

CURRENT CONNECTION

January 2018

www.calhounrec.coop

Calhoun County REC

Rockwell City, IA 50579 • (712) 297-7112 • (800) 821-4879

Your Touchstone Energy® Cooperative



Calhoun County REC Offers Basin Power Electric

Dependents of members of Calhoun County REC are eligible to **apply for a \$1,000 scholarship** to be provided by Basin Electric Power Cooperative and Corn Belt Power Cooperative, power suppliers of Calhoun County REC. 11C34PA

The scholarship program is designed to encourage and recognize the achievements of a student living on electric cooperative lines. The scholarship must be used for educational costs and the student must enter college in the fall of the school year for which the scholarship is given. The applicant must be a student who is enrolled or planning

to enroll in a full-time graduate or undergraduate course of study at an accredited, two year or four-year college, university or vocational/technical school. This scholarship is awarded without regard to other awards, loans or financial assistance the applicant may have obtained. Award of the scholarship is based on the following criteria: SAT/ACT scores, grade-point average, work experience, participation in school and community activities, a statement by the student explaining his/her educational and career goals and a written recommendation by a third party. Applicants for the

scholarship will first be screened by their cooperative. Each member cooperative may forward one finalist to Corn Belt Power Cooperative to be considered for the scholarship. **Deadline is on or before February 14th at the Calhoun County REC office. To obtain an application contact our office at 712-297-7112 or 800-821-4879 or email Lonnie at lholder@calhounrec.coop.**

Member Satisfaction on the Rise!



Utility Industry Scores

Calhoun County REC.....	91
Touchstone Energy	77
Investor-owned Utilities.....	72
Municipal Utilities	68

Top Industry Scores

Apple.....	84
Coco-Cola	81
Southwest Airlines	80
McDonald's.....	69
Facebook	68
Walmart.....	66

See story on page 2

Win
A

**Deadline to apply
is March 9, 2018**



WEEK-LONG Trip to Washington, D.C.

Your Cooperative is looking for the next generation of leaders Youth Tour was established with one thought in mind-to inspire our next generation of leaders. More than 50,000 young Americans have taken advantage of this opportunity offered by their electric cooperative. High school students who have finished their sophomore or junior year are invited to apply.

**Contact us at 712-297-7112 or go to
www.calhounrec.coop for more information.**

Member Satisfaction On the Rise!

Members of the Calhoun County REC have given the cooperative its best score since the start of the survey in 2001.

In the fall of 2017, Calhoun County REC improved by scoring a 91 on a 100-point scale. Responses to the American Customer Satisfaction Index (ACSI) questions continue to be consistently high - the 2017 ACSI score of 91 is the highest score ever received. The ACSI survey is a combination of both telephone and online responses from 250 randomly selected member-owners. This score is higher than the national cooperative average (77) and MidAmerican Energy (72) as well as the averages for investor-owned utilities (72) and municipal utilities (68).

The ACSI survey uses the same questions year after year and throughout the industry, making the ACSI survey the only statistically valid comparison that provides a uniform, cross-industry measure of customer satisfaction.

The four key areas measured in the ACSI survey, compared to the previous survey, are as follows:

- **91% overall satisfaction (81% in 2015)**
- **85% say Calhoun County REC has greatly exceeded their expectations (72% in 2015)**
- **89% say Calhoun County REC is very close to being an ideal utility company (74% in 2015)**
- **88% would choose Calhoun County REC again as their electric utility company (66% in 2015)**

Your Cooperative's employee team and board of directors would like to thank our member-owners for helping us achieve a score of 91 on our latest survey. "The ACSI score is a good benchmark for our co-ops to determine if we are meeting the expectations of our members-owners and that we continue to serve in their best interest. . Our Board of Directors and employees are dedicated to put our member-owners first. I believe the success of that effort is reflected in our ACSI score", explains CEO Roxanne Carisch. Our commitment to keeping rates affordable and making system improvements that increase reliability no doubt contribute to the high score.

Look out for scams

Unfortunately, in today's world, scams are inevitable. Scammers can threaten you with everything from legal action involving the IRS to turning off power to your home.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language in order to frighten you into offering your credit card or bank account information. Don't fall victim to these types of scams.

Understand the threats posed and your best course of action:

- If someone calls your home or cell phone, demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang-up the phone and contact the local authorities. Scammers often use threats and urgency to pressure you into giving them your bank account number or loading a pre-paid credit or debit card (such as a Green Dot card). Calhoun County REC will **never** ask you to offer up personal finance information over the phone. If you have any doubts about your utility bill, contact our billing supervisor at 712-297-7112.
- If someone comes to your home claiming to be an employee of Calhoun County REC that needs to collect money or inspect parts of your property, call

us to verify they are, in fact, an employee. If they are not, call local authorities for assistance and do not let the individual into your home. 16C04LA

There are other types of scams consumers should watch out for:

- Government agencies like the IRS will never call to inform you that you have unpaid taxes or other liens against you. You will always receive this type of information in the mail. If someone calls claiming to be the IRS, hang-up immediately.
- If you receive an email from an unknown sender; an email riddled with spelling errors and typos; or an email threatening action unless a sum of money is paid, do not click any links provided within the email, and do not respond to the email. Simply delete the email, or send it to your spam folder.
- If someone calls your home claiming to have discovered a virus on your computer, hang-up. This caller's intent is to access personal information you may be keeping on your computer.

Calhoun County REC wants to make sure you avoid any and all types of scams that could put you or your financial information in jeopardy. If you have any questions or would like more information about how you can protect yourself from scammers, call us, or visit our website 712-297-7112 or www.info@calhounrec.coop.

RECIPE OF THE MONTH

POTATO SKIN BITES

INGREDIENTS:

- | | |
|-----------------------------------|-------------------------------|
| 3 russet potatoes, scrubbed clean | 6 slices bacon, |
| 2 tbsp. olive oil | cooked and |
| kosher salt | crumbled |
| Freshly ground black pepper | 1 1/2 c. shredded Cheddar |
| Pinch cayenne pepper | 3 green onions, thinly sliced |
| 1 tsp. garlic powder | Sour cream, for serving |



DIRECTIONS:

1. Preheat oven to 400°. Slice potatoes into 1/2" coins.
2. In a large bowl, toss the potato rounds in olive oil. Season with salt, pepper, cayenne and garlic powder, and toss until evenly coated. Place in a single layer on a large baking sheet. Bake for 30-40 minutes, until lightly browned and tender, flipping halfway through.
3. Top each potato round with cheese and bacon. Broil until melty, about 2 minutes.
4. Dollop sour cream onto each potato and garnish with green onions.

Reducing Power Outages Through Tree Trimming

In a review of power outages it was determined trees were the third most common cause of outages in terms of the number of consumers affected and the number of hours the outages lasted.

If you believe a tree is too close to the line (within 10 feet), please notify us at 712-297-7112. A properly trained employee will trim trees that are near Cooperative lines leading up to your meter. Electrical lines you own, that lead from the meter to your house or farm, are your responsibility to maintain.

If an employee notices a tree in or near an electric line, the tree will be trimmed or cut to remove the hazard. We realize this may not always agree with your home landscaping plans, however safety and uninterrupted power must be our first priorities.

SAVE THE DATE

February 8-9, 2018

at the Sheraton West Des Moines

momentum is building 2018

working together
toward energy efficiency

 **Network** with building trades pros and other energy-efficiency-minded industry experts

 **Energy efficiency**
Latest techniques, selling high-performance

 **Savvy business strategies**
Buyers' changing expectations, markup and profit, secrets to builder success, social media

 **HVAC and electrical CEUs**
6 each for HVAC pros and electricians! HVAC for low-energy homes, IAQ and ventilation, mechanical code, residential wiring including 2017 NEC, AIC vs. calories

Contact your local electric cooperative if you are interested in attending
momentum is building.

For more details or to exhibit,
contact Kathy Roth Eastman at
515.255.0882 or
keastman33@gmail.com
Visit us at www.momentumisbuilding.com



SPOT YOUR NUMBER

Robert Beckman, John Winklebauer, Jeff Underwood, Mike & Janis Hiler and Laurie McIntyre spotted their location numbers. Noel Nehman missed his opportunity to receive a **\$10** electric bill credit.

Don't forget to read the newsletter and check for your location number. If your location number is spotted, call Calhoun County REC by the 15th of the month and receive a **\$10** credit on your next electric bill.

** Location numbers are located on billing statements. **

Facility Charge on your Bill

Have you ever looked at your monthly statement and wondered what is included in the facility charge?

The facility charge covers Calhoun County REC's investments in fixed costs – the costs incurred to build and maintain the system that makes electricity available to your home or business 24/7

These costs are part of the bill you pay to make sure that electricity is available to you whenever you want it.



URD Transformers



ROW Maintenance



Utility Vehicles

the Monthly Facility Charge includes these services



Transformers & OCRs

- Fixed costs include:**
- transformers
 - wire
 - fleet
 - poles
 - equipment
 - headquarters
 - member service functions
 - right-of-way clearing
 - general & administrative costs



Power Lines & Equipment

Energy Cost Adjustment

When the cost of power decreases, we pass the savings on to our member-owners. However, when the cost of power increases, we also must adjust the costs for our member-owners.

The “energy cost adjustment” (ECA) is exactly that – a way to adjust the fluctuating monthly cost of wholesale power over or under the established kWh rate. 27G06CA

When Calhoun County REC receives our power bill from Corn Belt, our power provider, any increases or decreases in power costs from the normal base kWh rate is passed on to the member-owner using the ECA.

Branden Barney Selected to sing National Anthem

Calhoun County REC's 2017 Youth Tour Recipient Branden Barney was given the honor of singing the National Anthem at this year's IAEC Annual Meeting held Nov. 30-Dec. 1 in Des Moines.



- Directors --
- | | |
|----------------------------|---------------|
| Jim Miller, President | Fonda |
| Terry Finley, V. President | Auburn |
| Jason McKenney, Secretary | Somers |
| Ron Hanson, Treasurer | Pomeroy |
| LaVerne Arndt | Sac City |
| Beryl Birkland | Gowrie |
| Steve Boedecker | Rockwell City |
- Roxanne Carisch, CEO

Office Hours: Monday - Friday
 8:00 a.m. to 4:30 p.m.
 Telephone: 712-297-7112 or
 Toll Free: 800-821-4879
 Fax: 712-297-7211
 e-mail: info@calhounrec.coop
 www.calhounrec.coop
 After 4:30 p.m. call 800-821-4879
 or 712-297-7112
 for outages and emergencies only.

This institution is an equal opportunity provider and employer.