

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

No rate increase ‘planned’ for 2015

Rising power costs from suppliers could force increase in 2016

No general rate increase is planned for New-Mac Electric Cooperative members in 2015, according to General Manager/CEO Mitch McCumber, but as always, that is barring any unforeseen circumstances.

McCumber promised news regarding rates would come in this newsletter at the cooperative’s annual meeting this past October. He also told the membership that day, “We will never raise your rates until we have absolutely no other choice.”

The co-op has only implemented three general rate increases in the past 23 years, but that has come about in spite of a steady series of power cost increases from sup-

pliers KAMO Power (Vinita, Okla.) and AECI (Springfield) over the last several years.

While McCumber is pleased to inform the membership of another year of stable rates, he cautions rates likely will go up in the near future.

“I do want to warn everyone,” he said. “It looks like we’ll have a substantial increase in 2016 from our power suppliers. If those increases happen, they will have to be passed on to our members.”

New-Mac members, along with friends and family, may have the greatest impact on electric rates in the years to come.

Many filled out cards at the co-op’s annual meeting or have went online to express concerns to the EPA about the need for coal in keeping electricity both reliable and affordable. In fact, Missouri electric cooperative members sent over 300,000 comments to the EPA. Please continue to let your voice be heard with legislators. Tell them the importance of keeping clean coal – our country’s most abundant and lowest-cost resource – in the mix for power generation.

For more information on what you can do with this effort, visit action.coop or click on the link at newmac.com.

New-Mac continues rebate program for another year

Co-op hopes members will go energy efficient

New-Mac Electric will continue to offer the rebates on electric water heaters, window air-conditioning units, and three types of heat pumps in 2015.

New-Mac hopes these rebates will serve as incentive to buy energy-efficient products, which will bring additional savings by conserving energy over the course of their lifetime.

In order to be eligible for a rebate, New-Mac must receive a completed rebate form and a copy of the purchase receipt within 90

days of the date of purchase. Rebate forms are available online at newmac.com and at both the Neosho and Anderson offices.

Rebates will be applied to your New-Mac bill in the form of an energy credit.

Purchases must meet the qualifications listed below:

WATER HEATERS – \$50

- must be submitted within 90 days of purchase
- must have an energy rating of .9 or better
- limit two per address
- only for replacement of another electric water heater or for a new home
- heat pump water heaters are not eligible
- tankless (on-demand) water heaters are not eligible
- service where installed must use 6,000 kWh per year
- for residential customers only

DUAL-FUEL HEAT PUMPS – \$150 PER TON

- must be submitted within 90 days of purchase
- must be at least 16.5 SEER
- must be dual fuel (having natural gas or propane for back-up)
- for residential or commercial customers

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New-Mac Electric Cooperative
Your Touchstone Energy® Partner 

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.

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.

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

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 texts or emails, and much more. Visit newmac.com and click on the "smart hub" link.

Stay prepared and safe for winter weather

The New-Mac Electric service area has been fortunate so far in terms of what *Ole Man Winter* can bring, but we all know in southwest Missouri the weather can change in a hurry.

So, New-Mac encourages you to always be ready for winter's worst. Please keep the following items on hand, and be prepared:

- Flashlight (with extra batteries) and candles.
- Battery-powered radio.
- Bottled water and non-perishable food items.
- Manual can opener.
- Extra medicine and baby items.
- First-aid supplies.
- Back-up heating source – NEVER use a charcoal grill to cook or heat inside!
- Fire extinguisher and smoke detector.
- New-Mac also reminds everyone to never approach downed power lines as they may be energized.

In the event of outages, New-Mac customers should have their map number (location number) ready and call 451-1515 or 800-322-3849. Don't assume that someone else has already called for your area.

During extended outages, customers can get updates on the restoration efforts by checking our website, newmac.com, and through local media outlets.

If you are on social media, updates will come right to your computer or smart phone by liking our Facebook page, www.facebook.com/NewMacElectric or by following us [@NewMacElectric](https://twitter.com/NewMacElectric) on Twitter.



While snow and ice can make roads impassable (at left), particularly freezing rain can present issues for electric lines and equipment. As freezing rain continues to mount in hefty layers of ice, lines can break and nearby trees can fall into power lines due to the added weight of the accumulation.

Beware of scammers posing to be from utilities

Across the state, a phone scam has been occurring, and unfortunately, these scammers have preyed upon electric cooperative members.

These scammers claim to be from an electric utility and inform people their most recent credit card payment was not successful. The call recipient is then told their account is past due and

a serviceman is on standby to disconnect power if immediate payment is not made via credit card over the phone.

This is a scam. If there is ever a doubt, hang up and call New-Mac at 417-451-1515 or 800-322-3849. Please do not fall victim to this scam.



Need some additional light at your place? Give New-Mac a call.

Extend the day with a security light from your cooperative

If evening seems to be setting in too soon, and you've still got chores to do, or perhaps you'd just like the security of some additional lighting, then New-Mac Electric may have the solution for you.

Dusk-to-dawn lights, also commonly called security lights, are available from New-Mac for a monthly fee.

New-Mac will install a 100-watt, high-pressure sodium light on an existing meter or transformer pole. The co-op will then maintain and supply the electricity to the light (it does not go through your meter) for a \$10 monthly rental fee. If the light ever stops working, New-Mac will repair or replace

the light at no additional charge.

Higher wattage lights or installations requiring the setting of new materials may also be available for additional fees.

Also, if a light owned by a customer is in need of repair, New-Mac is willing to make those repairs for the cost of parts (if the co-op has the necessary parts). These repairs will take place as work orders permit when a truck is in your area.

If you are interested in a security light at your location, contact our billing department at 451-1515 or 800-322-3849.

PORTABLE GENERATOR SAFETY

Properly connecting your generator is critical

Portable generators offer a reliable back-up source of power during electrical power outages, and can provide relief during times of severe weather such as ice or wind storms. However, these helpful devices must be used and maintained properly to avoid very serious health and safety risks. The best way to ensure you and co-op line crews stay safe when you are using a generator is to educate yourself and plan ahead.

Generators come in a variety of sizes. They can range from 500 watts up to several megawatts of output, and run on gasoline, diesel, propane or natural gas. The size of generator needed can be determined by totaling the wattage of the lights, appliances, devices, etc., and then add about 20 percent for the increased start-up power requirements.

Improper installation of a generator puts people, including electrical linemen, at great risk. A whole-house generator – one that is tied directly into your wiring – must have a double-throw transfer switch installed at your breaker panel by a qualified electrician. Without the switch, a generator can backfeed 240 volts to the transformer, where it is then stepped up to 7,200 volts and sent down the lines, creating a life-threatening situation for the linemen trying to restore your power.

The double-throw switch makes it impossible to have both the generator and the power supplier service connected at the same time. It opens one in order to close the other.

Another reason for having a qualified electrician hook



Properly connecting the generator is a critical step for your safety since improper installation or use could be deadly.

Energy Partners' Recipe of the Month:

RAISIN BROCCOLI SALAD

Submitted by New-Mac member: Jackie Stillely

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|----------------------------|-----------------------|
| 4 cups broccoli florets | 1 cup chopped walnuts |
| 1 cup chopped green pepper | 1 cup mayonnaise |
| 1 cup sliced carrots | ½ cup sugar |
| 1 cup raisins | ¼ cup white vinegar |

In large mixing bowl, combine first six ingredients. In small bowl, combine the mayonnaise, sugar and vinegar. Stir until smooth. Pour over vegetables and toss. Refrigerate for 1 hour.

Send your recipe, along with your name and account number, to: Recipes, c/o New-Mac Electric, P.O. Box 310, Neosho, MO 64850; or recipes@newmac.com. If your recipe is selected, New-Mac will apply a \$15 credit to your bill.

○ Generator safety:

Continued from page 3

up your generator is for the protection of everything you plan to have powered by it. Improperly connecting to the generator could damage all of your appliances, electronics, etc.

When weather threatens, generators can provide peace-of-mind, but they must be installed correctly. Please also consider the following safety tips involving generators:

- Follow the instructions included with your generator.
- Make sure your generator is properly grounded.
- Never overload the generator.
- Never add fuel while it is running.
- Never use a generator indoors.
- Always keep a fully-charged class ABC fire extinguisher nearby.
- Turn off all appliances powered by your generator before shutting it down.

○ Rebates: Program extended through 2015

Continued from page 1

MINI-SPLIT HEAT PUMPS – \$150 PER TON

- must be submitted within 90 days of purchase
- must be at least 16.5 SEER
- must not have electric resistant heat as a backup
- for residential or commercial customers

GROUND-SOURCE HEAT PUMPS – \$300 PER TON

- must be submitted within 90 days of purchase
- must be at least 19.1 EER
- If only the unit needs replaced and the looping is still present, customers can get \$150 per ton if the new unit is a gain of at least 3 EER.
- 10 tons or more must be pre-approved
- minimum insulation requirements (R-38 for ceiling, R-13 for walls)
- for residential or commercial customers

WINDOW AIR-CONDITIONING UNITS – \$50

- must be submitted within 90 days of purchase
- must be Energy Star rated
- limit one per address
- service where installed must use 6,000 kWh per year
- for residential customers only



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

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 Jason Ruddick
District 9 Jamey Cope

Services Provided to Members
Call our consumer services department for information on the following services:

Automated Phone Payment

Autowithdrawal Payment

Green Power

Levelized Billing

Online Payment & Usage History

Rental Light

Meeting rooms available at both locations

Credit Card Acceptance

Safety Programs (upon request)

Surge Protection

Questions? Comments?

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

Replacement appointed after passing of longtime director Virgil Winchester

For the first time in 49 years, the southwest corner of McDonald County will be represented on the New-Mac Electric Board of Directors by someone other than Virgil Winchester.

With the passing of the longtime director on Nov. 7, the cooperative's board appointed Jason Ruddick to serve until the next annual meeting (October 2015), when an election will be held for the remainder of Winchester's term which expires in October 2016.

Ruddick knows the cooperative well as a lifelong New-Mac member and dairy farmer – additionally, he works for S&H Farm Supply in Joplin. He also happens to be the grandson of the man he's replacing and saw first-hand the commitment of Winchester to the electric cooperative he served so well.

Ruddick attended his first board meeting on Dec. 19.



Jason Ruddick

Pay by Phone

Don't forget you can pay your bill by phone anytime – **24/7** – with our automated, toll-free payment line.

