



Your Touchstone Energy® Cooperative



March 2012

P.O. Box 38  
Steeleville, IL 62288  
(618) 965-3434  
(888) 554-8181 fax

10169 Old Highway 13  
Murphysboro, IL 62966  
(618) 684-2143

(800) 606-1505 after hours  
www.eeca.coop

Office Hours: 8 a.m. - 4 p.m.  
Monday - Friday

**Mission Statement:**

Improving the quality of life of our member-owners.

**James B. Riddle**

Executive Vice President/  
General Manager

**Board of Directors**

- Paul Pyatt, President
- Raymond Mulholland, Vice President
- Kevin Liefer, Secretary-Treasurer
- Randall Campbell
- Larry Ebers
- Allen Haake
- Paul Hicks
- Ken Jarrett
- Gilbert Kroening

**What to do if the power goes off**

1. Check your main fuses or circuit breakers to ensure none of them have tripped.
2. Look at your meter. If you can read the numbers on the LCD display, there is power to the meter; you will need to check further for a breaker that has tripped or a fuse that has blown. If there are no numbers present on the display, there is no power to the meter.
3. During office hours, call:  
Steeleville..... 618-965-3434  
Murphysboro..... 681-684-2143  
After hours, call..... 800-606-1505
4. Make sure you have the name as listed on the account and if possible, the account number.



# Member Survey

Is Egyptian Electric Cooperative meeting your expectations? This is a question your board of directors and my staff and I take seriously. I would love to be able to sit and ask each one of you that question, but as you can imagine, that would be nearly impossible. That doesn't make the question any less relevant, it just means we have to look to other methods to find the answer.

To assist us in finding the information we need, the Association of Illinois Electric Cooperatives (AIEC) conducts a survey of members throughout Illinois every two years. Partnering with our other Illinois electric cooperatives allows us to garner the information we need at a much lower cost than if we were to commission a survey on our own. It also allows us to compare our performance against other cooperatives and regions. Some of you may recall having received the survey through the mail last fall and we thank those that took the time to complete the survey and mail it back. Some of the information we received surprises me, some pleases me and some indicates areas we need to improve.

**Energy use information**

Over 30 percent of our members use heat pump technology (air source or geothermal) to heat and cool their homes. This has increased from 20 percent two years ago. Another 29 percent (down from 32 percent in 2009) use straight electric heat (furnace, baseboard or ceiling cable) to heat their homes. Throughout the Illinois electric cooperatives, only 30 percent use electricity to heat their

homes. In addition, 82 percent of our members have an electric water heater compared to 51 percent for the other Illinois electric cooperatives combined.

Using electricity for the largest two energy consumers in the home (space conditioning and water heating) indicates our members have put a lot of faith in us to provide them with quality service and fairly priced electricity. This means we must have the generation capacity and maintain the electric distribution system to meet your energy needs while using the most efficient and effective methods we can. A formidable task, but one that we readily accept and strive to meet daily.

**Contact with Cooperative**

About 70 percent of our members attempted to contact the Cooperative over the last 12 months with 86 percent of those reporting they were somewhat or very satisfied with the contact. We are very proud of our Member Service Representatives (MSR) that take your calls and attempt to answer your questions and your response indicates you feel that same way with 88 percent indicating we have knowledgeable employees.

I do want to assure our members that we answer all calls during busi-

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**Jim Riddle**

Executive  
Vice President/  
General Manager



**Integrity : We are credible, trustworthy, honest and believable.**

# Air sealing done right

To help us save energy, we've all read many articles and ads that advise us to caulk and seal our homes. Most times, these articles center on caulking around doors and windows. This is good advice to keep rain out of the interior of walls, but it won't do much for reducing energy consumption. That's not to say air sealing and caulking aren't necessary and won't save energy, it's just these articles are focusing on the wrong place to air seal and caulk.

The majority of air leakage in homes is due to stack effect, warm air rising upward and leaking out – and what goes out is being replaced by cold air drawn inward from outside. I'm sure you're looking up at your ceiling about now trying to figure how air is leaking out of your seamless ceiling and wondering how air is leaking through your sheet rock! It isn't – but it is leaking out of the holes, seams and perforations that have been made in the tops of your walls for plumbing, wiring, lighting and heating and air-conditioning systems.

Sealing many of these leaks are do-it-yourself projects. However, if you find any of the conditions listed in the box to the right, you may need professional assistance.

## Get your bearings

Start by sketching a floor plan of your home. Note the location of dropped soffits, vaulted ceilings, gable ends and tub or shower enclosures. These areas often have open stud cavities that can allow cold air to fall into interior walls below.

## Be safe

You will get dirty. Wear light disposable coveralls, gloves, eye protection, hat and respirator. Be cautious of vermiculite insulation. Over 70 percent of the vermiculite sold in the U.S. came from a mine near Libby, Montana. In addition to vermiculite, that mine had a deposit of asbestos. If your attic is insulated with vermiculite, assume it is asbestos and do not disturb it. You should consider having it tested and use professional advice for remediation.

If working in the summer, make sure you start early and drink plenty of water. And above all, watch your step, your goal is to seal holes, not create big ones!

## Plug big holes

Once you get into the attic, the temptation is to seal even the tiniest of leaks. If you have adequate levels of insulation, that won't be necessary though as the insulation will slow those down. Look for the major holes, especially those where exposed wall cavities can create major leaks. Look for the obvious spots – plumbing vent stacks, wiring circuits and chimneys.

If your home is quite old, you may have wall framing that is commonly referred to as "balloon framing." Balloon framed walls have no top or bottom plates, so the wall cavity is wide open to the attic. Seal these with foam board cut to size and a good quality expanding foam sealant.

If you find large leaks around chimneys or flue stacks, you need appropriate methods of sealing.

## You May Need a Contractor if you find:

- wet or damp insulation
- moldy or rotted attic rafters or floor joists
- kitchen, bathroom or dryer vents that are vented into the attic or crawlspace
- a history of ice dams in the winter
- little or no attic insulation
- knob and tube wiring (can be a fire or electrocution hazard)
- unsealed and/or uninsulated can lights

Only special high-temperature caulk should be used along with metal flashing. And insulation must be kept at least one inch away from the flue (two inches for masonry chimneys). If you are not sure how to safely do the work, you may want to consider having a professional do the job.

If your attic is insulated with fiberglass batts, look for dirty insulation. Just like your furnace filter, fiberglass batts filter dirt out of the air. Dirty fiberglass insulation indicates air has been leaking through it and there is most likely a hole underneath the batt.

Sealing your attic may take time, but it is one of the least expensive steps, with the fastest payback, you can take to reduce your energy consumption.

For more information, visit the Energy Star Website and [http://www.energystar.gov/ia/partners/publications/pubdocs/DIY\\_Guide\\_May\\_2008.pdf](http://www.energystar.gov/ia/partners/publications/pubdocs/DIY_Guide_May_2008.pdf).

**Caution: Some attics have vermiculite insulation which may contain asbestos, a health hazard. Vermiculite is a lightweight, pea-size, flaky gray mineral. Don't disturb vermiculite insulation unless you've had it tested by an approved lab to ensure it does not contain asbestos. Contact your local health department for the name of an approved lab.**

*Integrity : We are credible, trustworthy, honest and believable.*

# Added Benefits! More Savings!

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**With the new Healthy Savings package, you receive no-cost access to the following discounted health benefits:**

## Prescriptions

By using your Co-op Connections Card, You will receive a 10% to 85% discount on prescription drugs at over 60,000 national and regional pharmacy chain stores including CVS, Walgreens, Walmart, Target and many more.

## Dental Care

Save 20% to 40% on most dental services including orthodontics, periodontics and endodontics.

## Vision

Get 20% to 60% savings on eye wear.

## Lab Work and Imaging

Savings of 10% to 60% off usual charges for MRI, CT and other lab procedures.

## Chiropractic

Take advantage of 30% to 50% savings on diagnostic services and treatments.

**This is not insurance nor is it intended to replace insurance.**

This discount card program contains a 30 day cancellation period. This plan provides discounts at certain healthcare providers for medical services. This plan does not make payments directly to the providers of medical services. The plan member is obligated to pay for all healthcare services but will receive a discount from those healthcare providers who have contracted with the discount plan organization. For a full list of disclosures, visit [www.healthysavings.coop](http://www.healthysavings.coop). Discount Medical Plan Organization: New Benefits, Ltd., Attn: Compliance Department, PO Box 671309, Dallas, TX 75367-1309.

## Introducing **NEW** Healthy Savings Discounts!



As a member of Egyptian Electric, you received a Co-op Connections® Card and a list of participating local and national businesses. Now, the Co-op Connections Program is about to save you even more!



The same program that offers discounts at local merchants and has saved our members more than \$85,000 on prescriptions now offers you significant savings on dental, vision, lab & imaging services and chiropractic work.



### How the Healthy Savings Program works:

Simply show your Co-op Connections Card at a participating provider and you will receive a discount. It's that easy!



### Locating Program Providers

To locate providers that participate in the Healthy Savings program, call 800-800-7616 or visit [www.co-opconnections.com](http://www.co-opconnections.com) or [www.healthysavings.coop](http://www.healthysavings.coop). Be sure to have your Co-op Connections Card handy.



### Cut card out and present for savings

Co-op Connections® Card



Egyptian Electric Cooperative Association

Your Touchstone Energy® Cooperative 



**Commitment to Community: We show compassion, care and courtesy to our members and the communities we serve.**

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ness hours with our MSR's. WE DO NOT USE AN AUTOMATED PHONE SYSTEM! Our phone system has the capabilities of being used as an auto-attendant, but we understand that you prefer a real person, so we answer all calls live unless all of the MSR's are on the phone with other members. In that case the system will place you in a call queue until the next available MSR can take a call.

#### Member satisfaction

This is a subject I take very seriously. This is your electric cooperative and as far as I'm concerned, member satisfaction is not a goal, it's a MUST.

There are several questions within the survey that attempt to measure member satisfaction in different ways. This ensures we get a true picture of your satisfaction with the job we are doing. The first is just an

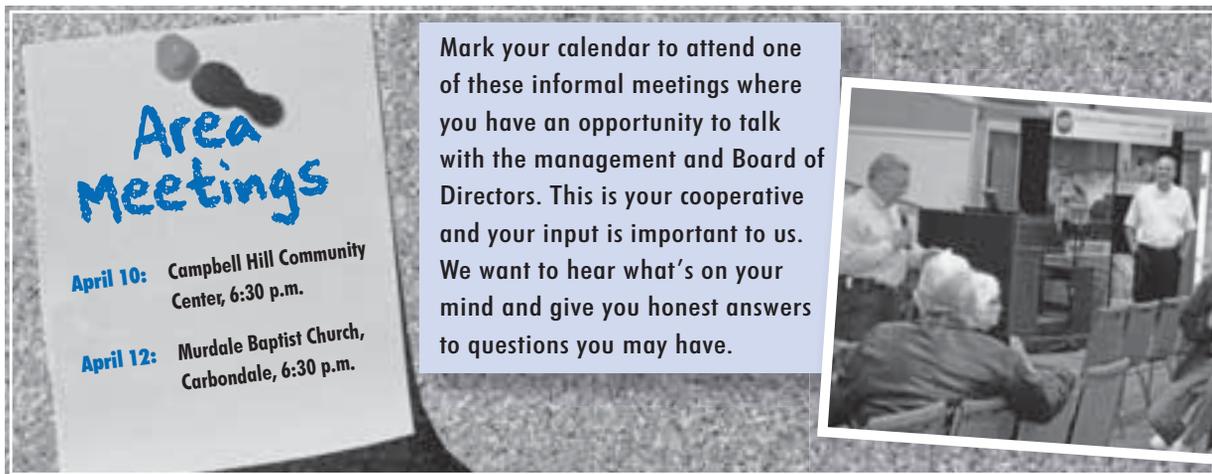
outright question as to how satisfied you are. 86 percent indicated they are somewhat or very satisfied with Egyptian Electric with 2 percent indicating they were very dissatisfied.

The final measure of your satisfaction and one we examine closely is a series of four questions designed by the University of Michigan Business School. The American Customer Satisfaction Index (ACSI) is one of the most recognized customer satisfaction indices in the United States. Based on your response to the four standardized questions, an ACSI score that can be compared across industries is derived. Nationally, the average ACSI score for Touchstone Energy Cooperatives is 82, while the electric industry as a whole is 74. Your cooperative, Egyptian Electric, scored an 82, on par with the average of all Touchstone Energy Cooperatives. In comparison, investor-owned utilities nationwide

average an ACSI score of 74, the cell phone industry a 71, with Facebook at 66 and the airline industry at 65.

Surveys are a great tool to find out the general feelings of our members and enable us to compare our performance with others. Member meetings however allow us the opportunity to examine in more detail particular concerns you may have. Our first area member meeting will be at 6:30 p.m. April 10 at the Community Center in Campbell Hill. The second will follow at 6:30 p.m. April 12 at the Murdale Baptist Church on the west side of Carbondale.

I urge you to attend one of these meetings. We use an informal setting and I'll prompt you to ask questions that are on your mind. We'll answer those that we know the answer to honestly and openly; those we don't know the answer to, I promise we'll get back to you.



**Area Meetings**

**April 10:** Campbell Hill Community Center, 6:30 p.m.

**April 12:** Murdale Baptist Church, Carbondale, 6:30 p.m.

Mark your calendar to attend one of these informal meetings where you have an opportunity to talk with the management and Board of Directors. This is your cooperative and your input is important to us. We want to hear what's on your mind and give you honest answers to questions you may have.

*Improving the quality of life of our member-owners.*

Present this card at participating businesses to receive discounts.

[www.eeca.coop](http://www.eeca.coop)

HumanaDental  
ACCESS

COAST TO COAST™  
VISION  
800-800-EYES

 UHS Chiropractic™

For providers or questions  
call 800-800-7616  
or visit [HealthySavings.coop](http://HealthySavings.coop).

 Group# 2203IL04  
Member# 142407524  
Bin# 011677 PCN# HT

Pharmacist Help Desk: 877-448-6182  
This is NOT insurance



Follow EgyptianCoop on Twitter to keep informed of outage status & important things you should know about your electric cooperative!

**Teamwork: We work together to provide excellent service.**