



Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Customer Service/Billing Supervisor
Dena Wilcoxson, 23 years of service

News you can use

Becoming a Brand Champion

Nolin's Jeanne Jordan receives recognition from Touchstone Energy

This past June, Nolin RECC customer service representative Jeanne Jordan was surprised when I called her name to receive a national award. Jeanne was unaware that she had been recognized as a 2011 Touchstone Energy Cooperative Brand Champion the month before at the National Rural Electric Cooperatives Connect Conference in Colorado. The Brand Champion Award is a prestigious honor presented to individuals who have made significant contributions to the development, growth, and success of the Touchstone Energy brand.

Some may remember Jeanne from an article published in the April *Nolin News* about an Elizabethtown couple, Bill and Marie Brown, who saved hundreds of dollars on prescription medicine by using their Touchstone Energy Co-op Connections Card. Thanks to Jeanne, they were introduced to the card during a routine visit to the Nolin office.



Jeanne Jordan with Nolin President and CEO Mickey Miller.

Jeanne is not alone in her efforts to help Nolin members save money while promoting the Touchstone Energy brand. Two years ago, Member Services Vice President Rick Ryan received the Touchstone Energy Brand Champion distinction. The team



of folks you have working at your cooperative are trained to promote special programs offered through Nolin as well as Touchstone Energy. The Co-op Connections Card is just one example of the many opportunities you have to save money through your membership in Nolin RECC.

"I didn't even know the award existed...how nice to be rewarded for something that I truly believe in (Co-op Connections Card)," says Jeanne. "It feels great to know that something we offer helps so many people. My co-workers are deeply as deserving of this recognition as I am, and I'm sharing this award with all of them."

Jeanne later mentioned that she pulled her personal Co-op Connections Card out of her wallet while visiting her doctor (also a Nolin member) and told him about all the opportunities he had to save money with the card. That's what I call going the "Extra Mile" for Nolin members!

Another recent surprise at the co-op came just this past month when I received word that Nolin is being recognized as a best-in-class performer with the Co-op Connections program. This news came from the Touchstone Energy Cooperatives board of directors.

As your Touchstone Energy Cooperative, we will continue as we have in the past to provide you with quality, personal service. As the Touchstone Energy slogan says, we provide ***the power of human connections.***

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Final Chance to Register for Home Energy Makeover

03-20-0054-20

You still have time to register for a free home energy makeover. Nolin will be drawing two names at the end of November and each of those members will have the opportunity to win one of two prizes: ENERGY STAR home appliances costing up to \$2,000, or home energy upgrades costing up to \$2,000. If you have not registered, please call the Nolin RECC office at (270) 765-6153 or visit www.nolinrecc.com/makeover to enter your name in the contest. Deadline for entry is November 30, 2011.



NOLIN RECC's HOME ENERGY MAKEOVER



Ceiling Fans Circulate Savings and Comfort

Ceiling fans are economical to operate and can help keep you comfortable during the winter. They circulate the heated air that has risen to the ceiling and redirect it back down toward the floor. Fans used during the winter should be operated at low speeds.

Most ceiling fans are designed to be reversible for winter operation. Make sure that the direction of airflow on your ceiling fan is upward in the winter for maximum effectiveness. This will force heat back down around the walls. Don't forget to reverse the switch when the weather warms up so that the air will help cool your room!



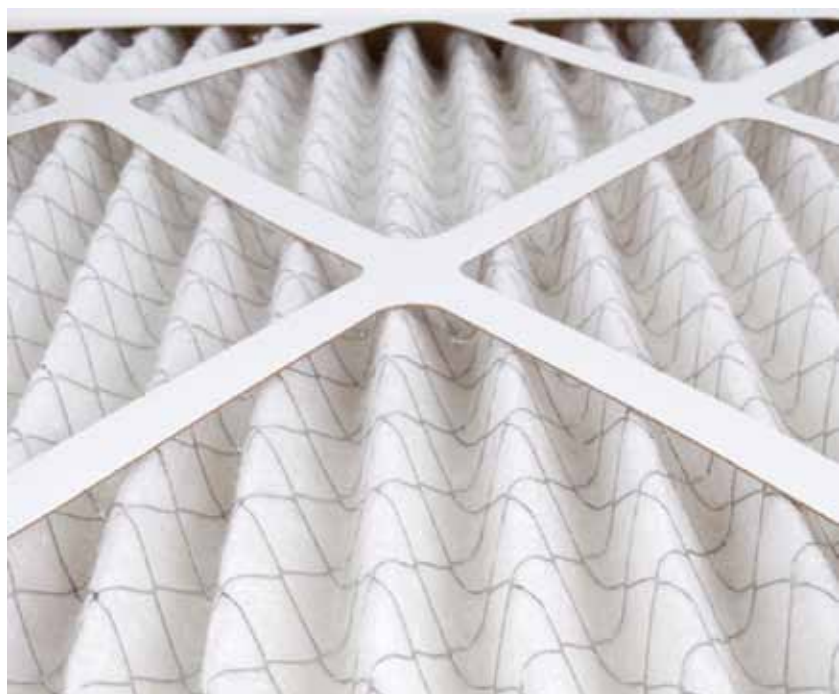
Ready for a Change

Having a clean air filter is critical to efficiency

Can you remember the last time you changed or cleaned your heating system's air filter?

Not only does a clean filter trap more dirt and dust before it goes into your furnace; it also helps retain the efficiency of the entire system.

Look at it this way—a dirty filter is like trying to breathe with your hand covering your mouth and nose. Your furnace has to work much harder than it should. That also means it uses more energy than necessary.



Making Big Changes with Small Change

Nolin RECC's Operation Round-Up Benefits Members and Recipients



Would you like to help worthy community projects in a big way and only spend a small amount of money?

Nolin RECC offers its members a unique program that allows them to voluntarily contribute to a special account earmarked to help worthy causes in the community. The program is appropriately called Operation Round-Up (ORU) because it rounds up electric bills to the next highest dollar. The extra change in the form of quarters, nickels, dimes, and pennies goes into the ORU account.

Member participation is voluntary and is open throughout the year. Although members may enroll at any time, the co-op periodically runs a campaign drive to inspire members to join ORU. In fact, any Nolin RECC member who signs up for the program before December 1, 2011, will earn a chance to win \$100, \$50, or \$25 in a cash drawing. Those who are already enrolled in ORU will automatically be eligible for the drawing to be held December 1.

One hundred percent of the ORU funds is put back into the community to help fund charitable and worthy causes. More than 4,000 Nolin members/employees participate in ORU, and since the program began in June 2006, more than \$63,000 has been donated.

Local citizens make up a non-profit board of directors that governs the program. The board reviews applications for community projects and makes decisions on when, where, and how to utilize funds.

Recent donations were made at the Nolin RECC annual meeting totaling \$12,515 to CASA of the Heartland, Clarity Solutions for Women, and the Association for Retarded and Handicapped of Hardin County.

If you would like to help others in your community by donating less than a dollar a month, check the appropriate box on the back of your electric bill that allows you to sign up for the program, or you can call the Nolin office at (270) 765-6153.



How power is restored after an outage

Restoring an outage

Most members use electricity every day without giving much thought to how it arrives at their home. Many types of generating sources are used and several steps are needed to create and deliver electricity to your home or business. By the time electricity reaches your home, it has most likely traveled hundreds of miles and visited a substation.

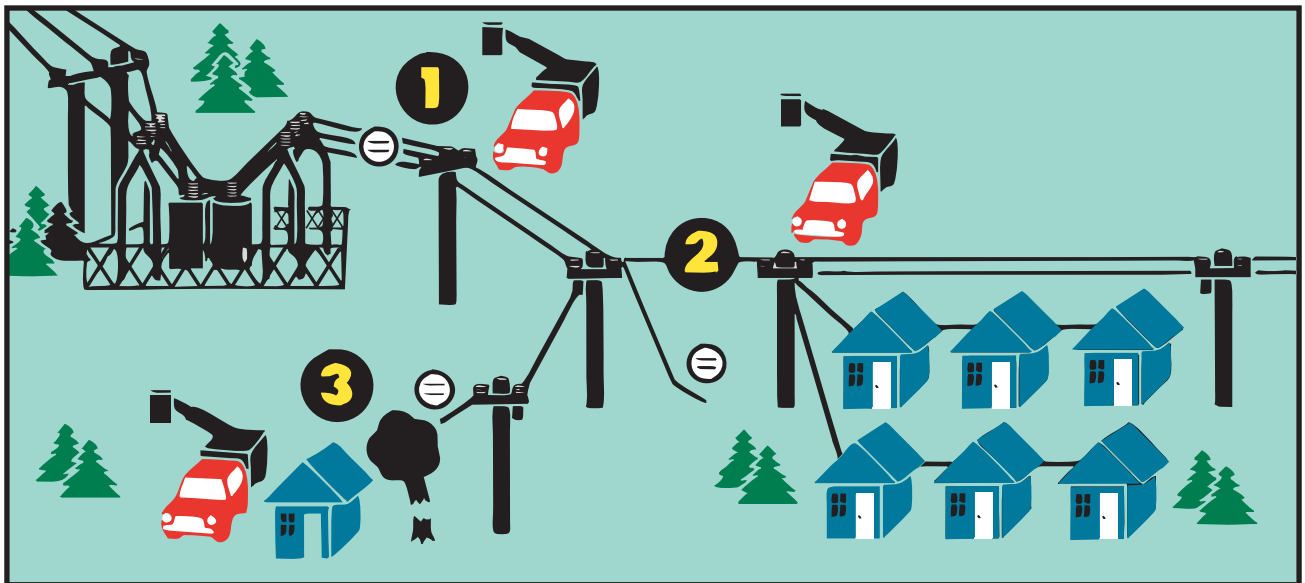
Nolin works hard to deliver the highest level of reliability to our members, but sometimes storms, animals, vehicular accidents, and other circumstances out of our control leave members without power. Having that in mind, we would like to share with you the sequence of how the cooperative restores power during outages.

Do not connect a generator directly to household wiring – the power from a generator can back-feed to power lines and injure or electrocute line workers making repairs. Call a licensed electrician to install all generators.

Make sure you report any outage to Nolin, even if you think a neighbor already has called. This will help line crews locate and repair the problem as soon as possible. To report an outage after normal business hours, call (270) 769-6396, or toll-free (800) 572-1147.

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Getting You Back Online



In any electrical outage, the first priority is to get the greatest number of people back online as quickly as possible. That's why electric co-ops follow a sequence of

repairs that restores power to large groups of consumers before tackling smaller groups and individual consumers. This fictitious example details a typical repair sequence.

- 1** The main distribution line from the substation must be repaired before anyone can have power.
- 2** Next, crews repair the lines that bring power to the greatest number of customers in a community.
- 3** After larger pockets of customers have power, crews repair service lines to individual homes.

Co-ops Helping Co-ops

Northern Neck Electric Cooperative is a small electric cooperative in Warsaw, Virginia. They provide electricity to a little over 18,000 members, and 90 percent of them were left in the dark after Hurricane Irene swept through their six-county service area. Nolin RECC sent 17 line workers to help restore the power to Northern Neck members.

That's what electric cooperatives do – they come to the aid of fellow co-ops! Thanks to the Nolin RECC crew who traveled to Northern Neck Electric Cooperative to help bring back the light! People helping people – it's the co-op way!

Photo at right taken by Northern Neck Electric Cooperative line technician Ralph Self shows Nolin line technicians Jeff Brooks, left, Rick Pugh, Shawn Coates of Northern Neck, and Chad Denney.



Teach Your Children about being Safe around Electricity whether Inside or Out

The curiosity of the young ones can sometimes connect them with danger. It's important to teach them about what to do and what not to do.

Safe Electricity recommends investing in the following measures to protect your loved ones while indoors:

- Tamper Resistant Outlet Receptacles
- Ground Fault Circuit Interrupters (GFCIs)
- Periodic professional electrical inspections

When outside, make sure everyone, especially small children, knows how to stay safe around electrical equipment. Remember these tips to help keep children safe while playing outside:

- Never fly a kite on a cloudy day when a thunderstorm may be brewing.
- 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.
- Never climb a utility pole or tower. The electricity carried through this equipment is extremely high voltage and could kill you.
- Always assume that any power line is fully charged and stay far away. Call your local electric company immediately if you or your child encounters a downed power line.



Safe
Electricity.org[®]

Farm safety is no accident

Did you know that the agricultural industry is one of the most dangerous? In 2000, it claimed more lives than any other industry, with 22.5 deaths per 100,000 people, according to the National Safety Council. Proper use of safety devices that come with farm equipment can reduce the number of injuries and deaths that occur each year.

Especially at risk are children playing near and around farm equipment. Don't give children chores they can't safely handle and don't leave them unsupervised.

Steve Wooden has been farming in Hardin County his entire life—he stresses the importance of working safely around farm equipment.



Safety tips for farm work

- All tractors should be equipped with a roll-over protective structure
- Don't let another person hitch a ride on the tractor
- If driving a tractor on the highway always post a "Slow Moving Vehicle" emblem
- Equip your tractor with a bypass starter cover
- Keep power tools in good condition and check cords and plugs for wear before using
- Power tools should be properly grounded or double-insulated



Thanksgiving holiday closing
The Nolin RECC office will be closed for the Thanksgiving holiday November 24 & 25.

HELP

This winter, thousands of people all over Kentucky will suffer from the cold, because they simply can't afford to heat their homes. Help! Add \$1.00, \$5.00, or more for Winter-Care to your heating bill payment.

Every penny of your contribution will go toward keeping people warm.

Being cold is a terrible thing. Open your hands and your heart to warm others: it's a wonderful feeling to share.



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. Credit or debit payments can be made over the phone.

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:

Cabinet for Health & Family Services (270-766-5213)
Community Action of Central Kentucky
(Hardin Co. 270-769-1927) (LaRue Co. 270-358-3937)
North Hardin Hope Inc. (270-351-4673)
Helping Hand (270-769-3092)

Please call Nolin at (270) 765-6153 before your bill is late so 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 and 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 if the usage has increased.

Looking for an Easy Way to Pay?

No deposit, no disconnect fee with PrePay Metering

If you like the idea of paying for your electricity before you actually use it in your home, then Nolin PrePay Metering is your answer. Members signing up for PrePay do not pay a deposit and if you are already on service and switch your account(s) to PrePay, any deposit you may have in your account will be applied.

Current Nolin residential members who are interested in signing up for PrePay simply visit the Elizabethtown or Radcliff office and fill out the necessary paperwork to switch their existing accounts. When your account balance gets low, you will receive an alert by phone and e-mail. Texts alerts will be available in the near future. Adding money into your Nolin account can be done over the phone or online with VISA or MasterCard. Or if you prefer, you can visit the office to make a cash or check payment.



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, **Robert E. Davis, of Eastview.**

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."

**Elizabethtown Sam's Club
will host an open house
for ALL Nolin RECC members
on Nov. 11 from 3:30-7:30,
and Nov. 12 from 10 a.m.-6 p.m.**



*Discover exceptional
value with a Sam's Club
Membership*

Start it off with a \$10 gift card when you join or renew!* Please present this ad and your Nolin RECC membership card, or Co-op Connections Card, to receive your gift card at Sam's Club.

*Upon payment of membership, you will receive a \$10 Sam's Club gift card. \$40 primary Advantage Membership includes one primary card and one spouse (or other household member 18 years or older) card. Primary Memberships are valid for one year from the date of issue. The gift card with this offer cannot be used toward Membership fees. Certificates and special promotions are not valid on samsclub.com or by mail. Primary membership fee (up to \$100 for plus members) will apply at time of renewal. Not valid with any other offer. To view our privacy policy, visit samsclub.com.

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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