

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 2014

Keeping future rates in check requires help from you

New-Mac Electric Cooperative’s plan for 2014 is to keep rates right where they are for its members.

“Barring any unforeseen circumstances, we have no intention of passing on a general rate increase in 2014,” said CEO/General Manager Mitch McCumber. “Of course, things such as major storms and governmental changes affecting the cost of power generation and distribution

are difficult to predict. But if anything does change, we will certainly keep our members informed.”

This news comes as promised. McCumber told attendees of the co-op’s annual meeting this past October that details regarding 2014 rates would come in *this* January newsletter.

Prior to 2014, New-Mac had only issued a general rate increase three times

in 22 years. While hopefully future increases will be few and far between, the reality is that keeping electricity affordable will require the help of cooperative members across the country – and their friends and family.

The cost of generating electricity has risen steadily in recent years, due in part to ever-changing government regulations

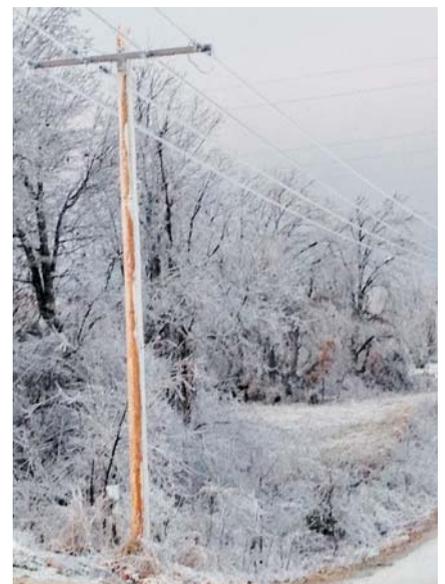
See Rates, page 2

Freezing rain, ice brings outages

The freezing rain started Friday night, Dec. 20, and accumulations reached up to a half inch in the northern parts of the New-Mac Electric service area. The outages started in the early morning hours Saturday.

New-Mac crews worked around the clock

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Freezing rain is always a chief concern when it comes to keeping power to customers. As seen in the pictures, ice did mount on power lines and trees the weekend before Christmas, causing mostly individual outages.

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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.

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.

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

Pay bill, view usage online

Remember, not only can you pay your bill online, you can also look at usage trends, compare bills from various billing periods, set up reminder text or emails, and much more. Visit newmac.com and click on the "smart hub" link.

Outages:

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until late Sunday afternoon, although outage numbers remained relatively low.

At one point Saturday evening, the cooperative had around 200 members out of power. During

most of the two-day restoration effort, the outage count remained under 100, but it was a revolving number. As power was restored to some customers, others would lose power.

Individual line breaks accounted for most of the damage, as tree limbs were breaking and falling into the lines due to the added weight of the ice.

Rates:

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on coal-fired power plants. New-Mac's power supplier, Associated Electric, has spent over \$1 billion since 1994 to reduce power plant emission by 90 percent. Even though, according to the Environment Protection Agency (EPA), the air is cleaner than it has been in decades, the EPA is proposing new regulations that could make future coal generation economically impossible. Coal, the lowest-cost resource, is used to generate around 75 percent of the power mix for Missouri cooperatives and approximately 70 percent for co-ops nationwide.

New-Mac and cooperatives across the country

encourage all of their members to voice the need for affordable electricity with legislators. The EPA wants an "all-but-one" energy policy (meaning no coal). You can tell the EPA we need an "all-of-the-above" strategy by visiting action.coop and filling out a simple online form. You can also get to the site by clicking a link found at newmac.com. Or, if you don't have internet access, you can fill and cut out the form located below and send it in with your New-Mac bill.

Many of you sent in the form or did so online when we asked for help a few months ago. Also, you may have signed a card at our annual meeting in late October. If so, there's no need to do so again. However, please tell all of your acquaintances to visit action.coop. They don't have to be a member of a cooperative. We need everyone.



Click on 

Help keep electricity affordable by visiting newmac.com and clicking on the "Cooperative Action Network" link at left. Or, cut out the card below, fill it out, and send it in with your next New-Mac bill.

OR  Cut out

STAND WITH US AS WE FIGHT TO KEEP ELECTRIC BILLS AFFORDABLE.

PLEASE PRINT

FIRST NAME _____ LAST NAME _____

E-MAIL ADDRESS _____

HOME ADDRESS _____

CITY _____ STATE _____ ZIP _____

HOME PHONE (_____) _____ MOBILE PHONE (_____) _____
SIGN UP FOR TEXT ALERTS

I AM A MEMBER OF _____ CO-OP/PPD

I authorize America's Electric Cooperatives to communicate on my behalf regarding America's electricity challenges.

SIGNATURE _____

For more information, including our privacy policy, please visit

ACTION.COOP



Be prepared and informed

The icy weather we received just before Christmas should serve notice that the winter can strike any time.

Fortunately, most New-Mac Electric customers did not lose power this time around, and those that did were only out hours as opposed to days.

However, New-Mac encourages you to always be ready for winter's worst. Please keep the following items on hand, and be prepared:

- Flashlight (with extra batteries) and candles.
- Battery-powered radio.
- Bottled water and non-perishable food items.
- Manual can opener.
- Extra medicine and baby items.
- First-aid supplies.
- Back-up heating source – NEVER use a charcoal grill to cook or heat inside!
- Fire extinguisher and smoke detector.

New-Mac also reminds everyone to never approach downed power lines as they may be energized.

In the event of outages, New-Mac customers should have their map number (location number) ready and call 451-1515 or 800-322-3849. Don't assume that someone else has already called for your area.

During extended outages, customers can get updates on the restoration efforts by checking our website, www.newmac.com, or through the local media: TV stations (KSNF-16, KODE-12, KOAM-7, Fox-14), radio stations (KBTN AM-1420 and FM-99.7, KMXL 95.1 FM, KNEO 91.7 FM, KZRG 1310 AM, 1230 AM The



Icy conditions can be pretty – especially when poles and lines are intact. Please be ready for winter's worst.

Talker, Big Dog 97.9 FM, KSYN 92.5 FM, 93.9 FM, KIX 102.5) and newspapers (*Neosho Daily News, Joplin Globe, McDonald County News Gazette, Seneca News Dispatch*).



If you are on social media, updates will come right to your computer or smart phone by *liking* our Facebook page, www.facebook.com/NewMacElectric or by following us on Twitter, [@NewMacElectric](https://twitter.com/NewMacElectric).

Make sure standby generators are installed properly

In the event of an extended power outage, a standby generator can be quite helpful, but proper installation and operation is critical!

Generators come in a variety of sizes. They can range from 500 watts up to several megawatts of output, and run on gasoline, diesel, propane or natural gas. The size of generator needed can be determined by totaling the wattage of the lights, appliances, devices, etc., and then add about 20 percent for the increased start-up power requirements.

Improper installation of a generator puts people, including electrical linemen, at great risk. A whole-house generator – one that is tied directly into your wiring – must have a double-throw transfer switch installed at your breaker panel by a qualified electrician. Without the switch, a generator can backfeed 240 volts to the transformer, where it is then

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Energy Partners' Recipe of the Month:

PINEAPPLE CHRISTMAS PIE

Submitted by New-Mac member: **Sandra Austin**

1 lg. can crushed pineapple
1 can sweetened condensed milk
1 cup chopped pecans
6 oz. coconut

5 Tbsp. lemon juice
1 lg. Cool Whip
2 pie shells

Mix thoroughly and pour into baked pie shells. Refrigerate. This makes 2 pies

Send your recipe, along with your name and account 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.

Rebates will continue in 2014

New-Mac Electric will continue to offer the rebates on electric water heaters, window air-conditioning units, and three types of heat pumps in 2014.

New-Mac hopes these rebates will serve as incentive to buy energy-efficient products, which will bring additional savings by conserving energy over the course of their lifetime.

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 are available online at newmac.com and at both the Neosho and Anderson offices.

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



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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Manager of Administration Mary Hatfield
Manager of Operations Stan Irsik
Controller Lisa McMeen
Manager of Marketing Mark K. Rakes
Billing Supervisor Vickie Stuart

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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



○ Generators

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stepped up to 7,200 volts and sent down the lines, creating a life-threatening situation for the linemen trying to restore your power.

The double-throw switch makes it impossible to have both the generator and the power supplier service connected at the same time. It opens one in order to close the other.

Another reason for having a qualified electrician hook up your generator is for the protection of everything you plan to have powered by it. Improperly connecting to the generator could damage all

of your appliances, electronics, etc.

When weather threatens, generators can provide peace-of-mind, but they must be installed correctly. Please also consider the following safety tips involving generators:

- Follow the instructions included with your generator.
- Make sure your generator is properly grounded.
- Never overload the generator.
- Never add fuel while it is running.
- Never use a generator indoors.
- Always keep a fully-charged class ABC fire extinguisher nearby.
- Turn off all appliances powered by your generator before shutting it down.