

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

New-Mac Electric Cooperative plans for no rate increase in 2011

“New-Mac Electric does not plan on having a general rate increase in 2011,” said Mitch McCumber, CEO and General Manager. “Of course, some things are impossible to forecast – such as storms, environmental legislation, and fuel costs, but barring unforeseen changes, we intend to keep rates stable for the year ahead.”

McCumber promised New-Mac members at the co-op’s annual meeting he would inform them about rates in *this* January newsletter. Also, consistent with his message this past October, McCumber main-

tained that the membership will continue to be informed of happenings that could lead to rate increases.

“If circumstances develop that could affect rates, as always, we will certainly let you know of such changes,” he said.

At New-Mac’s 2010 annual meeting, McCumber made attendees aware of three issues that are driving up electric rates across the country: fuel costs to generate electricity, the cost of new power plants, and the costs associated with meeting government environmental regulations. As a result

of these issues, New-Mac has continued to endure rising wholesale costs in recent years.

“Rates will have to go up eventually, most likely in 2012. We know that, but we’re doing everything we can to keep them stable for as long as we can,” said McCumber.

New-Mac has a history of keeping rates stable. Only twice in the past 21 years has New-Mac been forced to pass a general rate increase on to its membership, and the co-op went 17 years without a general rate increase prior to 2008.

Appliance and heat pump rebates will continue in 2011

New-Mac Electric will continue to help customers *Take Control & Save* in 2011 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 quali-

fications – **because only qualifying purchases will be rebated.**

The rebate qualifications will remain

the same as in 2010 with two exceptions. **Dual-fuel heat pumps must now have a**

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

All appliances and heat pumps MUST meet program specifications!

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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.

Outage reporting

To report an outage, have your **map number** ready and call 451-1515 or (800) 322-3849.

Planning for an energy-efficient future

We just received our highest electric bill ever. However, our house was built to the Doug Rye energy standards, so the bill was far less than other houses of comparable size.

As is the case during most cold winters and hot summers, I am receiving many calls from families who are having difficulty paying their utility bills. My heart goes out to those who have to make decisions between buying food and medicine or paying the utility bill. I wish that I had a magic wand to help you, but, of course, I don't. All I can do is to continue to give energy tips that will help you.

I recently received a call from a fellow at a lending institution in Missouri who listens to my weekly radio program. He said they have a program on investments that follows my show on three radio stations. He thought they might use some of my energy ideas in their work. I asked several questions and learned they also loaned money and had actually made a few energy-efficiency mortgages (EEM). This really got my attention because I had worked on a plan like this many years ago. An EEM allows

additional money to be loaned if the money is used to make the house meet certain energy standards. We both agreed that energy efficiency improvements are great investments.

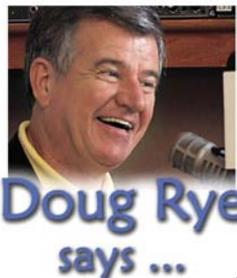
I couldn't get these thoughts out of my mind. I'll bet that surprises you, doesn't it? Well, there is a really good program that follows our show on a radio station in Little Rock. It is called, "Planning for the Future," and is hosted by "John and Janet." They have really good ideas for planning your future. I have heard them say that one of the biggest concerns that folks have is

that they will outlive their income, even though they had planned for some retirement. Because I have been teaching that energy efficiency is a great investment for 25 years, I discussed some ideas with them.

Here is the simple version of our discussion.

Would you give me \$3,000 one time if I would give you \$50 per month for the rest of your life? I want you folks to answer that question. Some of you would say you don't have \$3,000. Others might just say "no." The rest of

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○ Rebates

Continued from page 1

SEER rating of 15.5 to qualify, which is the new *Energy Star* standard for 2011. Ground-source heat pumps must have an **EER rating of 17.1**.

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, or can be picked up at both the Neosho and Anderson offices, or by calling 451-1515 or 800-322-3849.

The rebate program has been extended through Dec. 31, 2011. 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 heater, 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 (15.5 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
- **must be *Energy Star* rated (17.1 EER)**
- 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

Copper theft affects you

New-Mac asks customers to be on the look-out

New-Mac Electric Cooperative does not take copper theft lightly. Nor should you.

In recent years, the rise in the price of scrap metal has brought on a rash of copper thefts across the nation. It has also brought about a rash of deaths, power outages, expensive repairs and criminal prosecutions that should weigh heavily on the mind of anyone contemplating or observing such a despicable act.

Numerous deaths and injuries have been reported across the country of would-be thieves attempting to cut copper wiring away from electrical systems. Thieves have even gone as far as climbing power poles and scaling substation fences, putting themselves in imminent

danger.

Copper theft affects every co-op member. Just a few dollars worth of stolen copper can bring about hundreds of dollars in repairs, and unfortunately, most times when stolen copper is recovered, it is in a useless condition, having been cut into pieces.

New-Mac Electric has made great efforts to deter copper theft and even helped bring about legislation that now means harsher penalties on copper thieves.

If you observe suspicious activity, such as unmarked vehicles near substations or around utility equipment, call New-Mac right away at 451-1515 or 800-322-3849.

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.

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○ Rye

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you would say, "maybe, tell me more."

OK, if you kept your \$3,000 in a savings or CD account at 2 percent interest, you would have about \$3,656 at the end of 10 years. If I gave you \$50 per month for 10 years, you would have \$6,000. You would have gotten your \$3,000 back, made \$2,344, and continued to receive \$50 each and every month.

OK, what's the catch? Many of you know where I'm going with this. I believe that there are millions of houses in this country that \$3,000 worth of energy improvements could save \$50 per month on the utility bill and the house would also be more comfortable. Let me sweeten the pot for more incentive. Suppose I increase the \$50 per month figure by the same amount that utility rates increase. The Kiplinger Letter dated June 4, 2010, states that electric rates could increase as much as 10 percent a year in the coming years. Let's just use 7 percent. If that happens in 10 years, you will have gotten your \$3,000 back, made \$4,631, and received \$92 each month thereafter.

Well, you get the point, but I have one more question for you. What if you don't do anything? In 10 years, it will be too late to call me. But regardless, I will still care and worry about you. See you next month when winter will be in full force.

Doug Rye, a licensed architect living in Arkansas and the popular host of the "Home Remedies" radio show (as heard on KBTN 1420 AM & KQYX 1450 AM), works as a consultant for the Electric Cooperatives of Arkansas to promote energy efficiency to cooperative members statewide. To order Doug's video, call Doug at 1-888-Doug-Rye. More energy-efficiency tips can also be found at www.ecark.org.

Energy Partners' Recipe of the Month:

BARBECUE MEATBALLS

Submitted by New-Mac member: **Mary Topper**

Meat balls:

| | | |
|--------------------------------|-----------------------|---------------------|
| 1 (13 oz.) can evaporated milk | 2 eggs lightly beaten | 2 tsp. salt |
| 3 lbs. ground beef | 1 cup chopped onions | ½ tsp. pepper |
| 2 cups oats | ½ tsp. garlic powder | 2 tsp. chili powder |

Mix all ingredients and shape into walnut-size balls. Place in one layer in flat pan. Pour sauce over top.

Sauce:

| | | |
|---------------------|----------------------|----------------------------|
| 2 cup catsup | 2 Tbsp. liquid smoke | ½ cup finely chopped onion |
| 1½ cups brown sugar | ½ tsp. garlic powder | |

Bake at 350° for 1 hour. Yield: Approx. 40 meatballs

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.

Phone

Continued from page 3

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.



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

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Controller David Childers
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Manager of Operations Alan Loehr
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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

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.

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.



New-Mac Electric Cooperative

Your Touchstone Energy Partner

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 _____

