


# 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

## No rate increase planned for 2012

For the third consecutive year, New-Mac Electric Cooperative does not plan on having a general rate increase. Although that is the cooperative's intention for 2012, New-Mac CEO/General Manager Mitch McCumber offers the same caution he did in 2010 and 2011.

"Barring any unforeseen circumstances, we should be able to keep rates stable, but we all know some things are impossible to forecast," he said. "But this you can know, if anything does change, we will keep you, our members, informed each and every step of the way."

McCumber had informed members at the co-op's recent annual meeting, held in

October, that New-Mac's power suppliers have increased the cost of wholesale power in 2012. However, it was still unclear at that time as to whether New-Mac would have to pass along that cost increase to its members. McCumber said news regarding the possible increase would be available in *this* January newsletter.

"I'm pleased to share that we're holding off on a general rate increase for now, but unfortunately, it will soon be unavoidable. We're doing all we can do, but probably as early as 2013, rates will have to go up."

In recent years, New-Mac has contin-

ued to absorb wholesale cost increases from its power suppliers. Driving these increases primarily are three issues: fuel costs to generate electricity, the cost of new power plants, and the costs associated with meeting government environmental regulations. Since 1994, Associated Electric Cooperative, Inc., (New-Mac's power supplier) has spent almost \$1 billion to meet these ever-changing regulations.

In spite of increasing wholesale power costs, New-Mac has managed to keep rates stable. Only twice in the past 21 years has New-Mac passed a general rate increase on to its membership.

## Rebates will continue but with changes in 2012

New-Mac Electric will continue to help customers *Take Control & Save* in 2012 by extending its appliance and heat pump rebate program, but there will be some changes.

Those wanting to take advantage of the

clothes washer or dishwasher rebates that have been offered since 2008 need to hurry. Those rebates will only

apply to purchases made prior to June 1, 2012.

Otherwise, New-Mac will continue to offer rebates on electric water heaters, window air-conditioning units, dual-fuel heat pumps, and ground-source heat pumps.

However, the EER/SEER requirements for heat pump rebates have increased to 19.1 for ground-source and 16.5 for dual-fuel in 2012.

WATER HEATERS .....	\$50
WINDOW AIR-CONDITIONING UNITS .....	\$50
CLOTHES WASHERS (thru June 1) .....	\$100
DISHWASHERS (thru June 1) .....	\$50
DUAL-FUEL HEAT PUMPS .....	\$150 per ton
GROUND-SOURCE HEAT PUMPS .....	\$300 per ton

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

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


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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

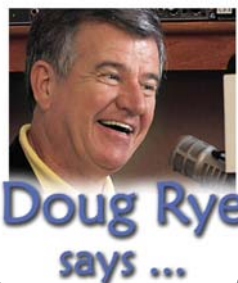
To report an outage, have your **map number** ready and call 451-1515 or (800) 322-3849.

# A comforting thought for the new year

No, it can't be. It can't possibly be time to write a column for a new year. It seems like I just wrote one for 2011 a few weeks ago. Unless you are a teenager, you know exactly what I am talking about. Well, time really flies when you are having fun. Of course, the frog says that time is really fun when you are having flies. Please smile.

As I think of a new year, I also think of the past. I just love it when you tell me that you were helped by something that you read in this column. I just got a call a while ago from a fellow who told me that he had just finished reading a column and wanted to order the attic radiant barrier so that he could install it before his attic gets hot. He is a smart fellow. I hope to continue helping you for a long time, so write my phone number down – 501-653-7931 – and just file it under *energy nut* and continue reading these columns.

I have received a lot of calls lately from folks



with comfort problems in their homes. Some have older houses, and others have fairly new ones. It really doesn't matter, because if you are not comfortable, you are not happy.

I can tell you that the subject of comfort has changed over the years. My first bedroom as a youngster was 6 feet by 9 feet. I had my own bunk bed, a place for my electric train, and I didn't have to share it with three older sisters. The problem was that I had to go through their room to get to my room. And my room had no source of heat whatsoever, except what seeped into my room through the curtain (door) from the big non-vented gas heater in the girls' room, and they didn't have to share the heat with me. On many cold mornings, I would draw pictures in the frost on the window before I would jump out of bed and run through their bedroom to get to the non-vented gas heater in the liv-

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## ○ Rebates: Washers, dishwashers to expire

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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.

The rebate qualifications are listed below. Please keep these requirements in mind when making purchases – **because only qualifying appliances/heat pumps will be rebated.**

In order to be eligible 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 at both the Neosho and Anderson offices, or by calling 451-1515 or 800-322-3849. Rebates will be applied to your New-Mac bill in the form of an energy credit.

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
- limit one per address
- 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
- limit one per address
- for residential customers only

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

- must be submitted within 90 days of purchase
- must be *Energy Star* rated
- limit one per address
- 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 (16 .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 (19.1 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

## What are capital credits?

Capital credits are one of the many benefits of being a member of an electric cooperative, however sometimes they can cause some confusion.

Every year, New-Mac Electric sends each of its members a card informing them of their capital-credit amount for the past year.

So, what does it mean if I've gained capital credits?

Capital credits are your share of the operating margins realized by your cooperative each year. These margins are equally allocated to all participating consumers based upon total dollar billing.

These margins (payments in excess of expenses) become patronage capital and are used by your cooperative for operating capital, necessary reserves, storm damage, and other contingencies. Patronage capital is paid back to the members as the finan-

cial condition of the cooperative permits and the by-law provisions are met.

Patronage capital credits are returned in the same order in which they were earned; that is, the capital first paid in will be the first refunded.

Should you cease to purchase energy from the cooperative and change your present address, you should notify the cooperative of address changes so that when future payments are issued they can be forwarded to the proper address.

At New-Mac's most recent annual meeting, this past October, the cooperative returned capital credits to its members for the 14th consecutive year. Payments went to those who were New-Mac members in 1994, and the amount was based on their usage in that year. Those not attending the meeting received their capital-credit checks in the mail.

## 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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## o Rye

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ing room. Think of it. My room was freezing; their room was smothering hot; the temperatures of the other rooms were anybody's guess, and basically we were all thankful and happy just to have a house with heat.

What a difference a few years can make. Now we expect every room in our house to be the same comfortable temperature. I know of a case this past year where the homeowner threatened to file suit against the builder of his new house because upstairs was always a few degrees hotter than downstairs in the summer. We have proven many thousands of times that there is no excuse for a new house not to have affordable comfort. It is not always possible that every room will have the exact same temperature 24/7, but it can be very close. All you have to do is build it like the electric cooperatives and I have been teaching you to do for the last 20 years. It is easy and affordable, and IT WORKS EVERY SINGLE TIME. Just ask us for help.

I recently received a call from a lady in Illinois who said that she and her family had been in their new house for seven months and the house was cold. I said, "I assume that you meant cold in the winter." She said, "Yes, it was just great in the summer." I said, "You should have built the house to my standards." She replied, "We did." My heart skipped a beat and I asked her every question I could think of. Did you caulk; did you use cellulose; did you use good windows, etc.? And yes, they even installed geothermal. I couldn't imagine what the problem might be, so I asked the age-old question. "What is the thermostat setting right now?"

Her answer was 60 degrees. I told her to turn it up to 75 degrees. She said that if she did, her husband would come through and turn it back down to 60 degrees. I told her to

go whack her husband upside the head and tell him who was boss, and if that didn't work, stop cooking his meals. She laughed and said that might work. This is a true story, and it has what appears to be an easy solution. Some problems don't have such easy solutions, but I am confident I can help all of you. See you next time when I will give you more ways to make your house more comfortable.

In the meantime, Happy New Year!

*Doug Rye is a licensed architect living in Arkansas and the popular host of the "Home Remedies" radio show – heard Saturdays at 9 a.m. on KBTN 1420 AM & KQYX 1450 AM. If you would like advice from Doug, call his office at 501-653-7931. To order Doug's videos, call 1-888-Doug-Rye.*

### Energy Partners' Recipe of the Month:

#### BACON SMOKIES

Submitted by New-Mac member: **Sarah Dillon**

1 pkg. *Hillshire Farm* Little Smokies  
1 pkg. bacon

1 bag brown sugar  
toothpicks

Drain Smokies, cut bacon strips into 3 parts and separate. Wrap each Smokie with a piece of bacon, insert toothpick to hold bacon in place. Put all wrapped Smokies into a large deep baking dish and cover with brown sugar. Bake at 400° for 30 minutes or until sugar has dissolved and bacon has cooked. Place cooked Smokies into serving dish. Drain fat off of dissolved sugar, then pour sugar over Smokies and serve.

*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

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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.

Management

CEO/General Manager ..... Mitch McCumber
Controller ..... David Childers
Manager of Administration ..... Mary Hatfield
Manager of Operations ..... Stan Irsik
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 Mailles
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

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 \_\_\_\_\_

Account # \_\_\_\_\_ 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 \_\_\_\_\_

