

# 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 introduces new automated pay-by-phone option

### Customers can pay or check balances 24-hours-a-day, 7-days-a-week

New-Mac Electric Cooperative is pleased to introduce yet another way for customers to pay their monthly bill.

It's been less than a year and a half since New-Mac announced online bill payment through *SmartHub*, which has proven tremendously popular not only through the New-Mac website but also the smart-phone app. Many customers, though, have continued to take advantage of the tried-and-true method of paying their bill over the phone.

For those who prefer to use the phone to pay their bill, New-Mac has big news. No longer must phone payments take place during normal business hours, and no longer must you wait for the next available New-Mac representative to take your call.

New-Mac has a new toll-free number, **855-874-5348**, which customers may call anytime – 24 hours a day, 7 days a week – to check account balance or make a credit, debit or check payment through an automated system. No waiting – ever!

Making an automated payment is easy, and



# 855-874-5348

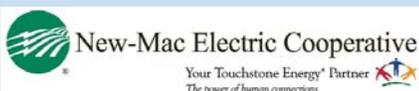
**New-Mac Electric's new toll-free automated payment number**

### In order to make a payment by phone – at no additional charge:

- 1) Call toll free 855-874-5348
- 2) Have your account number ready (Or, the system can look you up by your phone number if you have provided that number to New-Mac Electric for your account. Whatever phone you call with, the system will retain that number, if you desire, for future reference. Options are given to change your phone number if necessary).
- 3) Just follow the prompts, and have your credit/debit card or checking account information available. (If using a checking account, you will have to provide the last four digits of your Social Security Number. You may set up a pin number for future reference).

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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.

after a customer's first experience, it will become further simplified, as options exist to save phone numbers in order to streamline future calls.

**As is also the case with *SmartHub* payments, there is no additional charge for paying your bill through the new automated phone system.**

Particularly on the last day of the month, when call volumes are high at New-Mac, this new payment option should ease the process for customers in paying their bill. If customers would prefer to talk to a New-

Mac representative instead of using the automated system, they may still do so by calling the office at 451-1515 or 800-322-3849.

This is just another customer service being provided to New-Mac members. Of course, there are other payment options still available, such as monthly bank draft or auto charge to credit/debit cards.

If you have any questions about making automated payments over the phone or any of our other services, please visit our website, [newmac.com](http://newmac.com), or give us a call at 451-1515 or 800-322-3849.

## Please play it safe during Kite Month

April is National Kite Month, and as you enjoy this recreation, New-Mac Electric encourages all to keep safety in mind.

The windy days of spring provide ideal kite flying conditions, however these gusts can bring about risks if kite-flyers fail to use sound judgment.

Kite safety begins with the selection of a good location, such as an open field away from power lines. Kites should always be kept a lengthy distance from power lines – since they often stray from their intended course. If your kite does come in contact with power lines, let go of it immediately! Never attempt to retrieve a kite that is tangled in power lines.

However, there's more to kite safety than simply avoiding power lines. Kites should never be flown in stormy weather. Always fly kites made of wood, paper or plastic – never use metal when making a kite, and only use dry string.

Remember, an enjoyable day of kite flying is a safe one.

## Mulch available

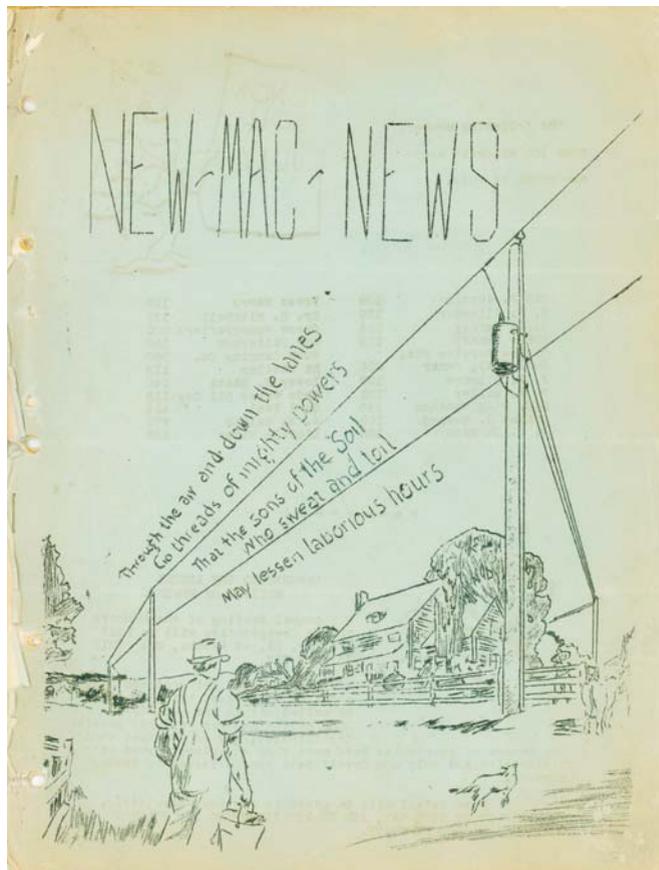
Just in time for spring landscaping, New-Mac Electric has mulch available for \$5 per scoop. Anyone interested should call the Neosho office (451-1515) and ask for Susan or Tobey so arrangements can be made to assist you.

# Informing the members

## Early newsletters tell just how far the cooperative has come

*Through the air and down the lanes  
Go threads of mighty powers  
That the sons of the Soil  
Who sweat and toil  
May lessen laborious hours*  
This uncredited poetry graced the cover of New-

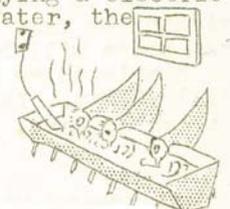
Mac Electric Cooperative's first ever monthly newsletter, *New-Mac News*, which was published in September of 1940.



Above, the cover of New-Mac Electric's first-ever newsletter, published in September of 1940. Below, in November of 1940, one New-Mac member was discovering the benefit of electricity in his poultry house.

Mr. A. E. Shellenberger of Neosho # 2, is buying a electric water heater for his poultry house. As eggs are 65% water, the water being warm will increase egg production. Statistics show that warm water for laying hens in the winter months will increase egg production at least one dozen eggs per hen.

\* \* \* \* \*



The words of the poem were written on a drawing of a farm with the text following along the power lines. Drawings and poetry were commonplace in New-Mac's first newsletters.

In the early days of the co-op, electricity was such a novelty, it's interesting to see the excitement that went along with this modern convenience. Throughout the pages of the co-op's first publications, which started 16 months after the formation of New-Mac, you'll find one story after another of folks delighted at what they've found electricity can do, such as make cows relaxed and productive through the sounds of the radio, see page 3.

In fact, the first New-Mac customers were actually excited to have a "big" bill. Starting with the first issue and running through the early 1940s, a regular feature of the co-op's newsletter was the "Honor Roll." Those making the esteemed listed were members who used 100 kilowatt hours or more during the previous month. Of course, today, 100 kilowatt hours is a fraction of what the typical home uses.

See *Newsletters*, page 3

# ○ Newsletters

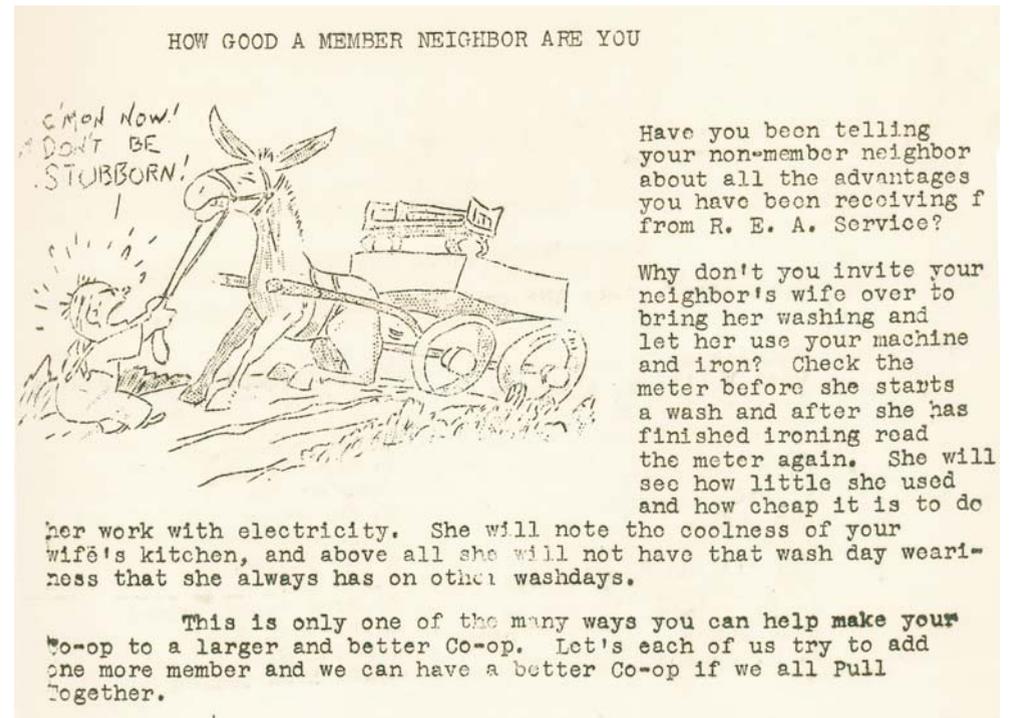
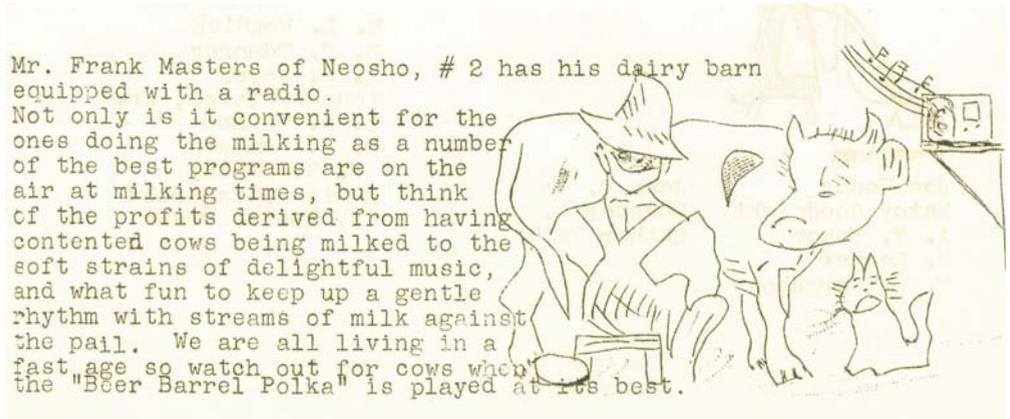
Continued from page 2

People were anxious to see the "R.E.A. Service" (Rural Electrification Administration) grow, as it was just starting in southwest Missouri. As can be read in one of the stories found on page 3, telling others about the R.E.A. was part of being a good neighbor.

As we continue to celebrate the first 75 years of New-Mac Electric, we'll share more of the exciting history of the cooperative in the months ahead.

If you have interesting stories to share from the days when the R.E.A. first came to your home or farm, we'd love to hear from you. Or, if you have pictures from when the "lights first came on" at your place or that of your parents or grandparents, please contact us at 451-1515 or 800-322-3849. Please send email submissions to [jkling@newmac.com](mailto:jkling@newmac.com).

Top right, this story, published in the October 1940 edition of *New-Mac News*, is just one of many examples of the happy discoveries being made through the use of electricity. Middle right, in the beginning of the co-op, members were actually encouraged to be evangelistic about this great new "R.E.A. Service." Below, here is the first listing of the "Honor Roll," featuring New-Mac members who used 100 kilowatt hours or more in July of 1940.



The following members used over 100 kilowatt hours during the month of July:

Jim P. Austin	109	Press Marra	108
R. E. Allender	129	Dr. E. Mitchell	133
W. H. Carney	114	Ozark Homecrafters	202
Elmer Chaney	125	Guy Patterson	189
Cities Service Sta.		Rush Canning Co.	980
Carl Teal, owner	225	Ed Stotler	113
J. R. Gilmore	197	Lewey H. Statz	140
R. K. Hailey	131	Tyde Water Oil Co.	113
W.D. Higginbotham	140	Carl Teal	424
Arthur G. Howard	108	A. N. Walker	670
R. S. Johnson	166	Lincoln Wiles	145

## Energy Partners' Recipe of the Month:

### GRAHAM CRACKER TOFFEE

Submitted by New-Mac member: **Lois Welnetz**

- graham crackers
- 1 cup brown sugar
- 1 cup butter or margarine
- 1 cup chopped pecans or walnuts

Line a buttered (or sprayed) jelly roll pan with crackers. Boil butter and sugar together for 2 minutes. Pour over crackers. Sprinkle with nuts. Bake at 400° for 8 minutes (watch closely as can burn easily). Cool and cut into bars.

Easy after-school treat. Husbands like it, too!

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.

Trade shows

New-Mac Electric participated in three area trade shows this past month, exhibiting at the HBA's Joplin Home Show, the McDonald County Business Expo (at right, with co-op employee Linda Crosby), and Neosho's Business & Industry Review. At these events, the co-op discussed why the EPA needs to reassess its energy policy. In honor of New-Mac's 75 years of existence, booth visitors could see pictures from the co-op's early years, as well as small appliances from the era when New-Mac was formed. The antiques were on display courtesy of the Small Electric Appliance Museum, located inside JR's Western Store near Diamond.



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)

New-Mac offers surge protection

Unfortunately, in Southwest Missouri, we know spring means storms, and storms can mean lightning.

Lightning strikes to homes or nearby locations are the primary cause of damage to electronics and appliances. However, a properly installed surge-suppression system can significantly reduce the threat to these items in your home.

As a customer service, New-Mac Electric offers a full line of surge protection. Devices are available for customizing protection to fit almost any residential need.

As a starting point of protection, New-Mac can provide members with a suppression device installed at the meter. This device, known as a surge diverter, provides

protection for your home's major appliances, such as refrigerators, dishwashers, and clothes washers. The surge diverter is available to New-Mac members for a monthly lease of \$5 (plus a \$25 installation charge). While the surge diverter does cover the home's larger appliances, it does not guard against damage incurred through phone lines, coax connections or any other path lightning may take.

Phone lines and coax connections can be addressed with various surge-suppression strips, available at both New-Mac offices. These strips compliment the surge diverter by guarding against damage coming from other entry points. Or, these plug-in surge strips can offer stand-alone coverage for

sensitive electronics, although customers need to make sure to use the proper device for their needs.

For more information or advice on choosing the right protection, visit with or call New-Mac's consumer-services representatives at 451-1515 or 800-322-3849.

Safe Kids Day set April 25 at Newton Co. Health Department

New-Mac Electric invites kids of all ages to attend Neosho's annual Safe Kids Day, scheduled for April 25 from 3-5 p.m. in the parking lot of the Newton County Health Department.

Businesses, groups and emergency responders from across the area work together to put on this event, focusing on keeping kids safe.

Parents will be able to get their children's fingerprints & a photo ID. There will be safety demonstrations, kids games, activities and lots of prizes and freebies. A \$1 donation is requested for the photo ID, but there is no charge for most of the activities.

Each year, New-Mac Electric does its part

by teaching kids to respect electricity around the home. The co-op also brings one of its big yellow bucket trucks, so kids can see what linemen use to restore power.

For more information on Safe Kids Day, contact the Newton County Health Department at (417) 451-3743.