

# 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 sends 18 linemen east to assist co-op following devastating ice storm

100,000 out of power in Bootheel and south central parts of Missouri

“It was total devastation,” said Richard VanDorn. “There wasn’t a piece of line that didn’t have something wrong with it.”

VanDorn was one of 18 New-Mac Electric linemen who assisted Ozark Border Electric Cooperative, following the Jan. 27 ice storm that ripped through the electrical grid in south central and south-east Missouri. More than 100,000 homes were out of power across those regions of the state, and 28,000 of them were served by Ozark Border, headquartered in Poplar Bluff.

New-Mac sent 18 men and 10 vehicles in two waves of assistance to Ozark Border



**New-Mac Electric had linemen helping out Ozark Border Electric Cooperative, headquartered in Poplar Bluff, for nearly three weeks.**

Electric Cooperative, headquartered in Poplar Bluff.

The same day the storm hit, New-Mac sent Tobey Powell, Jeremiah Taylor, Billy McGuffey, Matthew Roschevitz, Brandon Bettels, Robert Bunch, Robert Nunley, Ben Mitchell, Gabe Ellison and Mike Stevens. Then on Feb. 9, Taylor, McGuffey, Nunley and Mitchell returned home, and in their place, New-Mac dispatched Don Miller, Randy Sutton, Dave Sharp, Tony Harvey, Darren Pierce, Richard VanDorn, Marti Schaack, and Jason Adams.

So, New-Mac had either 10 or 14 linemen helping the entire time, up until Feb. 16, when Ozark Border announced they were down to 26 customers without

power. The Poplar Bluff co-op put the remaining customers back in power the next day.

Over the span of the three weeks, the New-Mac linemen began contending with heavy ice accumulation (the diameter of the ice on the lines was equal to an aluminum can, according to McGuffey) and then extremely muddy conditions due to the melting of the ice in the nearly rockless Mississippi Delta soil. Thunderstorms and high winds a few days after the ice storm didn’t help either.

Nunley said every effort was made to make repairs from on the road. As soon as a truck ventured into the rice fields and farm land, it immediately sank and wasn’t

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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.

### 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

### Please don't lock us out

Even though automatically read meters make monthly visits to each location unnecessary, New-Mac still needs access to each meter for periodic checks and outages. So, make sure the co-op can get to your meter, and any existing lock arrangements with New-Mac need to be maintained.

### Plan ahead

Any plans of additions or upgrades on your property should include New-Mac in the early stages.

Contact the engineering department about any project that will require additional electrical service. Calling New-Mac early will not only expedite the process, but it could also render money saving advice.

Contact the engineering department at (417) 451-1515.

# Copper theft affects you!

## New-Mac asks customers to be on the look-out

New-Mac Electric Cooperative does not take copper theft lightly. Nor should you.

In recent years, the rise in the price of scrap metal has brought on a rash of copper thefts across the nation. It has also brought about a rash of deaths, power outages, expensive repairs and criminal prosecutions that should weigh heavily on the mind of anyone contemplating or observing such a despicable act.

Numerous deaths and injuries have been reported across the country of would-be thieves attempting to cut copper wiring away from electrical systems. Thieves have even gone as far as climbing power poles and scaling substation fences, putting

themselves in imminent danger.

Copper theft affects every co-op member. Just a few dollars worth of stolen copper can bring about hundreds of dollars in repairs, and unfortunately, most times when stolen copper is recovered, it is in a useless condition, having been cut into pieces.

New-Mac Electric has made great efforts to deter copper theft and even helped bring about legislation that now means harsher penalties on copper thieves.

If you observe suspicious activity, such as unmarked vehicles near substations or around utility equipment, call New-Mac right away at 451-1515 or 800-322-3849.

## Neosho office adds drop-box lane and additional credit card terminals

New-Mac Electric has recently taken measures to expedite the bill paying process.

New-Mac's Neosho office now has a drive-through drop-box lane. This new feature should assist customers wanting to simply drop off a check payment, since they will not have to wait in line for the drive-through window.

Customers paying with cash or paying on a delinquent bill still need to go to the window. New-Mac asks that no cash payments be put in the drop box. If a customer has been delinquent to the point of a disconnection notice, a drop-box payment will not prevent a disconnection.

The drive-through drop box is located along the same path as the drive-through window, but the lanes split just before the drive-through window canopy – with drop-box traffic going to the right.

New-Mac customers wanting to pay their bill over the phone by credit card should also notice a speedier process. New-Mac has added more and faster credit card terminals for employees taking



The new drop-box lane is ideal for customers just wanting to drop off a check payment. Cash and delinquent payments still need to go to the window.



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## New security deposit policy in place

New-Mac Electric now has a new security deposit policy in place. However, it will not affect customers who routinely pay their bill on time.

This policy is a means of protection for the membership due to past customers who have left balances on their accounts.

A security deposit is basically funds put on hold to cover unpaid bills. In the event a security deposit is incurred, a customer will be credited back that amount after 12 consecutive months of on-time bill payment.

# We're here to help, Mr. President

Lately the focus in Washington, D.C., has been on our failing and fragile economy and the thousands of job losses. We have all read about the finan-

cial crisis and have been shocked about some of the problems created for our Main streets by Wall Street.

Members of Congress have been scrambling to have an economic stimulus package ready for President Obama to consider in his first 100 days in office. All Americans realize the tremendous problems he has inherited. We are asking him to lead our country and to find the solutions for these problems following his historic inauguration. We all need to offer assistance in any way we can.

In the midst of these significant economic problems, the chairman of the House Energy and Commerce Committee, Rep. Henry Waxman of California, recently announced he will move "quickly and decisively" to push legislation curbing greenhouse gases with a goal of passing climate change legislation by Memorial Day.

Word that these talks were ramping up came as no surprise to leaders at your electric cooperative, who have been closely watching the issue. Clearly, the decisions made in Waxman's committee and Congress will directly impact the wallets of

every electric cooperative member.

When climate change legislation was first considered, virtually no one was talking about how the costs associated with solving this problem would impact consumers. If electric co-ops hadn't fought for a seat at the table, it's possible this fact would have been left out of discussions.

Today, with the focus on the economy, it would be impossible for legislators to ignore the affordability aspect of the various climate change fixes being considered. That's especially true when coupled with the 1.5 million letters and e-mails sent to legislators by electric co-op members through the Our Energy, Our Future campaign.

This effort was the single biggest factor in keeping electric cooperatives from being shut out of the discussion on climate change. Instead, Glenn English, CEO of the National Rural Electric Cooperative Association, met four times with task forces working on the problem.

His latest was with President Obama's transition team. At that meeting, English con-

## ○ Bill paying

*Continued from page 2*

phone payments, so hold times for customers should be greatly reduced.

New-Mac still recommends customers not wait till the last few days of the month, when call volumes are at their highest. On those days, customers still may have to leave their name and number, and their call will be returned that day.



**By Barry Hart**  
*Executive Vice President of the Association of Missouri Electric Cooperatives*

the costs associated with solving this problem would impact consumers. If electric co-ops hadn't fought for a

continued to raise the need to keep electricity available and affordable for rural people, who include the nation's most economically disadvantaged.

He encouraged the president's advisers to consider all economic sectors, to recognize the need for new power plants to meet growing demand for electricity and to end uncertainties about regulation and costs. We are concerned because many legislators are offering solutions that are well meaning, but will result in drastic rate increases for you and your neighbors and further damage the economy.

A situation like this will force every family to make difficult choices for its hard-earned dollars.

We believe our Missouri congressional delegation will make sure President Obama under-

stands the impacts climate change legislation will have on Missouri's economy and you. We will make sure they have the facts on how the different climate change bills will affect you.

I am asking you to continue your effort to ensure that our elected officials make keeping electricity affordable and reliable a top priority as they develop and vote on energy legislation. If you haven't done so, log on to [www.ourenergy.coop](http://www.ourenergy.coop) and send your message to Congress. If you have, watch the Web site and announcements from your co-op signaling that it's time to send a new message.

Your efforts made a big difference in 2008. Let's not rest until this issue has been successfully resolved without hurting our economy in Missouri or you and your family.

### Energy Partners' Recipe of the Month:

#### HOLIDAY SALAD

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

- 1 can cherry pie filling
- 1 can Eagle Brand milk
- 1 (15 oz.) crushed pineapple (drained)
- 1 (9 oz.) Cool Whip
- 1½ cups miniature marshmallows
- 1 cup chopped pecans

Mix all together and chill overnight.

\* Low-sugar and fat-free ingredients can be used and it is still good!

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

# The Commandments continue

Well, I trust that you are all having a great new year. It is time to go back to the 10 Commandments of Energy Efficiency that we started talking about last year.

There are a lot of things happening in our country today that I do not understand. I do not understand how I bought gas at \$1.49 a gallon in December when I paid \$3.99 just a few months earlier. I don't understand how wealthy corporations now have to have billions of dollars from the taxpayers to stay afloat.

And I could mention many other things I simply don't understand. It is better that I stay with the things I do understand, like energy efficiency.

I know that making energy improvements is the best investment in the country today. I know that it is the only thing in your house that will save you money month after month and will have a pay-back. I also know that your home will be more comfortable as a result of these improvements.

On a recent show, Mr. Tom Hunt, who is my co-host on the Home Remedies radio show, said he is saving \$50 per week on the cost of gasoline compared to a few months ago. He said that added up to \$200 per month. "What if we took that \$200 per month and made energy improvements to our house?" he said. I responded: "Tom, you are a genius."

Well, folks, both Tom and I don't need these commandments because we built our houses to be super efficient from the begin-

ning. So, please remember that these columns are for you – and we, like your electric co-op, want to help you.

Energy Commandment No. 2: "Thou Shalt Invest." Whether it is \$5 per month or \$200 per month, start setting some money aside for energy improvements. It is perfectly all right to do the least costly items first.

For \$20, you can buy and install several compact fluorescent lights. For \$40, you might buy all the caulk you need to seal up air leaks as we discussed in past columns.

Now open your mind and think of this. For an investment of less than \$100 and a few hours of elbow grease, you might well reduce your average monthly utility bill by \$10, \$20, \$30 or more a month. Where else could you invest \$100, get your money back in three to 10 months and continue getting that savings forever?

So start putting that money aside now, continue reading this column and you will be a genius of energy efficiency, just like Tom.

*Doug Rye, a licensed architect living in Arkansas and the popular host of the "Home Remedies" radio show (as heard on KBTN 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.eark.org](http://www.eark.org).*



**Doug Rye**  
says ...

## ○ New-Mac helps

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coming out.

VanDorn said that in the last days of restoration, "There were guys with tractors everywhere, if you needed to get somewhere, they'd take you there."

"It was great to be able to help another co-op," said New-Mac's operations manager, Alan Loehr. "We were certainly grateful to get the help we did when we were hit by the ice."

Across the parts of Missouri ravaged by the recent ice storm, more than 16,000 broken poles were replaced. Ozark Border had more than 2,500 poles broken. All power in Missouri was restored within three and a half weeks.



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  
Controller ..... David Childers  
Manager of Administration ..... Mary Hatfield  
System Engineer ..... Stan Irsik  
Manager of Operations ..... Alan Loehr  
Manager of Marketing ..... Mark K. Rakes  
Billing Supervisor ..... Vickie Stuart

### Board of Directors

District 1 ..... Martin Youngblood  
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District 3 ..... Bobby Fields  
District 4 ..... Beryl Kennedy  
District 5 ..... Billy P. White  
District 6 ..... Paul Sprenkle  
District 7 ..... Maurice Mailles  
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)**  
**Trade-A-Tree Program**  
**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 linemen change out one of the more than 2,500 poles that were broken in the service area of Ozark Border Electric Cooperative.**