



NEWS *Lines*

PUBLISHED MONTHLY FOR THE MEMBER-OWNERS OF NORTH WEST RURAL ELECTRIC COOPERATIVE

JULY 2021

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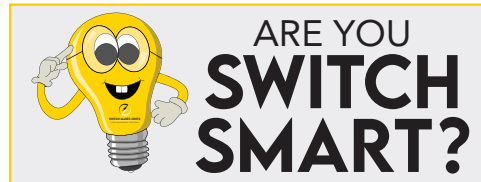
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July's Smart Choices code is 719117JUL and the prize drawing is for 2 \$25 bill credits. Sign up for smart choices on our website at www.nwrec.coop/smart-choices-sign-up

SAVE MONEY WITH *Switch Makes Cents*

Members of North West REC who participate in our Switch Makes Cents Program can watch for two new switch promotions beginning this summer. In an effort to better educate our members on the benefits of participating in our load management program, we are starting a new quarterly contest in this newsletter called "Are You Switch Smart?" As a thank you to our members for letting us come into your home to install your replacement switch and to encourage members to work with us to set up a time to come install your switch you will hear about the "Switch Sweepstakes" contest.

ARE YOU SWITCH SMART CONTEST



We will be running this promotion in our monthly newsletter. Read our newsletter and follow our social media pages where we will be sharing information about our Switch Makes Cents program. You can use the info you learn to answer a trivia question about the program on the back of the newsletter. There will be a new question in each newsletter, so you will have 3 opportunities to enter each quarter. At the end of each quarter; we will randomly pick one winner from those who send in at least one correct entry to receive a prize.

SWITCH SWEEPSTAKES

Over the next few years we will be replacing our older load management switches and meters with the new ones. We will make every effort to schedule times that are convenient for members when we need to change out a load management switch that is in the members' basement. As a thank you for allowing us into your home we are starting the Switch Sweepstakes.

SWITCH SWEEPSTAKES

After one of our employees installs a new switch in your home, we will put your name into a random drawing for a prize! Once a quarter we will randomly pick one winner for the Switch Sweepstakes!

SWITCH MAKES CENTS - LOAD MANAGEMENT PROGRAM

Switch Makes Cents is a load management program offered to our members since 1985. Members that have electric heat as their primary heat source can receive a discounted rate for their electric heating, air conditioning, and water heating usage. To receive this discounted rate members agree to have a switch installed.

When a load management switch is installed, the connected loads are interrupted during peak times to reduce peak demands and to lower our purchased power costs.

Continued on page 2

SAVE MONEY WITH *Switch Makes Cents*

The peaks during the winter months are typically in the early to mid-morning time frames. During the summer months, the peak times are typically late afternoon to early evening. The savings that North West REC (NWREC) receives from our power supplier by reducing electric demand during these peak times are then passed on to our members through the Switch Makes Cents rate. Your Cooperative was one of the first in the nation to install a load management system back in the mid 1980's. Today, we have over 7,000 load management switches installed, and it results in over \$1.5 million in annual purchased power cost savings.

SWITCH AND METER CHANGE OUTS

Why do you need a new switch and meter? With technology continuing to change and our current equipment becoming obsolete, it is important that we prepare for the next generation load management system. We are beginning to install a new Eaton RF (Radio Frequency) mesh system. One of the advantages of this new technology is that we will be able to use the same mesh infrastructure system for both load management and our automated metering.

As you can see in the picture to the right, we are putting stickers on the switch that will help members to better understand the meaning of the lights that are on or off. The numbers corresponding to each light will show you what equipment is associated with that

light. When the lights are on, you will be able to see which of your connected equipment is being controlled.

We have started the implementation process and it will likely take three to five years to replace our older load management

switches and meters with the new ones. Our Member Service Department, along with occasional assistance from our Operations Department, will be replacing 7,000 load management switches and nearly 15,000 meters in the next few years. It is a major undertaking, but having up-to-date and reliable load management and metering systems are extremely important to the Cooperative and our members. We appreciate the cooperation we always receive from our members for these types of projects. Please feel free to contact us if you have any questions or concerns.



SAVE THE DATE

MEMBER APPRECIATION DAYS 2021

5-7 pm
Fun for the
entire family!

- Inflatables & Games
- Safety Demonstration
- Lineman 360 VR Headsets
- Prize Drawings For Kids & Adults
- Musical Entertainment
- Pick Up Your Patronage Check
- Full Meal & Blue Bunny Ice Cream

<p style="font-weight: bold; text-align: center;">Ida County</p> <p>Tuesday August 24th Ida County Fairgrounds 2332 Hwy 59 Ida Grove, IA 51445</p>	<p style="font-weight: bold; text-align: center;">Plymouth County</p> <p>Tuesday August 31st Plymouth County Fairgrounds 500 4th Ave NE Le Mars, IA 51031</p>	<p style="font-weight: bold; text-align: center;">O'Brien County</p> <p>Thursday September 2nd O'Brien County Fairgrounds 555 3rd Street SE Primghar, IA 51245</p>	<p style="font-weight: bold; text-align: center;">Sioux County</p> <p>Thursday, September 7th Terrace View Event Center 230 St. Andrews Way Sioux Center, IA 51250</p>
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2020 PATRONAGE DIVIDEND *Assignment*


Your patronage dividend is one of the primary benefits of being a member of North West REC. Your cooperative had an excellent year of financial operations in 2020, and as a result, the board of directors assigned \$2,300,000.00 in patronage dividends to the member-owners. North West REC members who received electric service during the year 2020 will receive a patronage dividend assignment. Your portion of this assignment is based on the amount of electricity you purchased from the cooperative in 2020.

Shown here is an example of the patronage dividend allocation notice as printed on your electric bill that you received in June. The patronage has no cash value and cannot be used in payment of electric bills.

Patronage dividends are retained by the cooperative until the board of directors approves them to be paid. Upon approval, a certain percentage of past allocations are retired to the members.

If a member becomes deceased, patronage dividends can be refunded. The member's estate then needs to fill out the required paper work to have the past patronage dividends refunded.

If you have a change in address, please keep the cooperative informed of your new address. This will ensure any future patronage checks will be mailed to your correct address.



NORTH WEST REC
Your Touchstone Energy[®] Cooperative

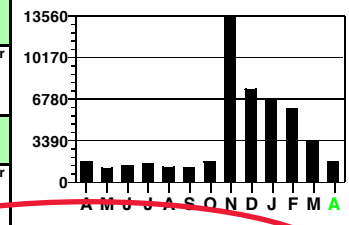
PO Box 435 1505 Albany PI SE
Orange City, IA 51041
www.nwrec.coop

Phone: (800) 766-2099 or 712-707-4935
Office Hours: 7:30 am to 4:00 pm Monday - Friday
Le Mars 2496 Lincoln Ave SW 712-546-4149 (Closed 12:00 - 12:30pm)
Iida Grove 5975 Hwy 175 East 712-364-3341 (Open 8:00am - 12:00pm)

Before reporting an outage, check your fuses, breakers, and equipment first.
To report an outage, please call the (800) number listed above.

NORTH WEST REC MEMBER

KWH USAGE HISTORY	
Current Month's Average KWH Per Day	13560
Last Year	53
This Year	53
Average Cost Per Day	3390
Last Year	4.99
This Year	5.07



YOUR PATRONAGE DIVIDEND ALLOCATION FOR 2020 IS \$128.61. PLEASE SEE YOUR NW REC NEWSLETTER FOR FURTHER DETAILS.

A late payment charge of 1.5% per month on the unpaid balance will be charged if payment is not received in our office by due date.

Account Number	Map Location	Service From	Service To	Due Date	Amount Due
123456	84-01-01-1234	04/01/2019	04/30/2019	06/10/2019	204.00

Meter Number	Rate Description	Present Reading	Previous Reading	Difference	Multiplier	Kwh Used	Kwh Charge
3000001	1 - RESIDENTIAL SINGLE P	10124	10061	63	40	860	113.76
3500001	338 - 338 SUB INT HP WH AC	9261	9178	83	20	1660	83.84

OTHER CHARGES		AMOUNT	BILLING INFORMATION		AMOUNT
Previous Bill Balance Forward		200.00	Current Electric Charge		197.60
Balance Forward		-200.00	Power Cost Adjustment .0016000		4.03
		0.00	Local Option Tax		2.01
Operation Roundup		0.36	Total Current Billing		203.64
Total Other Charges		0.36	Net Amount Due		204.00
			Gross Amount Due After 06/10/19		204.00

PLEASE DETACH BOTTOM PORTION AND RETURN WITH YOUR PAYMENT

Account Number	123456
Name:	NORTH WEST REC MEMBER
Amount Due on 06/10/2019:	204.00
Amount Paid:	
Amount After Due Date: 204.00	

NORTH WEST REC
PO BOX 435
ORANGE CITY, IA 51041-0435

Primary phone number: 712-123-4567.
If not correct, please update. _____
Thank you.



Lyle D. Korver

MANAGER'S *Report*

"With this \$2,050,000 patronage refund, it brings the total patronage that has been returned to the members during the last 82 years to over \$29 million!"

Board Approves Largest Patronage Retirement Ever

I'm pleased to report that the Board of Directors has approved the retirement of deferred patronage dividends again this year and the total amount will be a record of \$2,050,000. This will be distributed to the members in September.

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?

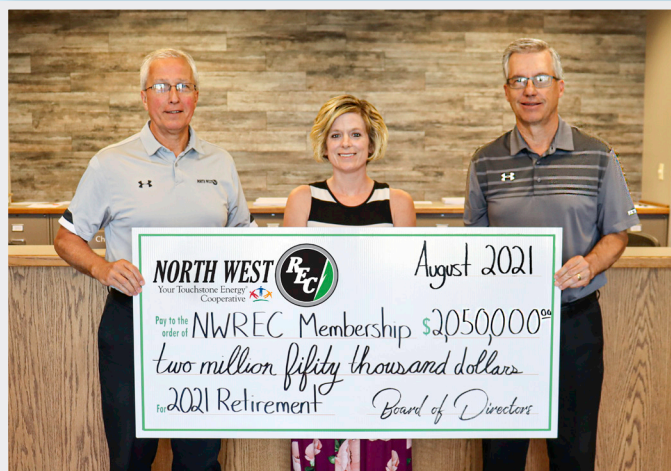
These deferred patronage dividends are retained by the Cooperative for a period of years and represent equity for the organization until the point in time when they are returned to the members. This year for the first time, we will be using a combination First In, First Out (FIFO) and Last In, First Out (LIFO) method. This gives an opportunity for both our long time and our newer members to see the benefits of being a member of the Cooperative.

What year of business will this years' retirement be based on?

This year's retirement will cover the remaining assignment of the year 2008, a portion of 2009 and a portion of 2020.

How will I receive my patronage refund?

We will be handing out patronage checks at our four Member Appreciation/ Patronage Day events in August and September. (The dates are listed on page 2 of the newsletter.) If you aren't able to attend one of these events, your check will be mailed out later in September. If your refund amount is less than \$50, your patronage refund will be made in the form of a credit on your electric bill dated September 20.



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

With this \$2,050,000 patronage refund, it brings the total patronage that has been returned to the members during the last 82 years to over \$29 million! We believe this is a true demonstration of what a Cooperative is about.

Revolving Loan Fund Program Update

NWREC has had a revolving loan fund in place since 1995. We have received 13 grants through the USDA REDLG program and with our 20% matching funds and interest accruals, built the fund up to \$5.3 million. This important USDA program provides funding for rural projects through local utility organizations like ours. The initial application has to be for a project of a non-profit organization. Once the initial loan is repaid, we are able to reloan the loan funds for new and expanding development projects. We have made 75 loans in the last 25 years totaling \$14.8 million.

This is one of our best economic development tools and we have used it extensively throughout our four-county service area. We recently closed on a RLF loan for Midwest Pro Manufacturing of Rock Valley who utilized the funds to help finance the upgrading of two of their machines in their precision-machined products and sub-assemblies' business. If you have any questions about this program, please contact us and we would be happy to review the program guidelines with you.



Changes to Ida Grove Office Hours



We wanted to make our members aware that our Ida Grove office hours changed effective July 1. Deb Clausen, a long time employee of the Cooperative, retired from full-time employment in February, 2017, but continued to work part-time. We changed the Ida Grove office hours at that time to Monday thru Friday, 8:00 a.m. to noon.

Deb has fully retired now as of June 30. With the ongoing challenge of being able to hire employees, we have made the decision to staff the Ida Grove office with office employees from our Orange City and Le Mars offices. We will have the office open on Wednesdays from 9:00 a.m. until 2:00 p.m. Our members from all of our districts can call us anytime from 7:30 a.m. to 4:00 p.m., Monday thru Friday with any billing or other questions or issues. We also continue to have after hours outage reporting services provided by SRS anytime outside of our office hours.

We want to wish Deb all the best in her retirement years. She has been a very dedicated employee for over 35 years and her retirement is well earned. Great job Deb!!!

Board Room Summary

The following is a brief summary of the discussion and decisions from the board meeting that was held on June 3, 2021:

- A safety report was shared by Derald Philips.
- Doug Alons, Derrick Haak and Sheila Van Beek gave an update on the 2021 construction and new service projects that are in progress.
- Received monthly operations and financial reports from staff.
- Approved the memberships for 18 new members.
- Manager Korver gave an update on the headquarters building expansion project. 4,800 square feet of additional garage/warehouse space is being added.
- Approved a patronage retirement in the amount of \$2,050,000. This is the largest retirement ever and will be distributed to the members at the August and September Member Appreciation/Patronage Day events.
- Approved final plans for the four Member Appreciation/Patronage Day events.
- Heard a Technology and Cyber Security update from James Vondrak, IT Director.
- Approved a Switch Makes Cents Education Campaign which will include some prize drawings to show appreciation for those members who participate in this important program.
- Manager Korver reported on several economic development projects that are underway.
- Heard reports from Director Tom Wagner on the recent NIPCO and Basin Board Meetings.
- Director Rehder gave a CFC Board Report.
- Director Ullrich gave a report on a recent director training program he participated in.
- Approved Operation Round-Up donations to several charitable organizations and medical emergency situations.

2021 REBATES



Geothermal Heat Pump*

Residential & C&I/Ag	\$1,400 per ton (new installs) \$750 per ton (replacement)
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Air Source Heat Pump*

Residential & C&I/Ag	\$700 per ton (all electric heat) \$500 per ton (not all electric)
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Ductless Mini Split Heating/Cooling & P-Tac Unit*

Residential all electric	\$1,000 per unit (new installs) \$500 per unit (replacement)
Residential not all electric	\$600 per unit (new installs) \$300 per unit (replacement)
C&I/Ag all electric	\$800 per ton (new installs) \$400 per ton (replacement)
C&I/Ag not all electric	\$400 per ton (new installs) \$200 per ton (replacement)

Central Air Conditioner*

Residential & C&I/Ag	\$100 per unit (new install only)
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Marathon Water Heaters - rebate applied your cost:

50 gallon	\$550
85 gallon	\$400
100 gallon	\$550
105 HD gallon	\$550
Hog Building (50 gallon only)	Full Price
New Home with all electric heat	— FREE 85 gallon

Energy Star Certified NEW Electric Appliances*

Clothes Washer	\$50 per unit
Clothes Dryer	\$25 per unit
Refrigerator	\$25 per unit
Freezer	\$25 per unit
Dishwasher	\$25 per unit

Appliance Recycling Program - max of 3 per year*

Freezer	\$50 per unit
Refrigerator	\$50 per unit

Building Insulation*

Residential	30% of install cost up to \$800
C&I/Ag	10% of install cost up to \$2,000

Variable Speed Motor & Soft Start Motors*

C&I/Ag	\$30 per horsepower
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Electric Vehicle Chargers*

Residential	\$750 per charger
C&I/Ag	\$1,200 per charger

Energy Assessments*

Residential	\$45
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***Many rebates have maximum limits and certain criteria that needs to be met. For complete details on all of our rebates, and forms to apply, visit our website nwrec.coop or contact the office and we would be happy to review them with you.**

Energy Efficiency

LOANS FOR HOMEOWNERS



An energy-efficiency loan from North West REC can be an effective way to improve your home and save energy. The loan may be made for qualifying energy efficient home improvements such as new electric heating systems, an electric water heater, or energy efficient windows and doors.

If interested in an energy efficiency loan, members must complete a loan application and provide a complete itemized bill. This bill may include electric heat equipment, wiring, labor, electric water heater, and electric space conditioning equipment for cooling. Insulation expense, to improve the integrity of the building and the space to be conditioned, may also be included in a loan. Once submitted the loan application and credit check will be reviewed by the board of directors for approval.

Other specifics of our loan program for North West REC members include:

- Minimum amount of \$500 to \$999 written for one year.
- Maximum amount of \$7,000 for equipment upgrade, written for three years.
- Maximum amount of \$4,000 for house improvement of insulation, doors, windows, caulking, weather-stripping, etc.
- 5.50% simple interest
- Monthly payments included on electric bill
- No penalty for early pay-off

North West REC will deduct any rebates from the total itemized bill and will finance up to 90% of the remainder upon approval from our board of directors.

Call us to find out if your home improvement project qualifies!

LOOKING FOR AN *Easier Way To Pay?*

Save time and money with our **bank draft** and **SmartHub e-bill options** 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. **To sign up for SmartHub please register at www.nwrec.coop. You can also sign up for bank draft online once you register for an account.**

Why sign up for the automatic bank draft and SmartHub e-bill option?

- 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 NWREC on your bank statement.
- Access to your electric information at all times online - view your billing and payment history with bill details.
- Easy sign up for SmartHub e-billing at www.nwrec.coop.

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 SMARTHUB E-BILL

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. You can sign up at www.nwrec.coop.

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 a 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 or () 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: _____

To sign up for SmartHub e-bill please register at www.nwrec.coop. You may also sign up for bank draft online once you register for an account.

Signature: _____ Date: _____

PLEASE INCLUDE A VOIDED CHECK WHEN SENDING IN THIS FORM

THE POWER QUIZ

NORTH WEST REC

1. What is one of the 4 dates of the Member Appreciation Events this fall?
2. Name a type of heat pump that you can receive a rebate for installing:
3. How much is the 2020 Patronage Dividend Assignment?

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 June 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.

POWER QUIZ *Winners*

MAY 2021

Lyle Hoekstra - Sheldon
 Patrick Scanlan - Kiron
 Beyer Farms - Sanborn
 Thomas Konz - Le Mars
 Harry Hoffman - Akron

Steve Van Veldhuizen - Boyden
 Lee Wiener - Kingsley
 Dudley McDowell - Sheldon
 Gary Combs - Westfield
 Robert Plueger - Le Mars



ARE YOU SWITCH SMART?

How many years old is our current load management system?

Answer: _____

Name _____ Acct. # _____

What do you know about the Switch Makes Cents program? Find the answers within the content of this newsletter, our website or Facebook posts and you could win a prize. Send your answers to switchsmart@nwrec.coop, fill out the question form online, or 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 September 30. At the end of the quarter one name will be randomly drawn from all the correct entries for a prize. There will be a new question every month, participate up to 3 times a quarter!

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 open 9:00 a.m. - 2:00 p.m.
 Wednesdays only

PHONE:

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

IDA GROVE
 (712) 364-3341

LE MARS
 (712) 546-4149

Outside Depository Box Available For After Hours Payments

This institution is an equal opportunity employer, provider, and lender.

Lyle D. Korver
 CEO & General Manager

Curt Ahrenholz
 Finance & Office Services Director

Emily Vander Velde
 Editor



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