



NEWS *Lines*

Published monthly for the member-owners of North West Rural Electric Cooperative

TOUCHSTONE ENERGY PROMOTES CO-OP MEMBERSHIP AT *Iowa State Fair*

Membership in your local Touchstone Energy cooperative is a powerful thing. It means you have an energy source you can trust to look out for your community's best interests, not its own bottom line. That's because your local Touchstone Energy co-op is owned by the very members it serves – built to deliver its members safe and reliable electricity at the lowest possible price.

We invite you to stop by and learn more about co-op membership at the Touchstone Energy Cooperatives of Iowa display in the Bruce L. Rastetter 4-H Exhibits Building at the Iowa State Fair August 9-19.

Located inside the 4-H Exhibits Building on the south end of the fairgrounds, the display showcases all Iowa electric cooperatives on a map of Iowa. Magnetic “markers” are available to place on the state map to show co-op membership.

Fairgoers may register to win one of three Instant Pot Ultra 10-In-1 Multi-Use Programmable Cookers from Touchstone Energy Cooperatives of Iowa. The Instant Pot is the next generation in kitchen appliances. It combines a pressure cooker, slow cooker, rice/porridge cooker, cake maker, yogurt maker, sauté/searing function, steamer, warmer and sterilizer along with custom programming for pressure and non-pressure cooking. Favorite dishes can be made and ready up to 70 percent faster.

Three winners of the Instant Pot will be chosen, at random, following the close of the fair.

Additional energy efficiency and savings information will be displayed in the booth.

Cooperative members have a voice in how cooperatives are run, making sure their co-ops enhance quality of life by providing affordable electricity. Co-ops encourage members to save money through responsible energy use and offer discounts on qualified products and services members use every day.

Be sure to visit the Touchstone Energy display when you're at the Iowa State Fair and go to touchstoneenergy.com for more information on how to save energy and the value of cooperative membership.



Be sure to visit the Touchstone Energy Cooperatives of Iowa display in the 4-H Exhibits Building at the Iowa State Fair August 9-19. Mark your membership on the electric co-op map and register to win an Instant Pot.

JULY 2018

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TWO WAYS TO *Pull the Plug*

With energy conservation becoming one of the most important issues facing us throughout the United States, “Pull the Plug” programs were developed to provide our member-owners a financial incentive to properly recycle and dispose of older, inefficient refrigerators, freezers, and window air conditioning units that use significantly more electricity than newer Energy Star® appliances.

North West REC’s “Pull the Plug” program offers two options to recycle up to three of these types of appliances, per year, and earn up to \$50 each, in rebates from our cooperative. “Pull the Plug” partners with our authorized vendor to pick up and remove the appliance from your home, while the newly created “You Pull the Plug” program offers the option for our members to self-remove the appliance and take it to an approved appliance recycling drop-off location.

All appliances must be owned by a member of North West REC and in working order at time of removal. Refrigerator and freezer units must be equal to or greater than 10 cubic feet in size to qualify for rebates. Appliances cannot be resold or used by other consumers and rebates will only be given to participants of our “Pull the Plug” programs. Choose which way you will pull the plug on those inefficient appliances:

OPTION 1: “Pull the Plug” (vendor removal of appliance): \$25 Rebate on qualifying appliances

Program Criteria and Requirements:

- Member-owners should contact our office to arrange for appliance to be picked up.
- Appliance(s) will be picked up and properly disposed of by our partner appliance recycling contractor (CleaResult).
- Participants of “Pull the Plug” will receive a \$25 rebate, per qualifying appliance(s), up to three (3) appliances, per calendar year.

Appliance(s) must be clean, empty, in working order and be ready to be picked up.

OPTION 2: “You Pull the Plug” (consumer self-removal of appliance): \$50 Rebate on qualifying appliances

Program Criteria and Requirements:

- Participants of “You Pull the Plug” agree to self-remove and recycle qualifying appliances via an approved and certified appliance de-manufacturer or drop-off location.
- Participants of “You Pull the Plug” will receive a \$50 rebate, per qualifying appliance, up to three (3) appliances, per calendar year.

Appliance(s) must be clean, empty and in working order when recycled/dropped off at a certified location. A dated copy of a receipt by the certified vendor/landfill/recycler must accompany the “You Pull the Plug” rebate application form (available from our office). Company/facility must specify appliance type in writing.

Certified recyclers for North West REC members:

Ida County Sanitation
2078 US 59
Ida Grove, IA 51445
712-364-4234

Plymouth County Sanitary Landfill
34898 150th St
Le Mars, IA 51031
712-546-6071

Northwest Iowa Landfill Center
4540 360th St
Sheldon, IA 51201
712-324-4026

LIGHTNING *Safety*

There is no safe place outside when thunderstorms are in the area. If you hear thunder, you are likely within striking distance of the storm. Just remember: When Thunder Roars, Go Indoors. Too many people wait far too long to get to a safe place when thunderstorms approach. Unfortunately, these delayed actions lead to many of the lightning deaths and injuries in the United States.



Many people believe that if you are in a house, you are 100% safe from lightning.

A house is a safe place to be during a thunderstorm as long as you avoid anything that conducts electricity. This means staying off corded phones, electrical appliances, wires, TV cables, computers, plumbing, metal doors and windows.

It is important to be aware of weather forecasts and watch for developing thunderstorms to stay safe from the dangers of lightning.

Enjoy your summer and stay safe!

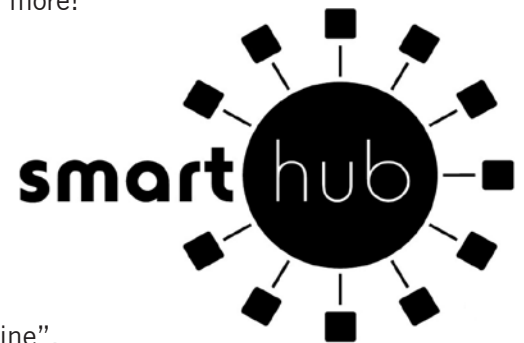
Check Out SMARTHUB

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 any questions.

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

MANAGER'S *Report*



Lyle D. Korver

“Assume any wire lying on the ground is carrying electricity and stay away from it.”

Be Safe Around Electric Lines

In northwest Iowa, we are accustomed to changing weather patterns. However, the change we experienced, from the late winter and spring snow storms and cold weather conditions to the summer like temperatures that started in late May, was quite dramatic this year. We went from winter to summer, almost overnight. The cool, wet spring made for some very challenging planting conditions for a lot of our farmers. I'm not sure if that had anything to do with the amount of issues we have had the last month or so with farm equipment hitting our lines and equipment, but it seems like we have had a lot more of them this year compared to other springs. Another concern is that we have had a number of feed trucks hitting our line and equipment.

This is concerning for several reasons, but the biggest concern is safety. We have been very fortunate that none of these incidents have resulted in injuries. However, that potential is always there. We did have one situation where a feed truck hit our line and it came down on the truck. Fortunately, one of our members came upon the accident and told the driver to stay in the truck until our crews arrived to safely remove the line. This avoided a potentially very serious injury or even fatality.

We share safety demonstrations with our young people on a regular basis and do other safety ads in our newsletter and on the radio. This is a great reminder of what to do if your vehicle, farm or other equipment comes in contact with electric lines. If there is a threat of fire or other risk, JUMP with both feet hitting the ground at the same time. Do not allow any part of your body to touch the equipment and the ground at the same time. Continue to hop or shuffle to safety, keeping both feet together as you leave the area.

**ALERT TODAY, ALIVE TOMORROW:
HEADS UP FOR FARM SAFETY**

Stay safe around downed power lines. Consider all lines, equipment and conductors to be live and dangerous.

If you are inside farm machinery that makes contact with a downed power line, know what to do!

If you can drive safely away from the power source without bringing down the utility pole and lines, travel at least 40 ft. before exiting.

If you are unable to drive the machinery due to injury, obstacles or it is inoperable, do NOT exit. Call for help and warn anyone nearby NOT to approach.

If the vehicle is on fire, or you must exit for other safety reasons, follow these steps:

1. Jump clear of the vehicle. Do not let any part of your body or clothes touch the ground and the machinery at the same time.
2. Land with feet together and hop away in small steps to minimize the path of electric current and avoid electric shock.
3. Keep going until you are at least 40 ft. away.
4. Call for help. Make sure no one gets within 40 ft. of the downed line.
5. Do not re-enter the area or vehicle until emergency responders and your electric co-op crews determine it is safe.

As we think about safety, we thought it would be good for our members to complete this short safety quiz:

Electric Safety Quiz

1. In Iowa, if I see overhead power lines near my property, I don't need to call Iowa One Call (811) before I dig in my yard.

True | False

False. Iowa law requires that at least 48 hours before digging or excavating in your yard, you must dial 811, call 800-292-8989, or make a request at www.iowaonecall.com to have underground utilities properly located. Even though you see power lines above, there may be equipment underground that could pose a safety risk or create an outage.



2. If a power line is down on the ground, it is no longer carrying electricity.

True | False

False. Storms or accidents can sometimes cause power lines to fall to the ground. Assume any wire lying on the ground is carrying electricity and stay away from it. If you spot a downed wire, immediately call your local police and your electric co-op at (800) 766-2099. Keep others from getting near the downed wire until help arrives. Never touch a person or object that is in contact with a power line or you may also be electrocuted; go get help immediately.

3. If I see a stationary utility maintenance vehicle with flashing lights, I need to move over or slow down.

True | False



True. Move over or slow down. It's that simple, and it's a new Iowa law. By following these two rules of the road, you can help save lives and avoid receiving a traffic ticket – or even losing your

driver's license. It's necessary to move over or slow down when approaching stationary emergency, maintenance, and utility vehicles with flashing lights activated. You can even show your support of this new law by signing a simple pledge to obey the law at www.moveoveriowa.com.

4. I can safely trim any of my trees that are near power lines.

True | False

False. Tree limbs that grow near power lines can be unsafe. If you climb such a tree, you could get hurt from electrical shock. Never trim trees near power lines. If you see a tree growing too close to power lines, contact your electric co-op at (800) 766-2099 to report it. Touching a power line with a tool or tree branch can cause an electric shock or start a fire.

5. If I am operating farm machinery or working outdoors, I need to keep a certain distance away from power lines.

True | False

True. Always lower portable augers or elevators to their lowest possible level – under 14 feet – before moving or transporting; use care when raising them. Keep all objects at least 10 feet away from overhead lines. As in any outdoor work, be careful not to raise any equipment such as ladders, poles or rods into power lines. Remember, non-metallic materials such as lumber, tree limbs, tires, ropes, and hay will conduct electricity depending on dampness and dust and dirt contamination. If equipment gets hung up on a power line, do NOT get off the machinery unless in immediate danger. If you touch the ground and the equipment at the same time, you will become a channel for electricity.



Consider Both Price Tags

WHEN APPLIANCE SHOPPING

Before you congratulate yourself for getting a great deal on a refrigerator, washing machine or other major appliance, consider the other cost of that device: its operating cost.



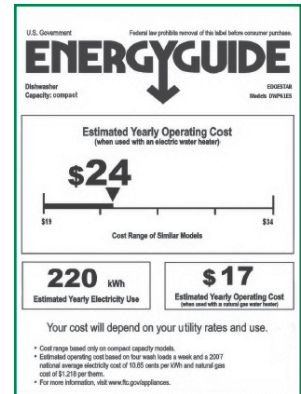
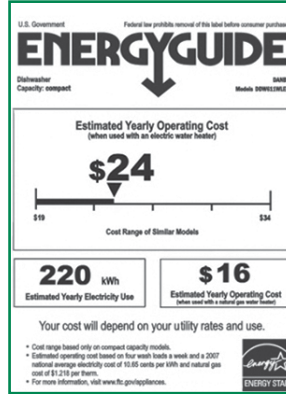
As with so many items, you often get what you pay for when it comes to electric appliances. The purchase price, as it turns out, is really just a down payment, because as long as you own the machine, you'll pay a monthly fee to use it.

Know what that monthly operating cost is before you buy.

It's not hard to figure it out. When you shop for an appliance, look for two labels: one from Energy Star, which you'll find only on appliances that exceed federal standards for energy efficiency; and the bright yellow Energy Guide label, which estimates the appliance's energy consumption.

The Energy Guide label, required on all appliances, is especially helpful because it reveals how much energy, on average, each appliance uses compared with similar models and estimates how much it will cost you to operate the appliance each year.

Note: All new appliances will have the yellow Energy Guide label attached, **but please check the guide for the Energy Star logo on it before sending it to us for a rebate.** Each member is limited to a maximum of \$250 in combined appliances rebates.



Our appliance rebates:

- Clothes washer \$50 per unit
- Clothes Dryer \$25 per unit
- Refrigerator \$25 per unit
- Freezer \$25 per unit
- Dishwasher \$25 per unit

The rebate form can be found at www.nwrec.coop or call our office to request a form.

ENERGY TRAIL TOUR *Winners Announced*

The response was great again this year from our members who want to join the fun on the Energy Trail bus tours being sponsored by North West REC and NIPCO. We want to thank everyone for their interest and for sending in their coupon. The following names were drawn for the two trips:

Teunis & Ruth Hoefakker, Rock Valley
John & Alice Jongma, Orange City
Tim & Dawn Stetson, Sioux Center
Donald & Maretta Budden, Granville
Jon & Sharon Van Beek, Primghar
Mark & Jonie Hibbing, Paullina

Doug & JR Davis, Sioux City
Brad & Jim Harvey, Akron
Jim Gearke, Le Mars
Richard & Kelli Boyle, Holstein
Vernis & Donna Giermann, Kiron
Joel Leenaars, Danbury



The two tours will include stops at coal mines, power plants and hydro-electric dams producing the electricity used by us daily. Congratulations, and we hope you enjoy your trip! Watch your newsletter early next year for the next chance to participate.

An Easier Way TO PAY

Save time and money with the **automatic bank draft** and **e-bill payment plan** by having your monthly electric bill deducted from your bank account and receiving your bill electronically. You would no longer receive printed billing statements in the mail.

Why sign up for the automatic bank draft and e-bill payment plan?

- No more writing a check to North West REC for your electric bill
- Your electric bill will be paid on the due date – no worrying about getting your check to our office on time
- Accurate record keeping from your financial institution showing the direct payment you make to North West REC on your bank statement
- Access to your electric information at all times online – view your billing and payment history with bill details (you will need to go to our website <http://www.nwrec.coop> to register your e-mail address and password for the e-bill)

What if I am already participating in the automatic bank draft payment plan?

- You will need to sign up for e-bill online
- Check the box on the coupon to sign up for e-bill, along with your signature and date

Your financial institution automatically transfers the amount of your monthly electric bill from your account to North West REC each month. The amount transferred will also appear on your monthly bank statement. The amount due will be transferred out of your account on the **8th of each month** for payment of your electric bill. You will receive an e-mail notice on the 20th of each month that your monthly electric bill is now ready to be viewed. This will indicate the amount to be withdrawn from your account. Please call 1-800-766-2099 if you have any questions or check www.nwrec.coop for more information.

----- **AUTHORIZATION AGREEMENT FOR BANK DRAFT AND E-BILL** -----
Please include a voided check when sending in this form.

I authorize North West REC to initiate withdrawals and, if necessary, debit entries and adjustments for any credit entries in error to my account at the financial institution named below for payment of my monthly electric bills.

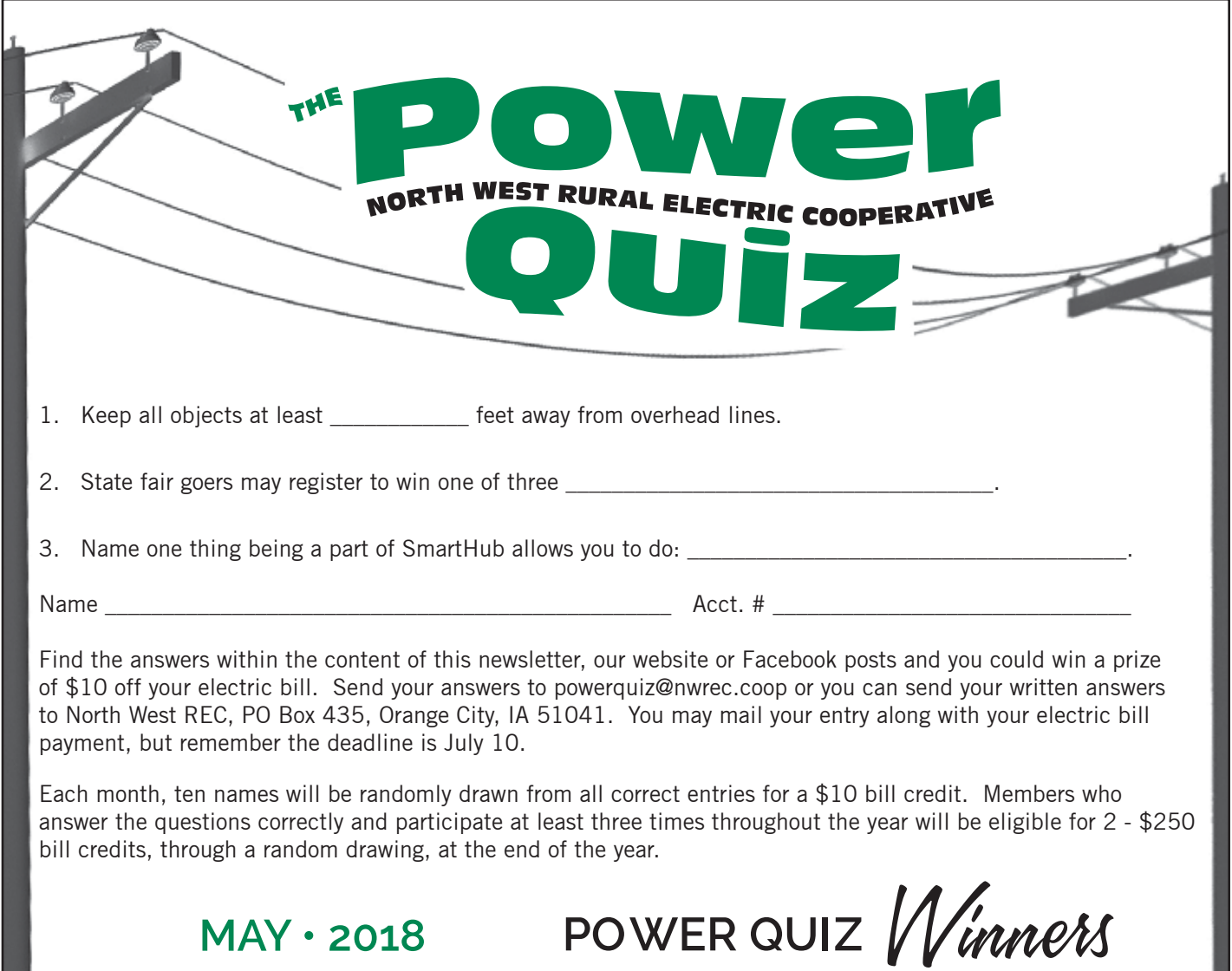
I understand that three or more payments in a 12-month period resulting in overdraft of my account may result in termination of the Direct Payment plan. This authorization will remain in effect until North West REC has received written notification from me of its termination in such time and manner as to afford North West REC and my financial institution a reasonable time to act on it.

Financial Institution: _____ Bank ID No.: _____
City: _____ State: _____ Zip: _____
Account No.: _____ () Checking () Savings (select one)
Payments to Begin: _____ and to be made on the 8th day of each month.
Account Holder Name: _____ Electric Acct. No.: _____
Email Address: _____

- YES, sign me up for the automatic payment plan only!
- YES, sign me up for the automatic payment plan and e-bill!
- YES, I am already a bank draft customer and want to sign up for e-bill!

Remember to go to our website <http://www.nwrec.coop> to register your e-mail address and password for e-bill!

Signature: _____ Date: _____



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

1. Keep all objects at least _____ feet away from overhead lines.
2. State fair goers may register to win one of three _____.
3. Name one thing being a part of SmartHub allows you to do: _____.


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 July 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 2 - \$250 bill credits, through a random drawing, at the end of the year.

MAY • 2018

POWER QUIZ *Winners*



**Marlyn Hoffman, Sanborn
Ray Whitmore, Le Mars
Irwin De Boer, Sioux Center
Steve Schoenherr, Hinton
Loren Oetken, Akron**



**George Laughton, Le Mars
Vernice Rahbusch, Sutherland
Larry Back, Hartley
Terry Fitzgerald, Le Mars
Mrs. Chester Mason, Ida Grove**

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

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