

# 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

## Remember, it's been cold out there ... REALLY COLD!



One might argue that it was too cold for anyone to be out the morning of Jan. 6, but the New-Mac Electric parking lot was being scraped during the minus-10 degree weather.

### New-Mac sets new winter peaks

Unfortunately, for most, all it will take to remind them of how cold it has been this winter and how mild it was a year ago is a glance at their utility bills.

It has been cold – very cold.

You can start by looking at the past two Decembers. In 2012, only 17 times did the overnight low temperature drop below the freezing mark, while in December 2013, there were only four nights in which it was not below 32 degrees.

Then when you look at the entire heating season to date, the contrast is even more obvious as you look at the extremes. Last winter, only once did the overnight temperature drop to 10 degrees or below, and that was when it hit 9 during the morning of Jan. 14. This winter, it has already been at

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## Watch out for scammers!

Please be on the alert for scammers. Recently, there have been reports of scammers impersonating utility employees, both in person and over the phone.

Here are a few ways to protect yourself:

- Don't give out personal information on the phone, through the mail, or on the Internet unless you've initiated the contact and are sure you know who you're dealing with.

- Before you share any personal information, confirm that you are dealing with a legitimate organization.

- Do not disclose your credit card number to an online vendor unless it is encrypted and the site is secure.

- Never allow anyone into your home to check electrical wiring, natural gas pipes or appliances unless you have scheduled an appointment or have reported a utility problem. Also, ask utility employees for proper identification.

For more information, you may contact the Federal Trade Commission at 1-877-438-4338 or the Missouri Attorney General's Office at 1-800-392-8222.

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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.

## 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, or you can dial 811. Please call three working days in advance.

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

## Helpful info during outages

In the event of outages, please call us if you see a downed power line or a large tree branch that has fallen into the power lines.

Also, if you heard a loud noise just before you lost power, please let us know.

Reporting such sights and sounds can greatly reduce the time it takes to restore power. Please call us at **451-1515** or **800-322-3849**.

Remember, never touch, attempt to move, or drive over a downed power line.

## 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](http://newmac.com) and click on the “smart hub” link.



## ○ Cold

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or below 10 degrees 12 times. The worst stretch occurred Dec. 30 through Jan. 7, when it reached those bitter temps six times in nine days.

This winter has also seen far more precipitation than a year ago. Local school kids have already missed over a week of classes due to snow and ice. A year ago, the area received only a few inches of snow on two occasions in February and then a rare snow on May 3.

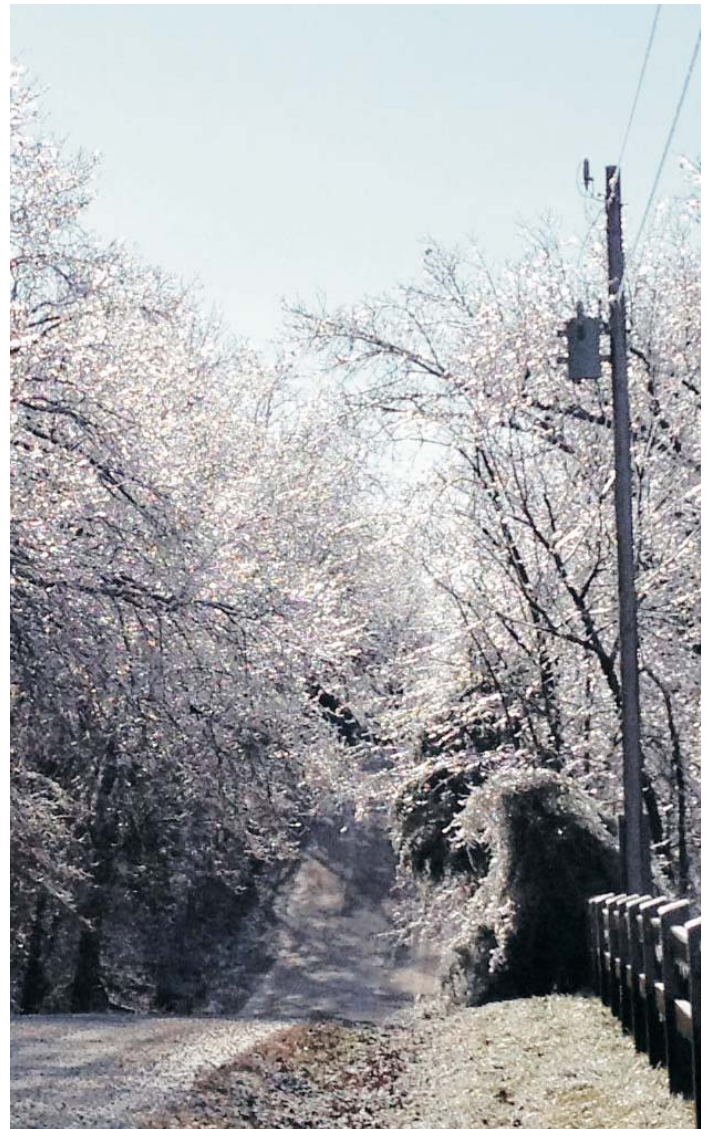
Among the arctic conditions Southwest Missouri has received this winter, the most memorable stands to be what occurred on Jan. 6. At New-Mac’s Neosho office, it was minus-10 that morning, which was a record low temp for the calendar day. As it warmed up, temperatures never got above single-digits, topping out at six degrees around 5 p.m.

The day also set records for the New-Mac system. More energy was used by the cooperative than ever before in a single day. Also, New-Mac set a new all-time peak (the amount of energy being used by the entire system at once), which was almost 2.5 percent higher than the previous winter peak and over four percent higher than the highest summer peak. Again, comparing this winter to last year, the most recent winter peak was over 18 percent higher than last winter’s highest demand for electricity.

Like in the summer, when customers occasionally hear New-Mac issue Peak Alerts, the co-op does try to keep from setting new peaks in the winter. However, recognizing the importance of staying warm on extreme days, the co-op does not ask customers to adjust their thermostats, but rather relies on cooperation from some large-demand commercial customers in managing peaks.

In fact, in the last month, New-Mac set three of its top eight all-time system peaks (winter or summer) due to the extreme cold. In spite of the co-op’s best efforts, when temperatures remain in the single digits for nearly two days, as was the case from the afternoon of Jan. 5 to the late morning of Jan. 7, winter peaks are going to happen because of the need for heat.

Customers need to be mindful, as they look at



This winter has given us lots of pretty scenery and a considerable need for heating.

their bills included with this newsletter, that energy use was the highest it has ever been across the entire New-Mac system during the days included in the billing period. Furnaces and heat pumps likely never shut off, and much of the time heat may have been running in “emergency heat” mode. Don’t forget additional heating that may have occurred, such as in well houses or agricultural applications (stock-tank heaters). Also, in spite of claims, a 1,500-Watt heater can still use around \$100’s worth of energy in a month’s time – regardless of its brand name or heating method (infrared, quartz, etc.).

You can see how the weather has affected your electric usage by logging into your account at [newmac.com](http://newmac.com). Also, you can access area weather information from the Springfield office of the National Weather Service by visiting [http://www.crh.noaa.gov/sf/?n=climate\\_index](http://www.crh.noaa.gov/sf/?n=climate_index).

# Please keep telling your friends and family

We need your help to protect the price you pay for electricity. The Environmental Protection Agency is considering new regulations that, if enacted, would make it much more expensive or maybe even impossible to generate electricity with coal, forcing us to turn to higher-priced sources of electricity to meet your needs.

When the price of electricity goes up, so too does the price of virtually everything Americans need, including food, transportation, manufactured goods and more.

This is a big concern for your electric cooperative because about 80 percent of the electricity you use comes from coal. We also use natural gas, hydropower and wind to generate electricity. However, the most affordable and largest source of power for electric cooperative members in Missouri is our two large coal-fired power plants located at Thomas Hill and New Madrid.

Over the years, our power supplier, Associated Electric Cooperative, has invest-

ed more than \$1 billion in environmental controls at its power plants. This large investment has reduced emissions from these power plants by 90 percent, and more emis-

sion control work is in the plans.

However, the new regulations are expected to ask for controls so stringent that no existing technology would allow these plants to meet the standards. Already, EPA has approved regulations that make it highly unlikely any new coal-fired power plants will be built.

This is like Saudi Arabia passing rules that would forbid the use of oil in that major oil-producing nation. The United States is the Saudi Arabia of coal, with an estimated 200-year supply of low-sulfur coal. It makes sense for our nation to include coal as one of its energy options.

A diverse portfolio of energy sources makes good economic sense for our nation. It ensures we supply electricity affordably and reliably. Coal needs to be a part of this energy equation. Don't let the EPA stop this!

As an electric cooperative member, you can help protect the price you pay for electricity. We are asking all of our members to take just a few minutes to speak out on this issue.

Please visit [action.coop](http://action.coop) and send an email to EPA asking them to work with the nation's electric cooperatives for a common-sense solution to climate change issues that will not make electricity unaffordable.

It's quick and easy to do, and it may make a big difference.

Our job at your electric cooperative is to make sure we supply electricity affordably and reliably. You can help us continue to do these two things by speaking out today. Please join the thousands of electric cooperative members nationwide who have already taken this important step.

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New-Mac Electric would like to thank all of those who have already visited [action.coop](http://action.coop) and told the EPA we need a sensible, balanced approach to America's energy needs. Please continue to share this message with friends, family and acquaintances across the country as this affects everyone.



Visit [action.coop](http://action.coop) or click on the link from [newmac.com](http://newmac.com)



## 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 (pay-

ments 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

See *Capital credits*, page 4

## Stop by and see us at area trade shows

New-Mac Electric will be in attendance at area trade shows later this month and in early March. Be sure to come by and see us at these events.

First will be the HBA Home Show, Feb. 28-Mar. 2, at the Joplin Convention (Hammons) Center. Show hours are 10 a.m. to 8 p.m. Friday and Saturday and 1-5 p.m. on Sunday.

The following Saturday, March 8,

McDonald County will hold its 8th Annual Business Expo. It will run from 9 a.m. to 2 p.m. at the high school in Anderson.

Finally, the 22nd Annual Neosho Business & Industry Review will be March 14-15 at the high school cafeteria. The event is open to the public from 5-8:00 p.m. Friday and 10 a.m. to 2 p.m. on Saturday.

### Energy Partners' Recipe of the Month:

#### VERY GOOD COOKIES

Submitted by New-Mac member: **Shirley Evans**

2 cups butter	1 tsp salt
2 cups sugar	2 tsp baking powder
2 cups brown sugar	2 tsp baking soda
4 eggs	24 oz. chocolate chips
2 tsp vanilla	8 oz. Hershey bar (broken up)
4 cups flour	½ cup chopped nuts
5 cups blended oatmeal (fine)	

Cream butter, sugars, eggs and vanilla. Mix with other ingredients. Form into golf-ball-size balls and flatten out. Bake at 375° for 10 min.

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@newmac.com](mailto:recipes@newmac.com). If your recipe is selected, New-Mac will apply a \$15 credit to your bill.

## ○ Capital credits

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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 16th consecutive year. Payments went to those who were New-Mac members during 1995 and 1996, and the amount was based on their usage during that time frame. 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](http://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](mailto: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 usage and the 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 March, the form needs to be turned in by February 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 February 20, your Levelized Billing will start with the bill you receive in March.**



## 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 \_\_\_\_\_

