air leaks and proper insulation."

Sharon Pinkham says she reads the *Nolin News* every month and always checks to see if her member account number is listed in an effort to win a \$25 bill credit. "I am delighted to win the home energy makeover and so thankful for everything Nolin has done for me," says Sharon. "Nolin made everything so personal and I don't have to worry about being an energy expert, they do that for me."

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Nolin Energy Management Coordinator Todd Drake explains the infrared scanning equipment to Sharon Pinkham as he looks for air leakage.

Nolin RECC members making a difference

Contributions through Operation Round-Up Program help community

Nolin RECC members have voluntarily contributed thousands of dollars to a special account to help their community. These dollars began as small change through the Operation Round-Up (ORU) program at Nolin. Since implementing ORU in June 2006, more than \$50,000 has been donated to projects/agencies in our communities.

ORU allows co-op members to voluntarily contribute quarters, dimes, nickels, and even pennies into a special account that is used to help worthy causes in our community. Participants agree to have their electric bills rounded up to the next dollar, with the extra change dedicated to charitable causes and community projects.

Local citizens make up a nonprofit board of directors that governs ORU. The board reviews applications for community projects and makes decisions on when, where, and how to utilize funds. Last October the ORU board announced they were accepting applications for funds from the community. An extensive review of all applications was completed by the board in December and a total of \$12,957.89 was awarded to six Hardin and LaRue County organizations.

ORU funds recipients include Community Health Clinic of Hardin/LaRue Counties, Radcliff Leadership Class of 2010, Feeding America – Kentucky's Heartland Food Bank, LaRue County Schools, Senior Companion Program, and Advocacy & Support Center.

Each of the receiving agencies is utilizing ORU funds to improve and develop worthwhile projects related to their organization. The Community Health Clinic of Hardin/LaRue Counties purchased a desktop computer for the clinic with their awarded

ORU funds, while the Radcliff Leadership Class of 2010 is planning to pay for materials to build a walking trail at Dawley Park in Radcliff.

Operation Round-Up is an exclusive program to Nolin RECC and its members; however, participants do not have to be a member of the cooperative to participate in donating funds to the account. Individuals interested in receiving more information about ORU are urged to call Cheryl Thomas, Nolin RECC, at (270) 765-6153.



Pictured front, left to right, are Jane Cornell (Community Health Clinic of Hardin/LaRue Counties), Teresa Morgan (Radcliff Leadership Class of 2010), Gary Miles (Feeding America–Kentucky's Heartland Food Bank), Phil Fulkerson (LaRue County Schools), Amanda Hodgins (Senior Companion Program), and Sarah Vaughn (Advocacy & Support Center). Rear, left to right are Cheryl Thomas (ORU director, secretary/treasurer), June Thornberry-Raine (ORU director), Mark Rock (ORU board chair), and Debbie Owens (ORU director). ORU directors not pictured are Mike Eades, Curtis Willoughby, and Daphne Loyall (ORU board vice chair).



Nolin Participates in Lincoln Trail Home Builder's EXPO

The 2011 Lincoln Trail Home and Garden EXPO was the perfect spot to be if you are building a new home or remodeling an existing home. Nolin personnel were ready to talk with visitors about home insulation, efficient lighting, heating and cooling equipment, and other co-op related topics. Nolin Marketing Director Billy Pait talks with co-op members Carol and Perry Mulkins of Hodgenville about their all-electric home. Pait was prepared for the day – he scheduled an energy audit on the spot with the couple.

Co-op Connections Card Saves in Big Ways

Elizabethtown couple receives major discounts on prescription medicine

When Bill and Marie Brown visited the Nolin RECC office last December, they had no idea that meeting customer service representative Jeanne Jordan would change their life. A routine visit to the office turned out to be the best stop of the day for the Browns.

It's obvious Bill and Marie are very personable – both are the friendly type who seldom meet a stranger. On this particular early December day, as the Browns finished working with Jeanne on a request to have a meter installed on their new garage, the three engaged in light conversation that led Marie to mention her recent visit to a local pharmacy.

Jeanne listened with concern as Mrs. Brown talked about surviving breast cancer nearly five years ago. Marie was excited to be in remission and explained how earlier in the day she was forced to leave her cancer medicine at the pharmacy because the couple had reached their maximum allowance for the year with Medicare and they could not afford the cost of the medicine.

"After hearing Mrs. Brown explain how she was responsible for 100% of her medicine, I asked if they had tried to use their Nolin Co-op Connections Card," said Jeanne. "I told Mrs. Brown to ask the pharmacist to run it through the system and see if it lowered their cost of the medicine."

The following day Jeanne received a visit from Mr. Brown. He told Jeanne, "We left the Nolin office and went back to the pharmacy to check on the cost of my wife's medicine using the Co-op Connections Card." In an excited voice Bill says, "The price without the card was \$155 and by using the card, the cost was reduced to \$25. I just couldn't believe it – I asked the pharmacist if it was right! I had to come back to Nolin and thank you."

"I noticed Mr. Brown had one hand behind his back and the other was on his



Bill and Marie Brown first met in fourth grade. She says, "He is the love of my life – my world." He says, "I found the best." They both say using the Co-op Connections Card has made a tremendous difference in their lives.

cane as he walked toward me," says Jeanne. "He said because of my insistence on using the Co-op Connections Card, his wife could continue taking the medicine she needed. Then he pulled his hand from behind his back where he was hiding a box of candy!"

Bill Brown described Jeanne Jordan as a wonderful, caring person. "She is the nicest, most down-to-earth person, and I wanted to take her a small gift for the concern and friendship she gave us that day in the office," says Bill. "My wife just cried when I came out of the pharmacy with her medicine – she said we had to let the Nolin lady know what she did for us."

In addition to using her Co-op Connections Card in December, Marie has been able to use the card to purchase her prescription medicine during the first months of 2011 (still only costing her \$25 a month), which has helped her meet the Medicare deductible this year.

While we don't guarantee everyone will save as much as the Browns on prescription drugs, Nolin strongly encourages members to use the card and see for yourself how much it can save you. In January alone, more than \$7,000 was saved by Nolin members using the Co-op Connections Card.

Every Nolin member should already have their Co-op Connections Card, but if for some reason you do not, please call the office and we will send you a card in the mail.



Co-op Connections Card Brings Value to Community and Businesses

Pharmacies are not the only place members can save money by showing their Co-op Connections Card. Remember, the card is honored at local, state, and national businesses also. Bill Brown jokingly says he stops by McDonald's to take advantage of the two for one Big Macs offered through the Co-op Connections Card.

The card is a Nolin RECC member benefit and it is designed to deliver added

value to our members — residential and business — by offering valuable discounts at participating local and national businesses. And it's free.

Whenever a Co-op Connections cardholder — whether from Nolin or from one of the hundreds of Touchstone Energy Co-ops across the country — shows the Co-op Connections Card at a participating business, they receive a discount. Equally, those businesses benefit from increased

customer visits by co-op members participating in the program. And it's easy to spot which local businesses are participating. Look for the Co-op Connections stickers in their windows, or simply log on to www.nolinrecc.com or www.locateproviders.com and check out the list of participants. If you do not have Internet access, call the Nolin RECC office at (270) 765-6153.

Co-op Connections Card Frequently Asked Questions

Q: What is the Co-op Connections Card?

A: The Co-op Connections Card is a discount card made available to you because Nolin RECC is a Touchstone Energy cooperative. The card is a member benefit.

Q: Is there a cost for the card?

A: No, there is no cost to you, the cooperative member, nor is there any cost to the participating businesses.

Q: Where can I use the card?

A: You can use the card at any participating business. They can be identified in three different ways: a sign in the window, by checking Nolin's Web site, or by picking up a list of local businesses at Nolin.

Q: If a discount is listed with another cooperative, can I still get the discount?

A: Yes, the card is good at any participating business anywhere in the country.

During the 15 years employed by Nolin RECC, Jeanne Jordan has helped countless members with their electricity needs, but her real talent shows as she provides an element of care and concern for others — it's her desire to go the extra mile by providing human connections to everyone she meets.

Q: What kinds of businesses are participating?

A: Restaurants, pharmacies, automotive centers, florists, hotels, the list goes on and on; currently more than 1,000 businesses across Kentucky are offering discounts.

Q: What kind of savings can I expect from using the card?

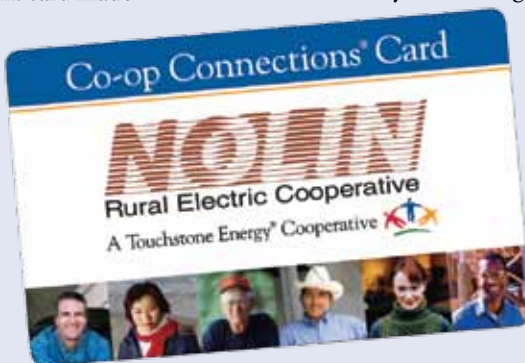
A: That depends on how much you spend; the savings will vary from business to business. Some may offer a 5% or 10% discount, while other offers may be a value-added offer (such as buy two, get one free; buy one, get the second at half price; buy a meal, get a free dessert, etc.).

Q: Why are businesses from other communities listed?

A: Many businesses that draw business from across the state, such as the Newport Aquarium and the Belle of Louisville, wanted everyone to be aware that they honor the card.

Q: What happens if I lose my card?

A: Simply contact Nolin and let us know that you have lost your card; a replacement will be sent to you.



Nolin RECC Annual Meeting is Coming Your Way

Mark your calendars for Friday, June 10

Don't miss this year's Nolin RECC annual meeting on Friday, June 10, at John Hardin High School!

Member registration begins at 5:30 p.m. After members register, they can enjoy the early entertainment, visit the health and exhibit fair, watch the children play games, or relax to a delicious dinner while waiting for the 7 p.m. business meeting.

Your ownership in Nolin RECC is very important. Each year a business meeting is held to discuss issues and new information affecting your cooperative. You have six directors that represent your interests in the co-op, and each one serves a three-year term.

The director election process is designed so that two of your six director seats are up for re-election each year. The two directors completing their term in 2011 are Buddy Rosenberger (District 1) and David Brown (District 4). Both have agreed to have their names placed on the ballots for re-election to the board.

In early June you will receive ballots in the mail along with your annual meeting official notice. It is your responsibility and privilege to vote for the director of your choice in Districts 1 and 4. As a member of Nolin, you are entitled to decide who serves on the board. Please remember to vote during the director elections and return your ballot to Nolin RECC.



These young boys enjoyed playing in the giant caterpillar balloon at last year's annual meeting. Left to right are Christopher Morgan, Thor Newsome, Alexander Morgan, and Nathaniel Morgan.


Nolin RECC Annual Meeting
Friday, June 10, 2011
John Hardin High School
384 W. A. Jenkins Road, Elizabethtown.

There's a lot of talk about green power.

We offer it.

EnviroWatts, Kentucky's renewable energy.

www.envirowattsky.com


Earth Friendly Energy Alternatives

14-31-0040-01

A program of the Energy Education Council

Safe Electricity

As children head outdoors this spring, teach safety around electrical equipment.

Enhance your family safety during National Safe Kids Week, April 28-May 6.

With warmer days and sunnier skies, children of all ages are taking to the great outdoors. Safe Electricity urges all parents and caregivers to make sure children know how to stay safe. Teach them to stay away from electric company equipment and other hazards.

Electric substations, pad-mounted transformers, even the aluminum antenna tower next to the home can be enticing to children as they play. And unless reminded, most children won't think to look for power lines as they fly a kite or climb a tree. The Consumer Product Safety Commission reports that 86 percent of injuries from electricity reported in a recent year occurred to youngsters.

As part of National Safe Kids Week, Safe Electricity urges everyone to make sure children know about electrical hazards and how to keep themselves safe when playing outdoors.

Safe Electricity recommends teaching children to follow these rules:

Kites and model airplanes should only be flown during good weather conditions in large open areas like an open park or a wide field. They should stay away from overhead power lines or other electrical equipment such as substations. If a kite gets stuck in a

tree that's near power lines, don't climb up to get it. Electricity can travel down kite strings or wires. Contact your electric utility for assistance.

Never climb a utility pole or tower. The electricity carried through this equipment is extremely high-voltage and could kill you.

Don't play on or around pad-mounted electrical equipment. These are often green metal "box" transformers on concrete pads.

Never go into an electric substation for any reason—even on a dare. Electric substations contain high-voltage equipment: even raising your hand inside one can cause an arc that may result in an electric shock. Never attempt to retrieve a pet, ball, or any toy from these areas. Call your electric utility instead.

Immediately seek shelter if lightning or thunder is present while playing outdoors.

Never climb trees near power lines. Even if the power lines aren't touching the tree, they could touch when more weight is added to the branch.

Make sure spring playtime is safe time!



Protecting investments

Surge equipment on electronics offers peace of mind

If your family is like most, chances are you have multiple televisions, computers, and DVD/CD players. The cost of appliances and electronic equipment has increased over the last several years, and it has become necessary for families to protect their costly electronic investments.

Nolin offers a basic Whole House Surge Protection System for just \$6.00 a month. This two-level system starts at the meter base, where the grounding system on your home will be tested and a meter base device will be attached. This device protects all your major appliances (washer, dryer, refrigerator, range, etc.) from powerful surges.

The surge protection kit also includes a five-piece plug-in kit to protect your more sensitive electronics from less noticeable surges. The kit includes an eight-receptacle plug strip generally used for your computer system, a three-outlet wall-mount strip that can be used on your TV and VCR, and a single-outlet wall-mount device

that can be used on anything from your garage door opener to your spare TV. Also included in the kit is a fax modem module to protect the phone line going to your computer, and a CATV module to protect the cable or antenna line going to your TV.

Several hundred Nolin members have taken advantage of Nolin's surge protection since the program began 11 years ago. Members may opt to purchase the equipment for just \$260 (plus tax) instead of leasing.

Protect your home and your peace of mind, call Nolin RECC at (270) 765-6153 today and ask for a Whole House Surge Protection System.

**During April installation is FREE
—that's a \$50 savings!**

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, **Anthony D. Hendrieth, Sr., of Radcliff.**

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."

Another great scholarship opportunity

The Kentucky Women in Rural Electrification (W.I.R.E.) will award up to three scholarships in the amount of \$1,000 each to Kentucky college students.

The Kentucky W.I.R.E. is an organization of wives of rural electric cooperative directors, managers, and other key employees. Its goal is to further the public's understanding and appreciation of the rural electric program.

The scholarship is open to any eligible student whose immediate family is served by a Kentucky rural electric cooperative. To qualify, applicants must be a junior or senior with at least 60 hours of credits at a Kentucky college or university by the start of the fall term.

To apply, call the Nolin office at (270) 765-6153 and ask for Patsy Whitehead. Deadline for application is June 16.



Electric cooperative employees, directors, managers, and their relatives, and those of Big Rivers Electric Corporation, East Kentucky Power Cooperative, and the Kentucky Association of Electric Cooperatives, are not eligible for the W.I.R.E. scholarship.

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

e-mail: comments@nolinrecc.com

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