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## Electric Cooperatives of Illinois to Survey Co-op Members

Through mid-September and October, the electric cooperatives of Illinois will be conducting their statewide member survey. According to Angela Griffin, EnerStar's Manager of Member Services and Marketing, this year's efforts will include both written and telephone surveys. The survey is conducted every two years.

"Random co-op members will be selected to complete surveys," said Griffin. "It really helps us understand more about our membership. Questions hit a variety of topics such as member demographics, quality of service, how members view energy efficiency viewpoints about the cooperative."

The surveys include specific questions from which an American Customer Satisfaction Index (ACSI) score is calculated for individual cooperatives, as well as a composite score for all Illinois electric cooperatives.

The ACSI is an economic indicator that measures the satisfaction of consumers across the U.S. for 200 companies in 43 industries and 10 economic sectors. It is produced by the American Customer Satisfaction Index LLC, a private company based in Ann Arbor, Michigan.

Although the ACSI survey has been conducted by cooperatives for many years, 2011 is the first year the well-regarded ACSI included cooperative electric utilities as a separate



category. The survey included a random sampling of electric co-op members from across the country.

If you receive a survey questionnaire, Griffin asked that you please

complete it and return it as soon as possible. "Your input determines how EnerStar will approach serving you in many capacities now and in the future," Griffin concluded.

### Jake Keys Promoted at EnerStar

According to EnerStar Manager of Operations Mike Clark, Jake Keys of Paris, who has been employed at EnerStar since 2010 in the forestry department, has been promoted to Apprentice Lineman. Jake began his new position in August 2013. Keys graduated Paris High School and studied line work at Lincoln Land Community College in Springfield, Illinois.



*Congratulations Jake!*

## Building Safely – Call EnerStar before your build

**W**hen you are building or expanding a structure, it is important to think about how close it might be to power lines. This is for your safety, but it is also a requirement of the National Electric Safety Code (NESC) which EnerStar is required to follow.

To help you build safely and avoid a potentially expensive mistake, below is general information about clearance requirements. If you were to build too close to our power lines, the co-op may have to charge you to move our lines. We recommend you or your contractor contact EnerStar's Tim Haddix, System Engineer, prior to building at 1-800-635-4145.

### Personal Safety

Your personal safety, and the safety of anyone working on your property, is most important. That's why the NESC requires that individuals keep a safe distance from overhead power lines. The minimum safe distance is the total length of the "conductive object" you are using, PLUS 10 feet. A conductive object is anything — a longhandled tool, vehicle or other equipment — that could conduct electricity if it comes into contact with a power line. Overhead power lines do not have an insulated covering; that means, any conductive object that makes contact will become energized and dangerous.

For example, a person working with a 20-foot section of metal, such as an antenna, must stay at least 30 feet from an overhead power line.

### Line Clearance and Structures

Line clearance is a term that refers to the distance between your structure or equipment and our power lines. Under the National Electrical Safety Code, line clearances must be maintained in all directions. This means you must create and keep a buffer between your structure and our power line, whether the line is above or to the side of your project. Buildings, structures and equipment that can conflict with



line clearance requirements include construction equipment, garages, grain bins, homes, signs/billboards and swimming pools.

### Homes, Garages and Other Structures

The structure you are building should be at least 25 feet from the closest part of the distribution line. This distance is measured horizontally from directly below the nearest conductor to the closest point on the structure. Normally, this distance allows individuals to stay at least 10 feet from power lines while working on a structure. If your project is closer than 25 feet, call us for a free evaluation.

### Swimming Pools

Locate swimming pools at least 25 feet from power lines. When this is not practical, call us. Everyone using long-handled pool skimmers must maintain a safe distance from overhead power lines — the length of the pool skimmer handle, PLUS 10 feet.

### Grain Bins

If you're a farmer, you should know the distance between a power line and a grain bin is important. Grain bins filled with permanently installed elevator systems must be at least 25 feet from a power line. If you have any questions, please call us.

## Grain Bins with Portable Augers

Grain bins that will be filled using a portable auger must be a greater distance from the closest part of the distribution line. Call EnerStar if the distance from the power line to a grain bin will be less than the minimum distance listed below:

Grain Bins with Portable Augers Minimum Distance Chart	
Height of Grain Bin	Minimum Distance from Electric Line
15'	55'
20'	70'
30'	95'
40'	120'
50'	145'

*\*Based on 2002 National Electrical Safety Code Rule 234*



## Equipment, Ladders and Materials

Think about safety before moving construction equipment and other long items. Avoid getting close to power lines when moving farm machinery, grain augers, scaffolds, portable buildings, construction cranes and other equipment.

Do not raise or carry ladders, poles, rods or irrigation pipes near power lines, and stay clear of overhead wires when installing or removing television or radio antennas. Always lower portable augers or elevators to less than 14 feet before you move them. When within 25 feet of a power line, use a “spotter” — someone to help make certain that you stay a safe distance from the line.

## Avoid a Headache; Call Us With Questions

If you or your contractor will be building a home, garage, swimming pool, grain bin or other structure — or expanding a structure using tall equipment such as a crane — and clearances to a power line may be a problem, call EnerStar toll free at 1-800-477-5050. We will be pleased to meet with you at no cost to review your plans and help determine the best location for your facilities.



# What is Mine and What is the Co-op's?

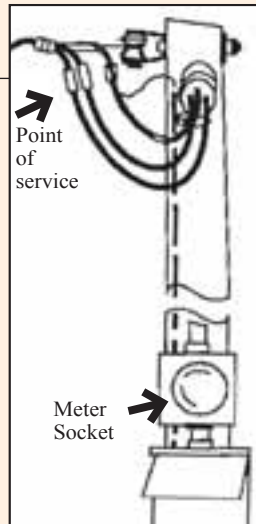
**W**hen it comes to electric service repairs, members are sometimes surprised to learn what the cooperative can and cannot do as far as repairs to electric service equipment and wiring. It can be confusing to see a clear distinction between what is the responsibility of the cooperative and what is the responsibility of the member.

Tim Haddix, System Engineer for EnerStar Power explains, "A loose interpretation is that the cooperative is responsible for everything before the meter and the member for everything after the meter. For a residential location this is a reasonable representation. However, a better description would be the service point where the cooperative's equipment meets a member's equipment."

## Haddix provides a few examples below:

### Your meter is on a pole near your home

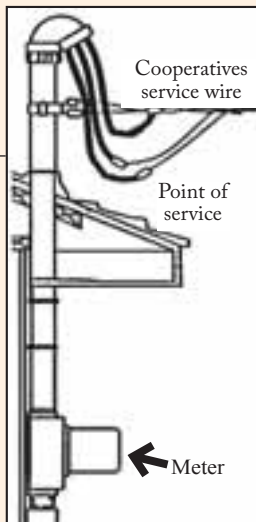
The cooperative is responsible for the meter and the connection at the top of the pole. The member is responsible for the meter socket, meter loop, the wire running up the pole, and the service wire running from the pole to the house. The cooperative will provide a pole and meter loop specifications if requested. Members should have an EnerStar serviceman or a qualified electrician build a meter loop for them. (Diagrams show the meter loop and meter socket on the pole.)



**Meter On Pole**

### Your meter is attached to your home

When a meter socket and loop are on a member's house, the wire to the top of the meter loop is the cooperative's responsibility, but the socket is not. A mast needs to be set up before service can be connected. (Diagram shows where the service point is.)



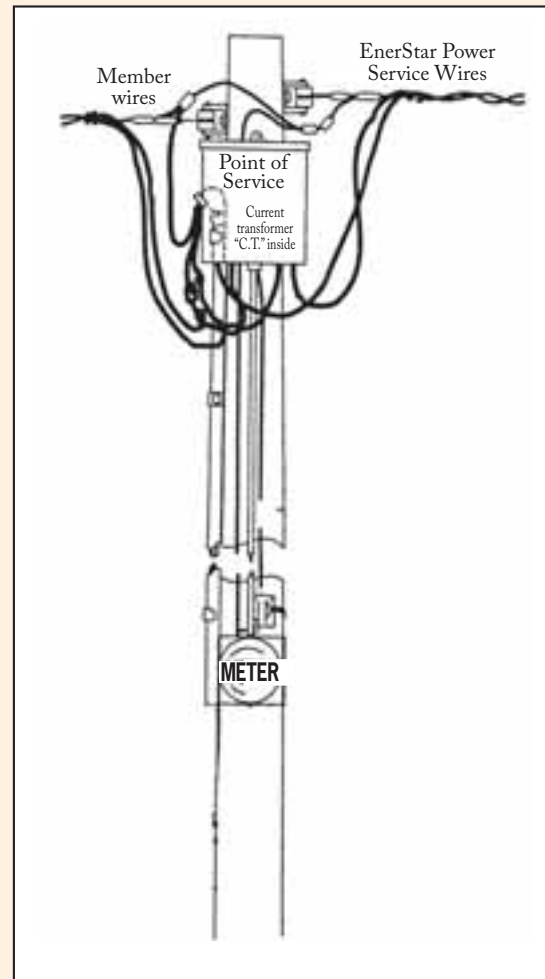
**Meter Attached To House**

### Your meter connects from your home to a pad-mounted transformer

The co-op is responsible for the pad-mounted transformer and the underground line running to the meter. We can connect a temporary service 15 feet from the transformer but the meter loop needs to be installed on the house before permanent service can be connected.

### Your meter connects to a current transformer

With a current transformer (CT) rated meter, the electric current is measured by passing the service wire through a CT, which then sends a portion of this current to the meter. The cooperative is responsible for the wire until it connects to or passes through the member's equipment. Members who need further information should contact Haddix at (800) 635-4145, extension 617 or call directly at (217) 466-7617 during normal business hours.



**Pole Top Disconnect**