

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

One more storm

Another installment of ice hits cooperative

The effects weren't quite as lingering, but still, December's ice storm served as a vivid reminder of a time just 11 months earlier.

This go-around, New-Mac Electric had power back to all of its customers within

See Ice storm, page 2



The damage brought about by December's storm looked very similar to what could be seen this past January.

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New-Mac Electric Cooperative

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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.

Rate increase will come in April

New-Mac Electric Cooperative's first general rate increase since 1991 will go into effect in April of 2008.

"We knew this day was coming," said Mitch McCumber, New-Mac's CEO and General Manager. "We delayed it for as long as possible and kept everyone

informed about the rising costs we've been facing for years. We simply don't have any other choice but to pass along an increase."

McCumber announced, at the co-op's annual meeting this past October, that

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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 County417/781-0352
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 location number (found at the top of your bill) ready and call 451-1515 or (800) 322-3849.

Help yourself to 'Rural Missouri'

Copies of the latest *Rural Missouri* magazine are always available, free of charge, at either New-Mac office.



New-Mac worked around the clock to get power back to its customers following the December ice storm.

○ Ice storm

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four days, following the icy weather that moved into the co-op's service area Dec. 9.

New-Mac was hit hard again, but not to the extent of the January ice storm, which rendered as many as 14,000 of the cooperative's meters without power. Besides the brief period on the evening of Dec. 10, when New-Mac's power supplier, KAMO Power, temporarily lost the service of four substations (spiking the outage count to 9,500), New-Mac's highest count of meters without power in December was just under 5,000.

Just like in January, New-Mac put out the call for assistance early on, and several other coop-



eratives, brush crews, and contract crews responded. With the help of 60 additional workers in the field, New-Mac worked

around the clock, dealing with ice, rain, and mud until everyone's power was restored early in the afternoon of Dec. 13.

"Yet again, we are extremely grateful to our customers for the understanding and support they showed us through this last storm," said New-Mac's Mark Rakes.

"2007 was a year we'll never forget," he added. "New-Mac is very thankful to its employees and all of those who helped us out during the storms of this past year. Everyone showed outstanding dedication through some tough times, and most importantly, we got through it safely."



Once again, ice quickly formed on the power lines.



Trees that may have survived the January storm were toppled in December. Not only did trees fall on power lines, they also proved to be obstacles on the rural roadways (as seen above right).

○ Rate increase

Continued from page 1

increases would occur. At that time, New-Mac had been informed that its primary cost of business would be going up yet again due to a wholesale power rate increase for the third straight year by suppliers Associated Electric Cooperative, Inc., in Springfield, and KAMO Power, in Vinita, Okla.

Late in 2007, New-Mac learned the amount of the third wholesale increase and

arrived at a new rate after considerable analysis and deliberation.

“For residential services, the availability fee (minimum bill) will go up by \$7.50, and the rate per kilowatt-hours billed will go up \$.008,” said McCumber. “Also, the rental light fee will go up \$2.50. These adjustments will be effective April 1 and will be reflected in the bills our customers receive in May.”

New-Mac has been preparing its members for this occurrence for several years. As far back as 2004, McCumber said at the co-op’s annual meeting, “Even though we

know our power cost will be increasing, I pledge to you right now that we will do whatever we can to minimize the impact of these increases to you.”

“By putting our customers first, we were able to avoid a general rate increase for 17 years,” said Mark Rakes, New-Mac’s Manager of Marketing/Consumer Services. “Serving our customers will always be our top priority, and we’ll continue to work with our customers. Especially with energy costs going up, we’ll stand ready to help our customers make their homes and offices as energy efficient as possible.”

Levelized Billing makes it easier to plan

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 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.

If you would like to take advantage of Levelized Billing, call New-Mac at 451-1515 or (800) 322-3849.

Energy Partners’ Recipe of the Month:

PUMPKIN SPICE CAKE

Submitted by New-Mac member: **Barbara Barth**

2 cups flour	1¼ cups granulated sugar
2 tsp. baking powder	4 eggs
1 tsp. baking soda	2 cups pumpkin pie filling
1 tsp. salt	1 cup oil
2 tsp. cinnamon	½ cup chopped pecans

Mix together dry ingredients. Add eggs, pumpkin and oil. Stir in nuts. Grease and flour two 9 in. cake pans. Bake for 30 min. at 350°. Frosting: 8 oz. cream cheese, ½ cup butter, 4 cups powdered sugar, 1-2 Tbsp. milk, 1½ tsp. vanilla. Mix and frost cooled cake.

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

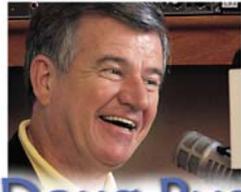
Energy Efficiency 101: From the ground up

I am writing this article on Oct. 10 and it feels like fall has finally arrived. Just three days ago, it was 90 degrees in the afternoon with a low of 76 in the early morning. When I stepped outside to get the newspaper, barefooted, the cool porch floor felt good. I walked back into the house and the cool floor felt good.

But this morning, the low was 46 chilly degrees and when I walked outside, again barefooted, the porch felt cold, but inside the floor felt nice and warm. You see, “cool” and “warm” are often relative terms. A 70-degree floor temperature in the summer feels cool, but a 70-degree floor temperature in the winter feels warm. Basically, everyone likes cool floors in the summer and nice warm floors in the winter. I have never met a person who likes cold floors in the winter. Most of you would agree that it is difficult to be comfortable at any location if your feet are cold. Since winter is upon us, let’s discuss how to keep your floors warm.

I have a rule of thumb about the cold floor problem. If you are located north of Interstate 40 (I’m talking about the entire route, which pretty much goes coast to coast), insulating floors or crawl spaces is important. There are, of course, a few exceptions, such as Gatlinburg, Tenn., which lies south of I-40 but, because of its high elevation, has very cold winters and Flagstaff, Ariz., which again is located at a high elevation, which causes temperature extremes in the winter and summer. But, for the most part, this line is pretty accurate.

For teaching purposes, let’s assume your house is located north of I-40. If your floor is on a slab and not properly insulated, the slab temperatures will always be just a few degrees lower than your thermostat setting, except where it is near the exterior wall. If the exterior temperature is 35 degrees and your thermo-



Doug Rye
says ...

stat is set on 75 degrees, a slab temperature at the exterior wall will be about 55 degrees. Your feet will feel cold if you are sitting near that location and your utility bills will be higher as the warm air molecules rush toward the edge of the cold slab.

If you have this situation in your existing house there’s not much that you can do except to wear heavier socks and not sit near the wall. However, caulking the joint where the wall touches the slab would definitely help stop the cold air. If

you are building a new house, cold floor problems can be solved by the installation of 1-inch foam board, located between the cold air and the exterior edge of the slab. Just remember your picnic ice chest is only three quarters of an inch thick and works very well. The rigid insulation can be installed in the concrete “L” block or installed vertically behind the brick veneer.

It probably is impossible to insulate the perimeter of a monolithic slab. Monolithic slabs are quite common and you can tell whether you have one by looking at the exterior wall of your house. If you don’t see any concrete blocks or brick, then you probably have a monolithic slab.

Another solution, of course, would be to actually heat the slab in your new house by circulating hot water through the slab. This is usually very costly, both at installation and in operation, unless you heat water with a geothermal system. Generally, I do not suggest heating the slab in homes anywhere south of Interstate 70 (yes, I’m talking about I-70 now) and I do not really think that it is necessary to heat the slab in any home that is built according to the techniques I teach. In many cases, an acceptable solution is to install small electric heating cables under the tile in your bathroom. You can get information about this at any



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Or visit us on the Web at
www.newmac.com.

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Services Provided to Members

Call our consumer services department for information on the following services:

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Levelized Billing
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Meeting rooms available at both locations
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Trade-A-Tree Program
Surge Protection
Green Power

Questions? Comments?

Contact: Mark K. Rakes
P.O. Box 310, Neosho, MO
mrakes@newmac.com

ceramic tile showroom.

For those of you who are wondering about crawl spaces or basements, you will have to wait until next month. In the meantime, I promise you that I’ll be wearing my house shoes when I go outside to get the paper.

Doug Rye, a licensed architect living in Arkansas and the popular host of the “Home Remedies” radio show (as heard on KQYS 1420 AM), works as a consultant for the Electric Cooperatives of Arkansas to promote energy efficiency to cooperative members statewide. To order Doug’s video, call Doug at 1-888-Doug-Rye. More energy-efficiency tips can also be found at www.ecark.org.