

# ADD INSULATION TO ADD ENERGY EFFICIENCY

North West REC is offering an INSULATION REBATE PROGRAM for our member-consumers.

- 30% of the installed cost -up to \$500 maximum rebate (this is in addition to 30% tax credit available)
- Insulation professionally installed by a registered contractor—blown-in, insulating concrete forms, rigid styrofoam panels and/or structural insulated panels type insulation
- Structure must have a primary electric heating source—includes new or existing homes, ag and commercial buildings
- One rebate per structure
- Need copy of invoice and rebate form completed and returned to North West REC

## REBATE FORM

### MEMBER INFORMATION

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 Acct. # \_\_\_\_\_  
 Location/911 Address (if different from above) \_\_\_\_\_  
 Residential \_\_\_\_\_ Ag/C&I \_\_\_\_\_  
 Building Insulated \_\_\_\_\_  
 Date \_\_\_\_\_

### INSULATION

	Estimated R Value	Material
___ Ceiling/Attic	_____	_____
___ Walls	_____	_____
___ Foundation	_____	_____
___ Other	_____	_____
Invoice Amount	_____	
Rebate Amount (30%)	_____	
Installer	_____	

## North West Rural Electric Cooperative

P.O. Box 435 • 1505 Albany Place SE • Orange City, IA 51041-0435

**Office Hours:**  
 Monday through Friday  
 7:30 a.m. till 4:00 p.m.

Orange City office open during noon hour

Ida Grove & Le Mars offices closed 12:00 - 12:30 p.m.

Outside Depository Available for After Hours Payments

**ORANGE CITY**

**IDA GROVE**

**LE MARS**

(712) 707-4935  
 (800) 766-2099

(712) 364-3341

(712) 546-4149

**Phone:**

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 Editor



# NEWS Lines

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## ENERGY TRAIL TOURS 2010

Several members of North West REC tracked their electric power right to its source this summer

They participated in three-day educational power supply tours sponsored by North West REC and NIPCO, the cooperative's power supplier. In addition to the educational portion of the tour, members enjoyed good food, fun and fellowship.

At the Oahe Power House near Pierre, S.D., participants had the opportunity to try their skill at controlling the Missouri River during adverse weather conditions. The interactive display shows the many considerations the U.S. Army Corps of Engineers takes when operating the dams.

On the second day of the tour in west-central North Dakota, the members were amazed at the number of products made from lignite coal at the Great Plains Synfuels plant and Antelope Valley Station. Electric power and natural gas are the principle products, but there are also many other chemicals, fertilizers and adhesives, as well as CO2 which is piped to Canada and used for oil recovery.



Janice & Earl Albert of Le Mars; Susan & Raymond Drey of Ida Grove; Lorraine & Daryl Egdorf of Boyden; Harold & Harold Hofstyer Jr. of Hartley; Barb & Dean Johnson of Merrill; Pam & Charles Lindberg of Odebolt; Margaret & Vern Rosendale of Granville; Cleo & Bruce Spece of Sioux City; Pat & James Verrips of Sheldon.



Sidney & Lorraine Jiskoot of Sioux Center; Donna & Keith Steinbeck of Hartley; Marilyn & Jeremiah Straub of Hospers; John Tarr & Lou Venteicher of Ida Grove.



Alvin & Sally Kooiker of Boyden; Bill & Sue Madsen of Galva; Twyla Martin of Ida Grove; Lorrie & Delbert Schueder of Paullina; Larry & Peg Vondrak of Sioux City.

Another highlight of the tour was a visit to the adjoining coal mine. Seeing some of the largest equipment in the United States in operation is spectacular. The members were pleased to know there is enough coal for generations to come and to see the successful results of reclamation of the land after mining is complete. The land is carefully returned to either natural prairie or cropland depending on its original use. Some tour members caught a glimpse of the antelope that graze on the reclaimed acres.

In addition to the tours the members get a brief look at electric cooperative history, and gain new understanding and pride in their ownership of the cooperative. The tours are part of the cooperatives' commitment to provide education for directors, employees and member-owners.

If you would like to be a part of this experience next year, watch this newsletter in the spring for the opportunity to enter the drawing.

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## NOW IS AN IDEAL TIME FOR HOME WEATHERIZATION

Though temperatures are still warm and most people don't like to think about winter's arrival just yet, now is an ideal time to weatherize your own home.

In addition to saving money on utility bills over time, home weatherization can make people much more comfortable in their homes, especially during temperature extremes. One of the simplest and cheapest means to reduce energy use this winter, and throughout the year, is to seal air leaks on a home's exterior walls. Caulk and weather-stripping materials are relatively inexpensive and available at hardware and department stores.

It is usually relatively simple and inexpensive to complete some basic weatherization on a home's exterior. Doing so will save energy for many years. Most homes can be weatherized around windows, doors, and at the base of exterior siding using primarily caulk and weather-stripping.

Do-it-yourselfers should remove dirt and grit or any loose paint from areas to be caulked (small cracks and gaps). Try not to caulk in rainy weather or when the temperature is below 40 degrees. Consider also that caulk sets faster on hot days, leaving less time to trim or clean up messy spots.

Remember to caulk around new holes or disturbances to outside walls whenever additional pipes or cables are installed. You can also use caulk to seal any gaps between the wall and the trim on your windows. Apply caulk in a continuous motion, forcing it into cracks around windows, by holding the caulk gun at a 45-degree angle to the work surface.



## APPLIANCE RECYCLING PROGRAM

While you are cleaning up the falling leaves and the remains of your summer garden, think about cleaning out any old, inefficient working appliances, too.

North West REC will pay you to get rid of old, working refrigerators, freezers and window air conditioners and, even better, send a certified recycling company to take those old appliances away.

You can receive a \$25 reward for each old appliance, up to a total of \$75, from North West REC when you participate in the program.

North West REC encourages recycling old working appliances because they use more electricity than modern, efficient appliances – sometimes two to three times more.

Just call the cooperative at 1-800-766-2099 to arrange for easy pickup. We're here between 7:30 am and 4:00 pm Monday through Friday. Appliances must be in working condition to qualify for the recycling program.



## MID-SIOUX OPPORTUNITY, INC. TO HELP WITH HEATING BILLS

The 2010-2011 Low-Income Home Energy Assistance Program (LIHEAP), offered through Mid-Sioux Opportunity, Inc., may be able to help you pay your winter heating bill. This program is funded through the Iowa Department of Human Rights and has been established to help qualified low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

Your local Mid-Sioux office will be taking applications from November 1, 2010 through April 29, 2011. Each applicant will need to furnish a copy of their most recent heating, electric and telephone bill, copy of Social Security or I-94 card for each household member, and proof of the household's income for the past three months (13 weeks), the past twelve (12) months, or 2009 or 2010 tax return.

Eligibility for participation is established according to the federal income guidelines listed below. Applicants eligible for the help will be paid on a first come, first served basis, and all payments are subject to availability of funds.

### INCOME MAXIMUMS

Household Size	Annual Gross Income
1	\$ 16,245
2	\$ 21,855
3	\$ 27,465
4	\$ 33,075
5	\$ 38,685

*For households with more than five members, add \$5,610 for each additional member.*

### APPLICATION

**Social Security Card or I-94 Card** – We require a copy of a card for each household member.

**Current Heat Bill and Electric Bill** – This may be two separate bills.

**Current Telephone Bill** – To apply for the Lifeline Telephone Assistance Program.

**Proof of Income** – This includes total household gross income from all sources. We must have complete proof of income to process your application.

- **Fixed Income:** Includes Social Security Income, Aid to Families with Dependent Children or F.I.P., Veterans' Assistance, Unemployment Insurance and Pensions. Provide a copy of your most recent check or a bank statement showing automatic deposit.
- **Wage Earners:** Attach copies of your check stubs for three months (13 weeks) preceding the date of application, the past 12 months or the most recent calendar year Federal Income Tax Return 2009 or 2010.
- **Self-Employed/Farmers:** A copy of your 2009 or 2010 Federal Income Tax Return.
- **Other Income:** Alimony and child support will also need to be verified.

For more information or to apply, call or e-mail us at the following locations:

### Mid-Sioux Opportunity, Inc.

Ida County 712-364-2175 dray@midsioux.org  
 Cherokee County 712-225-3322 jforcier@midsioux.org  
 Lyon County 712-472-3746 knoble@midsioux.org  
 Plymouth County 712-546-6603 sreed@midsioux.org  
 (Akron) 712-568-2242 sreed@midsioux.org  
 Sioux County 712-722-3611 knoble@midsioux.org  
 Central Office 800-85902025  
 Hearing Impaired call 711

Visit us on the web at: [www.midsioux.org](http://www.midsioux.org)

### Upper Des Moines Opportunity

Primghar 712-757-1023

Visit us at  
[www.nwrec.coop](http://www.nwrec.coop)

## ENERGY-EFFICIENT LIGHT BULBS PROVIDE SAVINGS WITH A TWIST

Special pricing on energy-efficient bulbs helps Iowa residents save money – and the environment

Did you know you typically spend more lighting your home than operating your refrigerator annually? If you're using standard light bulbs and inefficient fixtures, you're wasting energy and money. Switching to energy-efficient lighting can save you time, energy and money – and help protect the environment. Make your next light bulb an ENERGY STAR qualified compact fluorescent light bulb.

Compared to standard incandescent light bulbs, ENERGY STAR qualified CFLs:

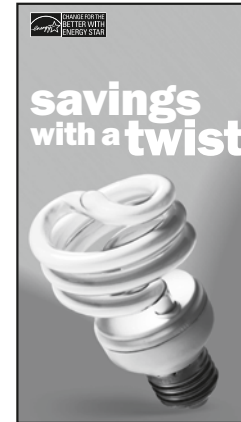
- Use up to 75 percent less energy,
- Last up to 10 times longer and
- Save you money.

*You can get your \$2 instant rebate on Energy Star qualified bulbs at the participating stores in our service territory:*

M & H True Value Hardware, Rock Valley  
De Jong Hardware Hank, Hull  
Farmers How to Store, Sioux Center  
Neal Chase Lumber Co – Orange City, Sheldon & Alton  
Weidamans True Value Hardware, Paullina  
Downtown Hardware, Sheldon  
Malcom's Paint & Hardware, Ida Grove  
Holstein Hardware Hank, Holstein

North West REC is helping its member-consumers make the simple switch to energy-efficient lighting by offering a \$2 instant cash-back reward on ENERGY STAR qualified CFL purchases of 12 bulbs or less. The program is being held in conjunction with the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy's (DOE) national ENERGY STAR Change a Light, Change the World campaign.

Switching to energy-efficient lighting is a simple and effective first step toward saving energy at home while helping the environment at the same time!



HyVee – Le Mars, Sheldon, Sioux Center, Sioux City  
Fareway – Le Mars, Sheldon, Sioux City  
Dollar Tree – Le Mars, Sioux City  
Family Dollar – Hartley, Sioux City  
Wal-Mart – Le Mars, Sioux Center, Sioux City  
Sioux City – Lowes, Menards, Shopko, Home Depot, Sam's Club

## OCTOBER IS COOPERATIVE MONTH

Co-op Month celebrates the many ways people work together to create better businesses for their communities.

North West REC is a local business, owned by the people it serves. That means conducting business through a locally elected board of directors and in the annual meeting where policy is proposed and voted on by members. It's the "people" part – the personal involvement, the grassroots activities – that characterizes what electric co-ops are all about.

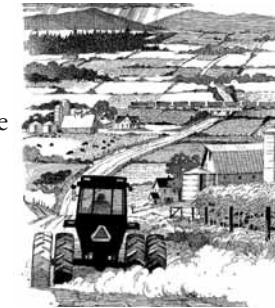
As we observe National Cooperative Month, North West Rural Electric Cooperative reaffirms its commitment to you, the member-owner, through the seven cooperative principles:

- Voluntary and open membership without discrimination
- Democratic member control
- Members' economic participation
- Cooperative autonomy and independence
- Member education, training and information to the general public
- Cooperation among cooperatives
- Concern for community



## KEEP SAFETY IN MIND DURING HARVEST SEASON

It's that time of year again when combines are plugging through fields and tractors with wagons are busy carrying loads to and from the grain elevator. It's time for harvest and time for safety, especially overhead power line safety.



Farmers need to be alert when working with farm equipment.

Many pieces of farm equipment, such as grain augers or elevators, can reach heights that exceed power lines. Before harvest even starts, it is a good idea to walk around your farm to see where overhead lines are located and check the height of farm equipment.

Other tips to remember this harvest season:

- Be alert to power lines when you reach the end of your field.
- Inform family members and hired hands about safety procedures.
- Keep all objects at least ten feet away from power lines.
- Contact your local REC before you build or move a grain bin.

What you should do if you're inside a tractor that touches a power line:

- Try to back away from the line.
- If you can, stay put and have someone call your REC.
- If you must leave your tractor, jump clear (putting both feet forward) so you won't make contact with the ground and the vehicle at the same time.

Safety tips for handling loose grain:

- Lock out power to all types of grain-handling equipment.
- Never work alone. If you must go into the bin, use a lifeline and have someone assist you.
- Never permit children to ride in grain wagons or enter grain storage areas.
- Be especially careful when working with old grain.

Being aware of the dangers could mean the difference between a safe harvest season and a disaster. Take that extra minute for safety – the life you save may be your own! Stay alert and stay alive!

## TURN IN DEFECTIVE CFLS TO OUR OFFICES

As more and more people are purchasing CFL (compact fluorescent light) bulbs, there will be some defective ones. If you ever have one that no longer works, we urge you to take it to one of our three offices, and we will properly dispose of it for you. We have an authorized disposal bucket that we will send away when full to have the bulbs disposed of safely and in an environmentally friendly way. Any member or non-member is welcome to use this service at no charge.





Lyle D. Korver

## MANAGER'S REPORT

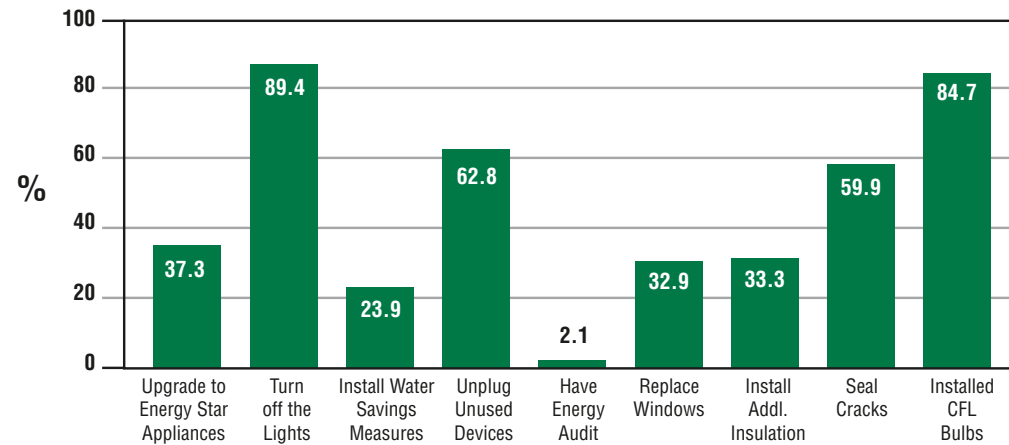
### Basin Electric End Use Survey Results

Every four years, our power supplier, Basin Electric Power Cooperative, conducts an end use survey of a randomly selected group of our members and I wanted to share some of the results of their latest survey. The purpose of this survey is to obtain a better understanding of how the member consumers utilize the electricity they receive from the Cooperative. Basin Electric does a similar survey with their other member cooperatives throughout their nine state service area. Results from the survey are incorporated into the load forecasting that Basin does in projecting future new generation requirements.

This survey concentrates on the residential consumers and it asks them to provide information on the age and size of their residence, energy saving measures they have implemented, the type of heating and cooling systems installed in their residence and the major appliances they use.

A total of 823 surveys were mailed out to the North West REC members who were randomly selected and 360 of the surveys were returned for a return rate of 40%. This was higher than the overall Basin return rate of 34%.

- 40.7% of the surveys returned indicated they have a residence only on our lines. The balance of the survey respondents had both a residence and other farming operations on the service.
- In terms of age of the residence, 8.5% indicated their home was less than 10 years old; 7.3% were between 10 and 19 years old; 6.9% were 20 to 29 years old and a strong majority – 77.3% - were over 29 years old.
- 14.3% of the responses indicated they had only one person living in the residence. 48% said two people were living there; 11.6% had three people and 25% had four or more people living in the home.
- Regarding some energy saving measures that members have implemented in the past two years, the following graph highlights what members have done:



- On the installation of CFL light bulbs, 39.4% indicated they have installed a few bulbs; 25.9% said about half of their bulbs have been replaced with CFLs and 19.4% said they had replaced most of their bulbs with CFLs.

*“53.1% of the members indicated that they have some type of electric heat as their primary heating sources. 82% of our members indicated that they have an electric water heater installed in their residence.”*

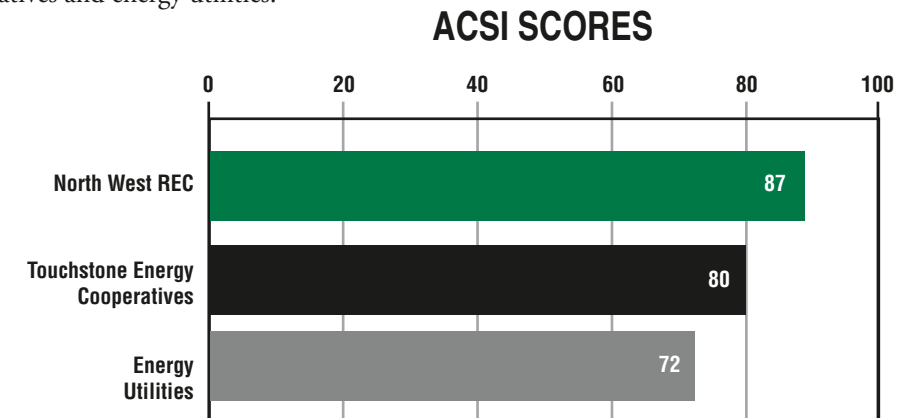
- 53.1% of the members indicated that they have some type of electric heat as their primary heating sources. On the electric heating types, the responses were as follows:
  - Electric baseboard/ceiling/cover 14%
  - Electric forced air furnace 20.8%
  - Electric air-to-air heat pump 44.9%
  - Electric ground source heat pump 12.9%
  - Electric hot water boiler 4.5%
  - Electric storage heat & other 2.9%
- 82% of our members indicated that they have an electric water heater installed in their residence.
- 72.6% of the respondents said they have an electric range and 80.3% said they have an electric clothes dryer.
- 62% of the members indicated they have a computer in their home. 52% of our member respondents said they have high speed Internet service.

We appreciate the responses from those members who participated. This survey is very helpful to North West REC and Basin Electric.

### Customer Satisfaction Survey Results Positive

In connection with the End Use survey referenced above, a customer satisfaction survey for North West REC was also conducted. This survey is referred to as the American Customer Satisfaction Index (ACSI) and helps to determine member attitudes and perceptions about the Cooperative. The ACSI is an index that ranks businesses on a 1 to 100 scale and is used by many corporations, including investor owned utilities, to measure customer satisfaction.

This was the third time North West REC has conducted a survey to obtain our ACSI score. We were very pleased with the results as we scored an overall score of 87. While this was down slightly from our previous ACSI score of 89 in 2006, it is still very strong and well above most other organizations. The following graph shows how our score of 87 compared to other Touchstone Energy Cooperatives and energy utilities:



We know that many individuals do not like to complete surveys so we will not conduct them any more than is necessary. However, we wanted to let you know that the information we obtain from these types of surveys is valuable and we are very appreciative of those members who take the time to complete and return them.



We have CFL bulbs remaining after our district meetings. We invite our members to stop at one of our offices, and we will give you **two FREE bulbs** until the supply is gone.