


# Energy Partners

A monthly look at the happenings of and related to:



New-Mac Electric Cooperative

Your Touchstone Energy® Partner   
The power of human connections

## Rates expected to remain stable for 2010

“Barring any unforeseen circumstances that may arise, New-Mac Electric does not plan on having a general rate increase in 2010,” said Mitch McCumber, CEO and General Manager. “Now that being said, we all know in this day and age, things can change – and if they do, we will address those changes to you, our members.”

“I promised to let you know in January what would happen,” said McCumber, referring to what he told the membership at the co-op’s annual meeting, held Oct. 31.

At that gathering, McCumber spoke of

rising industry costs coupled with uncertainty surrounding legislation that would directly affect energy costs across the nation. Still, he assured those in attendance that New-Mac was going to do everything possible to keep rates in check.

“To meet our budget expenses, the easy

The decision to keep rates stable in 2010 is consistent with the approach shown by the co-op over the past two decades. New-Mac has passed a general rate increase on to its customers only twice in the last 20 years – with those coming in 2008 and 2009.

While New-Mac plans to avoid a general rate increase in 2010, increases in future years will be unavoidable due to volatile fuel prices, the rising costs of building and retrofitting power plants, the effects of environmental legislation, and other costs of doing business.

Whatever changes do occur in the industry, New-Mac will continue to inform its members of how these happenings will affect future rates.

**“We’re all in this together,”**

**CEO/General Manager Mitch McCumber**

way out would be to just raise rates,” said McCumber at the meeting. “Folks, we don’t look for the easy way out. Remember what I’ve said before. We’re all in this together.”

## Appliance and heat pump rebates will continue in 2010

New-Mac Electric will continue to help customers *Take Control & Save* in 2010 by extending its appliance and heat pump rebate program.

New-Mac hopes customers will use this incentive by spending a little more to pur-

chase energy efficient units, knowing they can qualify for rebates. Of course, buying energy efficient also means additional savings throughout the life of the unit since it will use less energy.

So, if it’s about time to buy a new clothes washer, dishwasher, window air-conditioning unit, water heater, or heating-and-cooling unit, keep in mind the rebate program qualifications – **because only qualifying purchases will be rebated.**

The rebate qualifications will remain

<b>WATER HEATERS</b> .....	<b>\$50</b>
<b>WINDOW AIR-CONDITIONING UNITS</b> .....	<b>\$50</b>
<b>CLOTHES WASHERS</b> .....	<b>\$100</b>
<b>DISHWASHERS</b> .....	<b>\$50</b>
<b>DUAL-FUEL HEAT PUMPS</b> .....	<b>\$150 per ton</b>
<b>GROUND-SOURCE HEAT PUMPS</b> .....	<b>\$300 per ton</b>

*All appliances and heat pumps MUST meet program specifications!*

the same as in 2009 with one exception. **Dual-fuel heat pumps must now have a**

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Energy Partners is a monthly publication of New-Mac Electric for the purpose of informing members of the programs, services and happenings of, and related to, the cooperative.

## Assistance is available

If you are having a problem paying your New-Mac account, please call us to make arrangements. Please don't disregard paying your bill. There are programs and options (such as budget billing) designed to assist you. So, please give us a call at 451-1515 or (800) 322-3849.

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM & EMERGENCY ASSISTANCE

Jasper County .....417/781-0352  
McDonald County...417/845-6011  
Newton County.....417/451-2206

## Stay away from downed lines

Heavy snows, ice and winds are all capable of bringing down power lines. New-Mac would like to remind everyone to stay away from downed power lines.

Please **don't** touch, attempt to move, or drive over downed lines. Also, **don't** touch anyone who is in contact with power lines.

Always report downed power lines to New-Mac Electric at 451-1515 or (800) 322-3849.

## Please call before you dig

Digging in areas where there may be an underground electric line can be dangerous! So, before any project that requires digging, call the Missouri One Call System at 800-DIG-RITE.

Those who fail to make this call not only face the chance of electric shock; they also will be held responsible for any repairs that may be necessary if a line is accidentally cut or damaged.

# Joining the debate in the Senate

When Sen. Kit Bond asked me to appear before the U.S. Senate's Environment and Public Works Committee, I wondered if there was some way I could say no. The prospect of being grilled by a key Senate committee is something I look forward to with the same enthusiasm I bring to a flu shot.

But for the past two years, I have been listening to electric co-op members voice their concerns about proposed climate change legislation. What I have heard was a story that needed to be told.

I heard from senior citizens who said a major increase in their electric bills caused by this legislation would force them to choose between food and medicine. I heard from small business owners worried about the impact on their bottom lines. Farmers told me they were concerned the legislation would take away what little profit they could extract from their land and livestock.

Committee Chair Barbara Boxer needed to hear those stories, and if I didn't tell her, who would?



**By Barry Hart**  
Executive Vice President  
of the Association of  
Missouri Electric  
Cooperatives

So, reluctantly, I agreed to travel to Washington, D.C., on Oct. 28 where I joined the debate as the Senate took up its version of a climate change bill. As I took my seat in the crowded room, I wished I could have thanked each and every electric cooperative member who helped me, and the electric cooperatives I represent, gain that seat at the table.

An amazing sight greeted me. Across the room was Sen. Bond. And next to him were more than 30,000 postcards, his share of those sent in by many of those same members I had met at those annual meet-

ings.

It was a stirring sight and it gave me the strength to say what needed to be said.

I told the committee that Missourians were concerned that the legislation they were considering treated them unfairly because it shortchanges Missouri on the carbon emission allowances needed to generate electricity. I told them it would lead to dramatic increases in the price we pay for electricity.

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## Rebates

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**SEER rating of 14.5 to qualify**, which is the new *Energy Star* standard for 2010.

In order to qualify for a rebate, New-Mac must receive a completed rebate form and a copy of the purchase receipt within **90 days of the date of purchase**. Rebate forms can be found online at [www.newmac.com](http://www.newmac.com), or can be picked up both the Neosho and Anderson offices, or by calling 451-1515 or 800-322-3849.

The rebate **Take Control & Save** program has

A Cooperative Effort for Energy Efficiency

been extended through Dec. 31, 2010. Rebates will be applied to your New-Mac bill in the form of an energy credit.

In order to receive a rebate, purchases **must** meet these qualifications:

### CLOTHES WASHERS – \$100

- must be submitted within 90 days of purchase
- must be *Energy Star* rated
- only for homes with electric water heaters
- for residential customers only

### DISHWASHERS – \$50

- must be submitted within 90 days of purchase
- must be *Energy Star* rated

- only for homes with electric water heaters
- for residential customers only

### WINDOW AIR-CONDITIONING UNITS – \$50

- must be submitted within 90 days of purchase
- must be *Energy Star* rated
- for residential customers only

### WATER HEATERS – \$50

- must be submitted within 90 days of purchase
- must have an energy rating of .9 or better
- only for replacement of another electric water, or for a new home
- for residential customers only

### DUAL-FUEL HEAT PUMPS – \$150 PER TON

- must be submitted within 90 days of purchase
- **must be *Energy Star* rated (14.5 SEER)**
- must be dual fuel (having natural gas or propane for back-up)
- for residential or commercial customers

### GROUND-SOURCE HEAT PUMPS – \$300 PER TON

- must be submitted within 90 days of purchase
- If only the unit needs replaced and the looping is still present, customers can get \$150 per ton if the new unit is a gain of at least 3 EER.
- 10 tons or more must be pre-approved
- for residential or commercial customers

## 'Here's that better way I was telling you about'

Comandment No. 5: Thou shalt use the BETTER WAY

A few mornings ago, my wife said to me, "This would be a perfect morning to go to the farmers market. It is CLOUDY, about 70 degrees and NO WIND." Even if we didn't buy anything, it would be a nice morning together. (Men, no comments about spending.)

Well, I agreed and proceeded to get dressed for the market. There were about 20 vendors at the market and I like to talk to all of them. I want to know if they actually grew or made the products that they were selling.

The first person I met was a lady who had small bouquets of wildflowers. I told her that I would buy my wife flowers if she didn't act up or spend any money. We proceeded around the square and purchased fresh blackberries, tomatoes, peaches, greens, grapes and two bluebird houses. We ended up back at the wildflower lady's table.

She smiled and said, "You're back."

I said, "My name is Doug Rye. Have you ever heard of Doug Rye?"



**Doug Rye**  
says ...

"Yes, you are the man that writes in the electric co-op magazine. What do you think of solar?" she asked.

I looked straight up toward the sky and turned 360 degrees and she started laughing as she said, "It wouldn't work very well today, would it?"

I encouraged her to read the next issue of her electric cooperative publication to learn the BETTER WAY.

Why do so many ask about solar and wind? It is because they care about the world, our nation and their own houses. That is just like me and most of you folks.

Part of that concern is about the carbon "footprint" created as a result of energy generation. I don't know of any person who objects to reducing the footprint. On most days, however, generating electricity at your house with solar doesn't even reduce a "toeprint."

In my opinion, sealing the ductwork and adding attic insulation would reduce more "toeprints" than solar. Now, caulk and

See Rye, page 4

## ○ Hart

Continued from page 2

And each senator received a copy of a study done by all the state's utilities that shows rates could go up as much as 77 percent under one scenario.

The main point I was able to get across was that Missouri's electric co-ops were following federal policy when they built their last baseload power plant 27 years ago. At the time, oil, natural gas and nuclear power options were off the table by federal decree. Coal was the only choice.

Missouri consumers see themselves about to be penalized for following federal policy and making the only choice that would reliably meet members' needs. That, to me, is one bitter pill to swallow.

After the three days of hearings, the bill was passed out of committee with Sen. Bond and his fellow Republicans boycotting the vote. Because Sen. Boxer did not heed the warning from Missouri's Sen. Claire McCaskill and 13 other moderate Democrats, who said they can not support a bill that does not protect consumers, the measure was dead on arrival.

Climate legislation will be taken up "some time in the spring," Senate Majority Leader Harry Reid of Nevada said on Nov. 17 after tabling the measure. Hopefully, senators will use the time to make changes that will keep electricity affordable for consumers.

## Paying over the phone? Please consider....

While paying your bill over the phone with a credit card is a popular option for New-Mac customers, those waiting to do so on the last day of the month can avoid long waits on hold (due to high call volumes) and assist the cooperative through the following options:

1. Customers can leave their payment information and phone number on a voice mail, and when the payment has been processed, they will receive a call that day. Some return calls may occur after normal business hours, however New-Mac will return a call that day.

2. Customers can leave their name and phone number, and a billing clerk will call them in order to process the payment.

3. Customers can call a few days earlier with their payment information and request that New-Mac not process the payment until the last day of the month.

4. Customers can sign up for automatic payment, and their bill will be processed on the 25th of each month.

Before the hearing ended, I promised that Missouri's electric cooperatives would work with any Senate committee to help craft a bill that would achieve the twin goals of reducing emissions without harming consumers. We have a responsibility to help them get it right because if they don't, the EPA has plans to step in and do something without the direction of our elected officials.

In the end, if a climate change bill does not have the support of the people, it is destined for failure.

## Energy Partners' Recipe of the Month:

### CRANBERRY NUT DESSERT

Submitted by New-Mac member: **Nina Baker**

1 1/4 cup fresh or frozen cranberries	1/2 cup sugar
1/4 cup packed brown sugar	1/2 cup all-purpose flour
1/4 cup chopped walnut or pecans	1/3 cup melted butter
1 egg	

Place cranberries in a greased 9-inch pie plate, sprinkle with brown sugar and nuts. In a small bowl, beat egg, gradually add sugar. Beat in flour and butter. Mix well. Pour over berries. Bake at 325° for 40-45 minutes or until golden brown. Serve warm. 6-8 servings. Sprinkle with powdered sugar.

Send your recipe, along with your name and customer number, to: Recipes, c/o New-Mac Electric Cooperative, P.O. Box 310, Neosho, MO 64850; or recipes@new-mac.com. If your recipe is selected, New-Mac will apply a \$15 credit to your bill.

## o Rye

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install a geothermal heat pump and you might reduce the print by five toes and a half foot. You simply get better results for less money, even when the sun is not shining and the wind isn't blowing.

Today is my birthday and I opened a gift from my daughter about 15 minutes ago. It is a beautiful scenic book about waterfalls by an electric cooperative member named Tim Ernst. Folks, I care as much about this country and the environment as anyone else. It is none of my business what you do, I just want you to know the BETTER WAY.



P.O. Box 310 — 12105 East Highway 86  
Neosho, Missouri 64850  
**Telephone:** 417/451-1515 800/322-3849  
**Fax:** 417/451-9042  
**Office Hours:** Neosho — 8 a.m. to 5 p.m.  
Anderson — 8 a.m. to 4:30 p.m.

Or visit us on the Web at  
[www.newmac.com](http://www.newmac.com)

### Management

CEO/General Manager ..... Mitch McCumber  
Controller ..... David Childers  
Manager of Administration ..... Mary Hatfield  
System Engineer ..... Stan Irsik  
Manager of Operations ..... Alan Loehr  
Manager of Marketing ..... Mark K. Rakes  
Billing Supervisor ..... Vickie Stuart

### Board of Directors

District 1 ..... Martin Youngblood  
District 2 ..... Kenneth Daniels  
District 3 ..... Bobby Fields  
District 4 ..... Beryl Kennedy  
District 5 ..... Billy P. White  
District 6 ..... Paul Sprenkle  
District 7 ..... Maurice Mailes  
District 8 ..... Virgil Winchester  
District 9 ..... Dewey Allgood

### Services Provided to Members

Call our consumer services department for information on the following services:

- Autowithdrawal Payment**
- Levelized Billing**
- Rental Light**
- Meeting rooms available at both locations**
- Credit Card Acceptance**
- Safety Programs (upon request)**
- Surge Protection**
- Green Power**

### Questions? Comments?

Contact: Mark K. Rakes  
P.O. Box 310, Neosho, MO  
[mrakes@newmac.com](mailto:mrakes@newmac.com)



## LEVELIZED BILLING AGREEMENT

Levelized Billing agreement between New-Mac Electric Cooperative, Inc., of Neosho, Missouri, and:

Name \_\_\_\_\_

Address \_\_\_\_\_ City/St./Zip \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

Customer # \_\_\_\_\_ Location # \_\_\_\_\_

Levelized Billing consists of eleven equal payments and one adjustment payment per year. The amount of the twelfth payment will be adjusted according to the meter reading secured by New-Mac Electric Cooperative, Inc., at the end of a one-year period. Should you have a credit balance, no payment will be required for that month. Should an underpayment occur, you will be billed accordingly.

Levelized payments will be based on your anticipated usage and applied to the rate proposed for the next twelve-month period.

This is to request Levelized Billing at the above location upon the following terms:

1. Agreement to begin as of \_\_\_\_\_.
2. Payment to consist of eleven equal payments and one payment adjusted according to secured meter reading. You will be notified by the billing department of your monthly payment amount.
3. All payments must be accompanied with your bill.
4. Term of agreement will be one year and renewable on or before anniversary.
5. Payments need to be in our office no later than the last day of the month.
6. Should your account become delinquent more than three times in a twelve-month period or become more than one-month delinquent, this contract will be void.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Ease budgeting with Levelized Billing

Most folks would agree that it's easier to budget for something when you know what to expect. However, electric bills, due to the heating and cooling of homes, are prone to fluctuation and consequently are somewhat unpredictable.

Well, if that fluctuation is something you could do without, New-Mac offers a payment option which evens out the peaks and valleys of energy use. Through a process called Levelized Billing, each month your bill is based on an average of your electric bills over the previous 12 months.

Levelized Billing consists of 11 equal payments and one adjustment payment per



**If you'd like to get started with Levelized Billing, fill out this form and send it in with your payment. If you send it in by January 20, your Levelized Billing will start with the bill you receive in February.**

year. Since household usage typically varies from year to year (due to weather, improvements, additions, etc.), the twelfth payment is used to make up the difference between the estimated and actual usage.

Most residential members with a good credit history are eligible for this program. Participants also must have at least 12 months of billing history at the location to be put on Levelized Billing.

If you would like to take advantage of Levelized Billing, fill out the form at left and send it in with your payment. If you want to get started with the bill you receive in February, the form needs to be turned in by January 20. Otherwise, your Levelized Billing will begin as soon as possible, depending on when the form is received.

