



NEWS *Lines*

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

MEMBER *Patronage Days*

We are pleased to report that the Board of Directors has approved the retirement of deferred patronage dividends in the amount of \$1,623,000. This will be the largest retirement your Cooperative has ever made.

If you were a member in 2005 and/or 2006, you can pick up your check on the date and the location in your district that we have listed. If it doesn't work for you to pick up your check, we will mail out the remaining checks around the end of December. 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 December 20.

You're Invited

MEMBER PATRONAGE DAYS Open House

DATES & LOCATIONS:

Wednesday, November 28

District 1 at Orange City office

Tuesday, December 4

District 3 at Le Mars office

Wednesday, December 12

District 4 at Ida Grove Rec Center

Thursday, December 13

District 2 at Primghar Community Center

TIME:

Open house from 11:00 am until 3:00 pm

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

*We look forward
to seeing you!*

NOVEMBER 2018

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Employees Recognized **FOR SERVICE**

Employees were recognized for their years of service to the Cooperative at its annual get-together this fall.



Employees recognized: (left to right) Lorn Wielenga, James Vondrak, Curt Ahrenholz, Kathy Edsen, Ken Miller, Gina Christoffel, Alex Jungers, Sheila Van Beek, Derald Philips, Lorraine Egdorf and Lyle Korver.

40 YEARS OF SERVICE

Lorraine Egdorf – Communications & Member Energy Coordinator, Orange City
Lyle Korver – CEO & General Manager, Orange City
Derald Philips – Safety/Loss Control Director, Orange City

35 YEARS OF SERVICE

Curt Ahrenholz - Finance/Office Services Director, Orange City

25 YEARS OF SERVICE

Kathy Edsen - Part-Time Office Assistant, Ida Grove
Doug White – Lead Lineman, Ida Grove
Sheila Van Beek – Operations Coordinator, Orange City

15 YEARS OF SERVICE

Derrick Haak – Assistant Operations Director, Orange City
Brett Hansen – Journeyman Lineman, Ida Grove

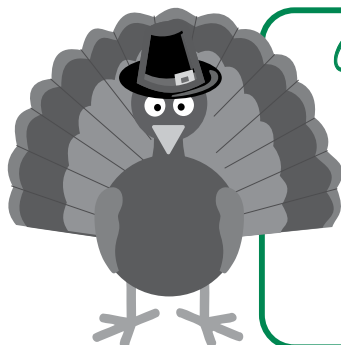
10 YEARS OF SERVICE

Ken Miller – Material/Warehouse Coordinator, Orange City
Luke Lathrop – Journeyman Lineman, Orange City
Alex Jungers – Journeyman Lineman, Orange City

5 YEARS OF SERVICE

Gina Christoffel – Customer Service Representative, Orange City
James Vondrak – Information Technology Administrator, Orange City
Lorn Wielenga – Journeyman Lineman, Le Mars

Congratulations to all on their years of service!



*Our Offices Will Be Closed In
Observance of Thanksgiving*

**THURSDAY, NOVEMBER 22
AND FRIDAY NOVEMBER 23**

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

Have a Safe Holiday!

OPERATION *Round Up* REPORT



Disbursements made from North West REC's Operation Round Up Trust in the third quarter of 2018 totaled \$11,250. This brings the total disbursements made from Operation Round Up since its inception in June of 1999 to \$431,305. Many people have been helped thanks to our members.

\$7,800 Medical Emergencies – assist families with unusual expenses resulting from serious health problems and accident related injuries

\$2,750 Le Mars United Way, Orange City Community Chest, Ida County Crisis Funds, S.O.S. O'Brien County, Hope Haven, Village Northwest Unlimited, Life Skills Training Center, Ida Services Inc, Primghar Junior Women's Club, Inspiration Hills and Noah's Ark Daycare – program support

\$ 300 School BackPack program – support program for feeding hungry children with after school and weekend snacks

\$ 250 Midwest Honor Flight Program – program support for veterans

\$ 150 Special Olympics – 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

“As an electric cooperative, NWREC truly belongs to the member-owners we serve and any profits are shared back with our member-owners over time.”

What Does Co-op Ownership Really Mean?

At North West REC (NWREC), we often say that those who receive electricity from the co-op are also owners of the co-op, but what exactly does that mean? If you own your home or car, you have the keys and can access your property any time you want to. As a part owner of NWREC, you don't exactly get a set of keys to the office, but you do receive some great benefits.

One of the most important benefits of being a co-op owner is that you have a voice in how the co-op operates. Member-owners like you democratically elect the co-op's local board of directors, who must also be member-owners. These directors serve your local interests in governing the cooperative. Make sure to attend our annual meeting each year in March to exercise your right to vote as an owner. During the meeting, co-op member-owners vote in director elections, review the cooperative financials and vote on any other cooperative business such as proposed bylaw amendments. You also have an opportunity to talk directly to co-op staff and your board of directors.

Here are our current directors:

District 1



Steve Abma



Del Beyer



Jeff Rehder

District 2



Chad Dau



Tom Wagner

District 3



Doug Becker



Shirley Benson



Steve Brown



Scott Feuerhelm

District 4



Dan Hoffman



Dale Ullrich

As a member-owner of NWREC, you are also accumulating equity in the co-op as you use electricity each month. In fact, each member-owner has a patronage capital allocation account on file which tracks the credit or equity accumulated each year. The cooperative is a not-for-profit organization, but when we experience additional income over expenses – referred to as profits or margins – at the end of the year, we allocate that extra money back to our owners in relation to how much electricity each member-owner used during the year. These funds are allocated to your deferred patronage dividend account and returned to you over time when the board determines that it is financially feasible to do so. You should receive a deferred patronage dividend allocation notice from NWREC in May each year which details your specific account information. To date, NWREC has returned more than \$24 million to our member-owners over the last 79 years.

We're excited to report that the board of directors has approved a patronage retirement of \$1,623,000 this year – the largest in the co-op's history – and it covers a portion of the allocations made in 2005 and 2006. These retirement checks will be distributed to members, who were on the lines in those years, at our upcoming Patronage Days. We hope you will be able to stop by to pick up your check, enjoy some Christmas goodies and visit with our staff about your co-op's many programs and services. (See the dates and locations on page one. We are also mailing a postcard to each member.) This is one of our best member engagement opportunities, and we look forward to seeing you!

As an electric cooperative, NWREC truly belongs to the



Gina Christoffel, Julee Kovarna and Megan Pick

member-owners we serve and any profits are shared back with our member-owners over time. While we can't

give you a set of keys to the office, co-op ownership does have its privileges!

Educated Directors are More Effective Leaders

It's no secret that for leaders to be most effective, they must be knowledgeable about the industries and issues that could impact the organizations they serve. This is especially true in the electric industry, and our local cooperative leaders – our board of directors who are elected by fellow members – invest a great amount of time in education and training so they are knowledgeable of issues that affect the operations of NWREC.

Our board guides the cooperative in providing electricity that is safe, affordable, reliable and sustainable. The board of directors play a crucial role in determining the strategic direction and priorities of NWREC. This input and guidance are key as the co-op keeps the lights on today and also works to meet our members' future energy needs.

We strongly believe that a more informed and educated board is a more effective and successful board, which is why NWREC invests resources in providing quality education and training to our directors. Through our affiliations with the Iowa Association of Electric Cooperatives and the National Rural Electric Cooperative Association, our directors have valuable opportunities to attend governance education courses and industry conferences so they are informed on the latest challenges, trends, regulations and technologies affecting electric cooperatives.

Investing in valuable education and training for board directors helps ensure that our leaders make informed decisions that will guide the cooperative to a successful future as we power lives and empower the communities we serve.

Board Room Summary – September 27

The following is a brief summary of the discussions and decisions from the board meeting held on September 27:

- Received monthly safety, operations and financial reports from staff.
- Rob Driesen gave an update on Member Services. It has been a very good year with new home construction, and he provided a report on the number of energy efficiency rebates that have been processed so far this year.

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- Approved Operation Round-Up donations to several charitable organizations and medical emergency situations.
- Manager Korver reported on several economic development projects that are underway. There are some very good new projects this year including a new dairy, assisted living facility, apartment complex and several expansions of our commercial and industrial customer loads.
- Manager Korver reported on the recent Legislative trip to Washington, D.C. in connection with our State Association Fall Fly In. Four employees attended and had the opportunity to meet with Sen. Grassley, Sen. Ernst and Rep. King.
- Matt Washburn, Executive Vice President of NIPCO – our power supplier – gave an update on NIPCO operations.
- Heard reports from Director Tom Wagner on the recent NIPCO and Basin Board Meetings.
- President Rehder reported on the recent NRECA Regional Meeting he had attended. Some of the topics covered were rural broadband issues; the next generation board – how the director skill set is evolving; a report on the International program; cyber security issues; financial reports from our lender - CFC; new technology and system integration trends impacting the electric utility industry.
- Approved 30 membership applications for new members.

NRECA LEGISLATIVE CONFERENCE IN D.C.

a Success

More than 50 Iowa electric cooperative representatives flew to Washington, D.C. in September to participate in the 2018 NRECA Legislative Conference. The Iowa managers, directors and employees spent three days sharing the electric cooperative story in Washington.

Advocates were able to lobby all six members of the Iowa Congressional Delegation, House Agriculture Committee staff, DOE Director of Public Affairs Bob Haus and USDA Under Secretary Bill Northey. Issues discussed include rightsizing pension premiums, Farm Bill reauthorization, protecting Iowa's power supply and improving rural infrastructure and broadband access.

The group was well received in every meeting, underscoring the continuing success of Iowa electric cooperatives' advocacy efforts. Not only were advocates successful in sharing the cooperative point of view on important federal issues, but they were also effective at maintaining and building relationships with Washington policymakers.

Attending from North West REC were Lyle Korver, Ken Miller, Lorn Wielenga and Brett Hansen.



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.

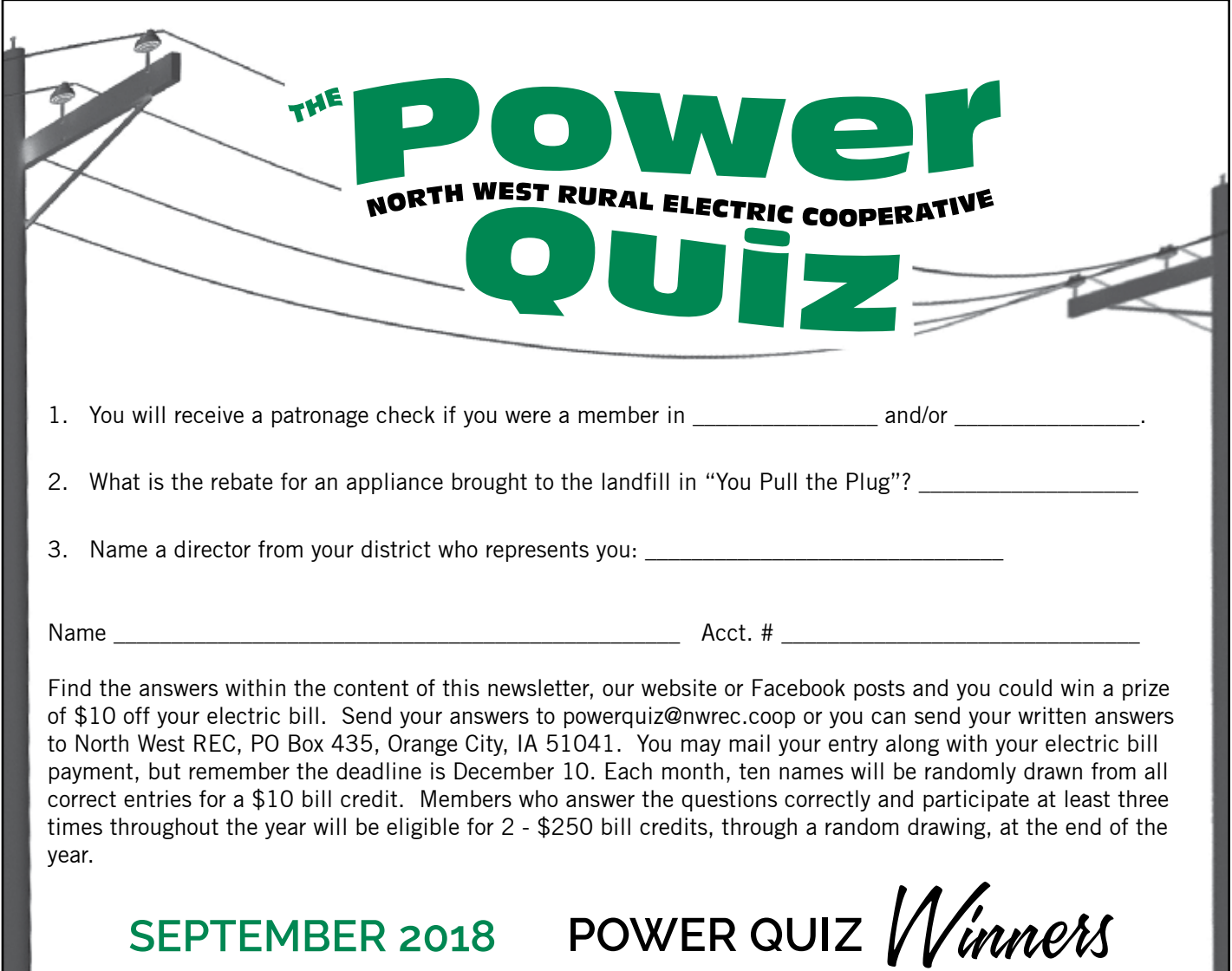
Appliance(s) must be clean, empty and in working order when recycled/dropped off at a certified location. A dated copy of a receipt by the certified vendor/landfill/recycler must accompany the “You Pull the Plug” rebate application form (available from our office). Company/facility must specify appliance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



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


1. You will receive a patronage check if you were a member in _____ and/or _____.
2. What is the rebate for an appliance brought to the landfill in "You Pull the Plug"? _____
3. Name a director from your district who represents you: _____

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 December 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.

SEPTEMBER 2018

POWER QUIZ *Winners*



Ann Mulder, Rock Valley
David Ahlers, Remsen
Randy Daum, Alton
Brian Cronin, Holstein

Yvonne Te Grotenhuis, Orange City

Maynard De Boer, Archer
Kevin Klein, Hartley

Maureen Zimmerman, Orange City
Sandy Fick, Boyden

LeRoy Woelber, Boyden



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