

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

General rate increase planned for April

At the cooperative’s annual meeting, held in late October, New-Mac Electric CEO/General Manager Mitch McCumber told those in attendance that a rate increase is coming and would most likely be in January.

Well, the rate increase is still coming, but current plans are to hold off until April of this year. While the increase is unavoidable, New-Mac will evaluate how winter sales go before announcing the exact rates.

New-Mac members have not had a general rate increase since 2009, and only

twice since 1992 has the co-op passed along such an increase.

New-Mac’s suppliers, Associated Electric (Springfield, Mo.) and KAMO Power (Vinita, Okla.), have continued to raise the cost of wholesale power due to higher costs for coal, for building new power plants, and the expense of environmental regulations. Since 1994, Associated has spent over \$1 billion to meet these ever-changing regulations.

Over the past three years, in which New-Mac held rates stable, the co-op managed to absorb the increasing costs of

wholesale power from its suppliers.

“We tightened our belts, worked harder and worked smarter,” said McCumber at the past annual meeting. “Unfortunately, again in 2013, we’ve been told that our wholesale cost to buy electricity will go up once more. And I have to tell you that this time New-Mac Electric doesn’t have a choice – we will have a general rate increase.”

The details of the increase will be communicated to members in the April edition of this newsletter.

New-Mac will continue to offer rebates in 2013

New-Mac Electric customers can continue to *Take Control & Save* in 2013 with the help of rebates.

New-Mac will continue to offer the same rebates on electric water heaters, window air-conditioning units, dual-fuel heat pumps, and ground-source heat pumps. The rebate qualifications (listed on page 3) will remain the same for heat pumps. For water heaters and window air-conditioners, there

is now a minimum annual usage requirement of 6,000 kilowatt-hours at the service where the appliance will be installed.

Additionally in 2013, another variety of heat pumps will be eligible for a rebate. Customers can now receive a rebate on a mini-split system heat pump. This mini-split (or sometimes called “ductless”) heat pump is typically for smaller applications, for example an add-on room. In order to qualify for the \$150 per ton rebate, the mini-split system must have a SEER rating of at least 16.5 and can not have electric resistant heat as a back-up.

New-Mac hopes customers will use this

incentive by spending a little more to purchase 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.

See *Rebates*, page 3

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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.

WATER HEATERS	\$50
WINDOW AIR-CONDITIONING UNITS	\$50
DUAL-FUEL HEAT PUMPS	\$150 per ton
MINI-SPLIT HEAT PUMPS	\$150 per ton
GROUND-SOURCE HEAT PUMPS ...	\$300 per ton

All appliances and heat pumps MUST meet program specifications!

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.

More and more customers finding New-Mac online

From your computer or smartphone, numerous options available at *newmac.com*

Have you been to newmac.com and looked at your account yet?

Ask your neighbors if they've paid their bill or checked out usage history online. Many New-Mac customers already have discovered the ease of tending to their co-op accounts at newmac.com.

Just click on the red "Online Bill Payment & Usage Info" button, found in the upper-left corner of New-Mac's website, and you will discover a wealth of resources and services.

The first time, you will go through a simple registration process. You'll need to have your **New-Mac account number**, an **email address**, and the **last 4 digits of your Social Security Number or Federal Tax ID**. In order to get started, you will be emailed a temporary password, which you can then change to something you can easily remember. **If you have any questions or problems whatsoever, please call our office (451-1515 or 800-322-3849), and one of our local billing clerks will gladly help you through the process.**

Many customers are enjoying access to their New-Mac account from their smartphone. Both *Apple* and *Android* apps are available at their respective stores. Just search for "smart hub" and download the **free** app. While originally you had to visit the New-Mac website to get started on your smartphone, that is no longer the case. You can now completely register your account right on your phone. Again, if you encounter any issues,



Using the "Smart Hub" app on your smartphone (above left), you can make one-time or recurring payments, view bill history and much more (above) – just as you can by clicking the "Online Bill Payment & Usage Info" link at newmac.com.

please call the New-Mac office and we'll be happy to assist you.

Paying your bill online gives you numerous options. You can pay with a credit/debit card or with a check online, and you can set your payment up to be recurring automatically from the method of your choice on the date of your choice. (*Note: If you already have an automatic payment method in place, you will need to call the office if you intend*

See *Online*, page 3

Mini-split heat pump now included in 2013

○ Rebates:

Continued from page 1

The rebate qualifications are listed below. Please keep these requirements in mind when shopping – **because only qualifying purchases 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 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:

WINDOW AIR-CONDITIONING UNITS – \$50

- must be submitted within 90 days of purchase
- must be *Energy Star* rated
- limit one per address
- service where installed must use 6,000 kWh per year
- for residential customers only

WATER HEATERS – \$50

- must be submitted within 90 days of purchase
- must have an energy rating of .9 or better
- limit two per address
- only for replacement of an existing electric water heater or for a new home
- service where installed must use 6,000 kWh per year
- 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 propane or natural gas for back-up)
- for residential or commercial customers

MINI-SPLIT HEAT PUMPS – \$150 PER TON

- must be submitted within 90 days of purchase
- **must be *Energy Star* rated (16.5 SEER)**
- must not have electric resistant heat as a 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
- minimum insulation requirements (R-38 for ceiling, R-13 for walls)
- for residential or commercial customers

○ Online

Continued from page 2

to make a change). Also, paying online gives you some extra time for getting your payment in ahead of the due date. Online payments are posted to your account beyond normal business hours, so you have until the office opens up the next day to make your payment in a timely manner.

Of course, you can also check usage history – with the aid of numerous charts and graphs. Compare how your usage changes over the course of the week, month and/or year, and see how much the weather affects your use of electricity. You can also look at the actual image of past bill printouts you've received in the mail.

Perhaps you'd like to receive less mail. You can also switch to *paperless billing* online. Just check the box, and then in the future, you won't receive a paper bill from New-Mac. However, you will receive texts and/or emails informing you of when a new bill is available (and if you become delinquent). Of course, if you go paperless, you will no longer receive this newsletter in the mail, however you can still read the current and past issues online at newmac.com/ep.html or by clicking the "News" followed by "Energy Partners" links from the New-Mac home page.

Remember, if you have any problems at all with your account online, please give us a call at 451-1515 or 800-322-3849.

So, 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 financial 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

See *Capital credits*, page 4

Energy Partners'
Recipe of the Month:

EASY APPLE CRISP

Submitted by New-Mac member: **Debby Lakin**

½ cup butter, melted	3 tsp. pumpkin pie spice (divided)
2 cups oats	2 (21 oz.) cans apple pie filling
1 cup dark brown sugar, packed	4 apples, cored, peeled, & sliced

Heat oven to 350°. Coat an 8x12-inch glass baking dish with cooking spray. In large bowl, combine melted butter with oats, brown sugar and 2 tsp. of the pumpkin pie spice. Mix apple pie filling with apples and remaining tsp. of pumpkin pie spice. Spread in prepared baking dish and top with oat mixture. Bake 1 hour. Makes 12 servings.

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@newmac.com. If your recipe is selected, New-Mac will apply a \$15 credit to your bill.

○ Capital credits

Continued from page 3

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 15th consecutive year. Payments went to those who were New-Mac members in 1995, and the amount was based on their usage in that year. Those not attending the meeting received their capital-credit checks in the mail.



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
Manager of Administration Mary Hatfield
Manager of Operations Stan Irsik
Controller Lisa McMeen
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



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 _____

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.

