

NEWS *Lines*

NOVEMBER 2017

BOARD APPROVES \$1.5 MILLION PATRONAGE RETIREMENT *Largest Retirement Ever*

We are pleased to report that the Board of Directors has approved the retirement of deferred patronage dividends again this year and the total amount of the retirement will be \$1,500,000. This will be the largest retirement your Cooperative has ever made.

What are deferred patronage dividends?

One of the benefits our members realize from being a member-owner of North West REC (NWREC) is to share in the net income or margins of the Cooperative. Following the closing of the Cooperative's books each year, the margins are assigned to the members based on the dollar amount of electricity they have purchased during the year. These assignments are referred to as deferred patronage dividends, and they are part of NWREC's equity and are retained for a period of years to enable NWREC to finance construction projects and other operating expenditures.

How long do I need to wait to receive the patronage dividends that have been assigned to me?

These deferred patronage dividends are retained by the Cooperative for a period of years and represents equity for the organization until the point in time when they are returned to the members. This year's retirement will include the remaining balance of the unretired portion of the assignment that was made in 2004 and approximately 50% of the 2005 assignment. Our goal is to retire the patronage on a 15 year or less cycle, and we are currently on a 12.5 year cycle.

How will I receive my patronage refund?

If you were a member in 2004 and/or 2005, you can pick up your check on the date and at the location in your district that we have listed below. If you are unable to pick up your check, you will receive your dividend either by check the end of December or as a credit on your electric bill dated December 20 if the refund amount is less than \$50.

How much has the Cooperative returned to the members in patronage refunds?

With this \$1,500,000 patronage refund, it brings the total patronage that has been returned to the members during the last 79 years to \$23,077,000! We believe this is a true demonstration of what a Cooperative is about.

MEMBER PATRONAGE DAYS

We are continually looking at ways to enhance our member engagement opportunities and have decided to try something new this year relating to our patronage retirement. You are invited to stop by our local office or designated location to pick up your check, enjoy some Christmas treats and visit with our staff.

You're Invited

Dates & Locations:

TUESDAY, DECEMBER 5

District 1 at Orange City office

WEDNESDAY, DECEMBER 6

District 4 at Ida Grove office

THURSDAY, DECEMBER 7

District 2 at Primghar Community Center

FRIDAY, DECEMBER 8

District 3 at Le Mars office

TIME: Open House from 10:00 a.m. until 2:00 p.m.

.....
*Stop by to pick up your check, enjoy Christmas treats
and see safety, energy efficiency
and drone displays.*

We look forward to seeing you!

PLAN FOR *Lighting Display*

Don't risk a nasty fall while you're decorating your home for the holidays this winter. Here are some tips for safely hanging lights outdoors this season – and making your light display the best one in the neighborhood.

DESIGN. Plan where each strand of lights and each outdoor decoration will go before you climb the ladder. You'll save time and you'll stay safer.

MEASURE. Before you buy your lights and hangers, know how thick your gutters are and how flexible your shingles are. This will help you determine the best way to hang the strands. It also will save you from a few unnecessary trips up and down the ladder because you'll be prepared with the right equipment the first time.

SHOP. If you need new lights and cords, invest in UL-approved, made-for-outdoor models. Purchase LED lights, which last longer and use less energy than traditional strands. And if you're using last year's strands, check them for frayed cords, broken bulbs and burned-out lights before you climb the ladder.

Ask for help. The roof is a long way from the ground. Always bring a helper or watcher just in case of a fall. Make safety a priority!



Like us on Facebook and receive a \$1.00 Bill Credit*

*and be entered into a drawing for a Yeti cooler***

Find us on Facebook at North West REC.



We look forward to increasing and improving our communication with our members and to have more member engagement through this process.

One of the key benefits will be the opportunity to provide real time updates about outage restoration efforts in the event of a significant storm. You can also learn the latest about safe, efficient electric use.

- To insure we apply the \$1 bill credit to the correct account and to get you in the Yeti cooler drawing, please send us a private Facebook message to let us know you have "liked" North West REC and what your account number is.

**Only applies to first-time "likes". Only applies to one account. Example – if a member has multiple services, the \$1.00 Facebook bill credit would apply to only the member's main account.*

***The drawing for the Yeti cooler will be on November 15. Only members will qualify for the credit and have their names entered in the drawing.*

OPERATION *Round Up* REPORT



Disbursements made from North West REC's Operation Round Up Trust in the third quarter of 2017 totaled \$4,850. This brings the total disbursements made from Operation Round Up since its inception in June of 1999 to \$395,755. Many people have been helped thanks to our members.

- \$3,700 Medical Emergencies – assist families with unusual expenses resulting from serious health problems and accident related injuries
- \$ 300 School BackPack program – support program for feeding hungry children with after school and weekend snacks
- \$ 300 Inspiration Hills and Siouxland Youth for Christ – program support
- \$ 250 Community Betterment Foundation – community project
- \$ 100 Special Olympics – program support
- \$ 200 Area Daycares – program support

Operation Round Up funds are generated through a voluntary rounding up of cooperative members' electric bills to the next nearest dollar, and dollars are used to assist worthy causes and organizations right in your local county area.

If you are currently not participating in Operation Round Up and would like to become a part of this worthwhile program, please call our office for information or fill out the registration form below and return to us. To receive an application for assistance, please call the office at 707-4935 or 800-766-2099.

SIGN UP TODAY!

YES – add my name to the hundreds of North West REC members already contributing to the Operation Round Up Trust. I am not currently signed up to donate but wish to have my monthly electric bill rounded up to the nearest dollar and make a meaningful difference in my community.

Name _____

Address _____

Acct. # _____ Phone # _____

MANAGER'S *Report*



Lyle D. Korver

“Reliable high speed Internet brings better jobs, education, entertainment and a quality of life to rural Iowa.” - Governor Kim Reynolds

GOVERNOR AND LIEUTENANT GOVERNOR ATTEND N.E.T. BROADBAND EVENT AT CRAIG

We were pleased to host Governor Kim Reynolds and Lieutenant Governor Adam Gregg at our N.E.T. Broadband event at the Farmers' Cooperative in Craig on October 6. They helped Evertex and North West REC (NWREC) celebrate the recent deployment of new broadband wireless Internet in the underserved area of Craig and the surrounding rural area.

As I reported last month, Evertex and NWREC have been partnering for nearly 15 years to provide wireless high speed Internet service in some of our rural areas. At the event in Craig, we celebrated this partnership and our recent efforts to expand the deployment of broadband Internet to more unserved or underserved areas in northwest Iowa.

We also recognized the important role our power supplier, NIPCO, plays in this partnership as we utilize NIPCO's fiber optics system and some of their towers to deliver this service. We recognized the great partnership we had with Farmers' Cooperative at Craig as they cooperated with us for the installation of the base Internet equipment and antennas that were needed for deploying this service.



Lyle Korver, Lieutenant Governor Gregg, Governor Reynolds, Roxanne White of Evertex

Governor Reynolds congratulated Evertex and NWREC on their efforts to build and grow this successful partnership, saying it bridges the gap between rural customers and the world. She stated, “reliable high speed Internet brings better jobs, education, entertainment and a quality of life to rural Iowa.”

In my remarks, I commented that we understand the growing importance of broadband and we want to ensure that our rural electric members have access to this important service. It is key to our farmers being able to utilize the latest technologies, to provide more work from home opportunities, and to try to keep more of our young people in rural northwest Iowa.



It was great to have the Governor and Lt. Governor at the event and to have the opportunity to visit with them about this and other important issues. Lieutenant Governor Gregg was back in his home area as he grew up in nearby Hawarden which is another area that N.E.T. has also recently deployed wireless Internet service.

Please contact us if you would like more information on N.E.T.'s wireless Internet service.

TOM WAGNER SELECTED TO REPRESENT NIPCO ON THE BASIN ELECTRIC BOARD

At the September meeting of the Northwest Iowa Power Cooperative (NIPCO) board of directors, Tom Wagner was selected to represent NIPCO on the Basin Electric Power Cooperative (Basin) board of directors. Tom has served on the North West REC (NWREC) board since 2005 and has represented our cooperative on the NIPCO board since 2013.



Tom Wagner is congratulated by Don Applegate

We have a three-tiered cooperative power supply network. NWREC purchases wholesale power from NIPCO, and NIPCO gets approximately 80% of this power from Basin. Basin is headquartered in Bismarck, North Dakota, and is a consumer-owned, regional generation and transmission cooperative, providing wholesale power to member rural electric cooperatives in nine states.

Tom replaces Don Applegate who is a long-time director on the Nishnabotna Valley REC, NIPCO and Basin boards. Congratulations Tom and thank you for your dedicated work on behalf of the members of NWREC and NIPCO. An interesting side note – Tom's father, Bill Wagner, served on the Basin board prior to Mr. Applegate.

SUPPORTING CANCER AWARENESS

As you know, October is Breast Cancer Awareness Month. Cancer touches all of our lives and we want to show our support for all of our members, family and friends who have been impacted. If you see NWREC linemen in pink this month, it's a reminder of Breast Cancer Awareness Month and the importance of working together to beat this terrible disease and to support everyone impacted by cancer.



smart choices 



Smart Choices is a FREE monthly e-newsletter that features tips and the latest information on energy efficiency measures and electrical safety for your home and family. Signing up for **Smart Choices** also gives you access to past e-newsletter editions and allows you the ability to search archived articles by topic or category.

Interested in geothermal? Efficient lighting or insulation? If you resolved to make 2017 "green", start by calling our office, visiting our website, or scanning this code to "plug in" to the power of



smart choices 

NORTH WEST 
Your Touchstone Energy[®]
Cooperative 

712-707-4935 ♦ 800-766-2099
nwrec.coop

DIRECTOR *Profile* VIRDENE OTTO

Here's a chance for you to get to know your Board of Directors a little better.

Virdene Otto – elected to the board 2014

FAMILY: Wife Deanna, Daughters Tracy and Sheri, 7 grandchildren and 9 great-grandchildren

OCCUPATION: Farmer

INTERESTS: Church choir, antique tractors and cars, tractor rides, farm sales, people & his dog

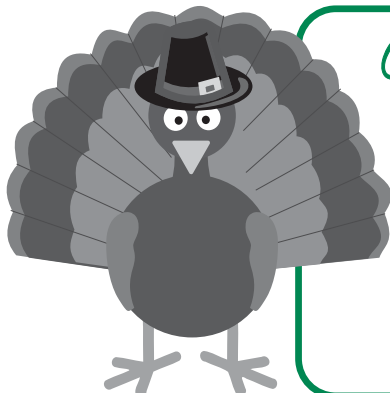
WHAT HE ENJOYS ABOUT SERVING AS A NWREC DIRECTOR:

- Working with all the board members
- Checking out different forms of energy and how they compare to REC
- Working on a budget to keep our customers happy, served and costs down
- Very impressed with all the companies we supply



Largest Retirement Ever

The Board of Directors has approved the retirement of deferred patronage dividends again this year and the total amount of the retirement will be \$1,500,000. This will be the largest retirement your Cooperative has ever made! Check out the article on page one for more details!



*Our Offices Will Be Closed In
Observance of Thanksgiving*

**THURSDAY, NOVEMBER 23
AND FRIDAY NOVEMBER 24.**

Please call 1-800-766-2099
in case of an outage or emergency.

Have a Safe Holiday!

Check Out SMARTHUB



SmartHub puts the power of data in your hands through convenient account management and detailed usage information. SmartHub, a mobile and Web app, delivers accurate, timely account information and allows you to make payments in a secure environment with the touch of a button, right from your mobile device or on your PC.

The two-way communication available with **SmartHub** allows you to notify us of account and service issues while providing us a way to let you know about outage information that pertains to you with text messages or emails. We can also communicate when we have special offers, programs, events and more!

SmartHub allows you to:

- Pay your bill
- Receive email or text alerts
- View payment history
- View current and past bills
- View your electricity usage
- Contact our office with account issues

Go to our website at www.nwrec.coop. Click “Pay and Review My Bill Online”.

Would you like to receive text messages or email notifications* for power outages and restorations?

Notifications via text message or email can be configured through your **SmartHub** account.

When on our website and **SmartHub**, click on “Manage Contacts and Notifications”. Please call 800-766-2099 if you have any questions.

*The timeliness and accuracy of notifications is not guaranteed. You may disable notifications at any time.

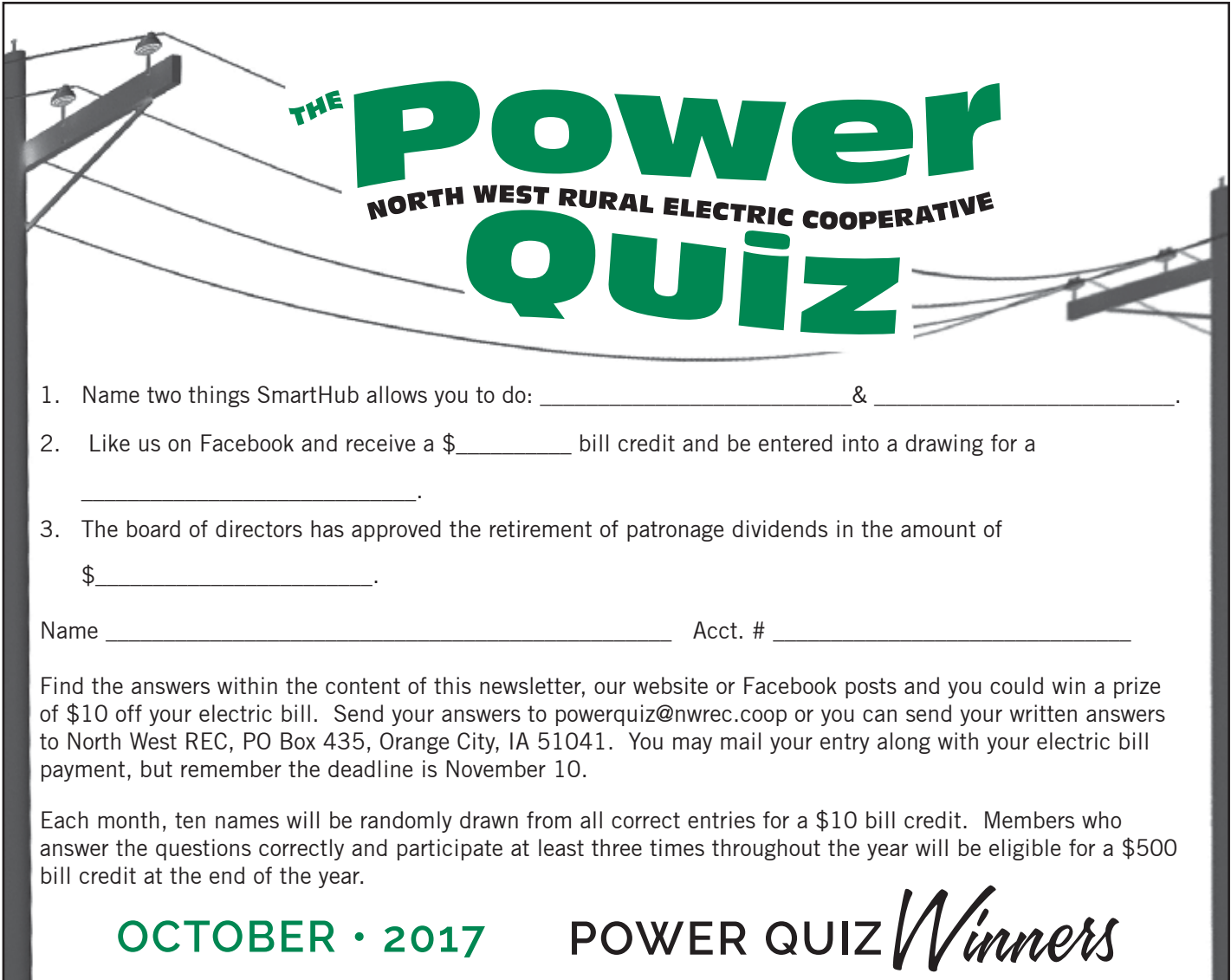
Home SAFE HOME



Most electrical hazards often go untended until it is too late. Safe Electricity has the following tips to help you find hazards that may be lurking around your home:

- Check electrical outlets for loose fitting plugs that can cause shocks or start fires. Replace missing or broken wall plates so that the inner wiring components are not exposed. If you have young children, make sure safety covers are used on unused outlets.
- Check the cords of the appliances in your home as well as the plugs and connectors. Make sure that they are not frayed, cracked or damaged, placed under rugs or carpets, resting on furniture, or located in high traffic areas. Do not nail or staple cords to walls, floors or any other objects.
- Extension cords should be used on a temporary basis only. They are not a permanent wiring solution. Have additional outlets installed where you need them. Never use an indoor extension cord for outdoor use.
- If an appliance repeatedly blows a fuse, trips a circuit breaker or gives you an electrical shock, immediately unplug, repair or replace it.
- Check light bulbs and appliances to make sure the wattage matches fixture requirements. Make sure not to replace bulbs with those that have higher wattage than recommended.

Make sure your home is free of all electrical hazards to keep you and your family safe!!



THE **Power** NORTH WEST RURAL ELECTRIC COOPERATIVE **Quiz**

1. Name two things SmartHub allows you to do: _____ & _____.
2. Like us on Facebook and receive a \$_____ bill credit and be entered into a drawing for a _____.
3. The board of directors has approved the retirement of patronage dividends in the amount of \$_____.


Name _____ Acct. # _____

Find the answers within the content of this newsletter, our website or Facebook posts and you could win a prize of \$10 off your electric bill. Send your answers to powerquiz@nwrec.coop or you can send your written answers to North West REC, PO Box 435, Orange City, IA 51041. You may mail your entry along with your electric bill payment, but remember the deadline is November 10.

Each month, ten names will be randomly drawn from all correct entries for a \$10 bill credit. Members who answer the questions correctly and participate at least three times throughout the year will be eligible for a \$500 bill credit at the end of the year.

OCTOBER • 2017

POWER QUIZ *Winners*



**Karla Schneider – Ida Grove
Verlyn Scheerhoorn – Sanborn
Lyle Hoekstra – Sheldon
Alex Henry – Le Mars
Fredrick Woelber – Sheldon**



**Randy Van Kalsbeek – Hospers
Shirley Ruser – Ida Grove
Emily Taylor – Hawarden
Wayne Kruse – Le Mars
Roger Dempster – Le Mars**

North West Rural Electric Cooperative

P.O. Box 435 • 1505 Albany Place SE • Orange City, IA 51041-0435

OFFICE HOURS:

Monday through Friday
7:30 a.m. till 4:00 p.m.

Orange City office open
during noon hour

Le Mars office
closed 12:00 - 12:30 p.m.

Ida Grove office
8:00 a.m. - 12:00 noon, Mon-Fri

PHONE:

ORANGE CITY (712) 707-4935
(800) 766-2099

IDA GROVE (712) 364-3341

LE MARS (712) 546-4149

Outside Depository Available
for After Hours Payments

Lyle D. Korver
CEO & General Manager

Curt Ahrenholz
*Finance & Office
Services Director*

Lorraine Egdorf
Editor