

Norris Electric *News*

Your Touchstone Energy® Partner 

Norris takes high school students to state capitol

Sen. John O. Jones and Rep. Roger Eddy met with 28 students representing Norris Electric Cooperative during the Illinois Electric and Telephone Cooperatives Youth Day on Wednesday, April 6, in Springfield. The students had an opportunity to view state government in action talking with their elected representatives, and hearing from both Lt. Governor Sheila Simon and Secretary of State Jesse White. The students also toured the Illinois Supreme Court, the Old State Capitol and the Abraham Lincoln Presidential Museum.

Pictured from the left first row are: Mitch Kline, Michael McIntyre, Zackery Piehl, Ryan Meinhart, Nichole Schackmann, Elizabeth Stewart, Camella Reed, Lauren Lybarger and Gary Newell. Second row from left are: Rep. Eddy, Mitchell Wortman, Miriah Ludtke, Matt Holomy, Hailey Bushue, Abby Williams, Joel Greenwood, Jade Tracy, Jennifer Whitt, Allison McGuire, Bretta Waggoner, Brianne Urfer, Jace Biggs and Sen. Jones. Third row from left are Dalton Peach, Heather Baker, Morgan Baldner, Ryan Ott,



Jared Bowman, Landriah Hardiek and Clayton Summers.

The day was sponsored by the Association of Illinois Electric Cooperatives and is designed to introduce young rural leaders to state government. There were more than 300 students representing 26 co-ops from across the state.

Norris Electric Cooperative is a member of Touchstone Energy® — an alliance of more than 720 local, consumer-owned electric utilities around

the country. Norris Electric is committed to providing superior service based on four core principles: integrity, accountability, innovation and commitment to community. The co-op serves more than 18,996 meters over 4,048 miles of line in parts of Clark, Crawford, Cumberland, Effingham, Jasper, Lawrence, Richland and Wabash counties. For more information visit www.norriselectric.com.

Office Closing
We will be closed Monday,
July 4th for Independence Day



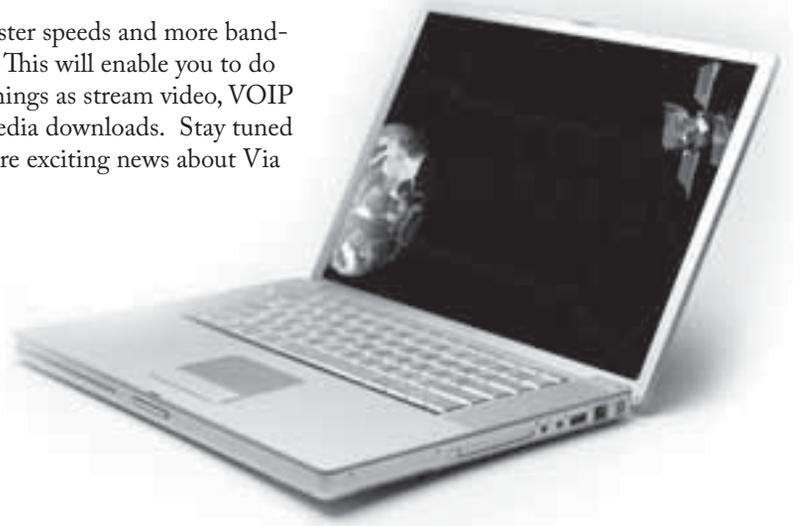
Norris Electric Cooperative • Newton, Illinois 62448 • 783-8765 • www.norriselectric.com

COMING SOON FOR OUR WILDBLUE SUBSCRIBERS!!!!

New—Faster— Internet Service

Via Sat, a leader in satellite innovation purchased WildBlue in 2009. With WildBlue's consumer infrastructure already in place, the team is anticipating the launch of Via Sat 1 in mid July 2011 to bring you a NEW Internet service. This satellite will be larger than all other KA band satellites combined. It is the highest capacity satellite ever built for Internet service, which will allow us to offer our rural mem-

bers faster speeds and more bandwidth. This will enable you to do such things as stream video, VOIP and media downloads. Stay tuned for more exciting news about Via Sat 1.



Are you who we think you are?

What do you or don't you like about your cooperative? If we don't ask, we don't know. This summer, Illinois electric cooperatives will be conducting their biennial written statewide survey. Random co-op members will be selected to complete an anonymous survey questionnaire. The survey will include questions regarding member demographics, quality of service, need for additional services and how members view energy efficiency and balancing being "green" with its associated costs. By completing the survey questionnaire, you'll be eligible to win one of five \$100 electric bill credits.

The surveys will also include specific questions from which American Customer Satisfaction Index (ACSI) scores are 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 co-op member/owners from across the country.

"Our cooperative values our ACSI score as an integral tool in our strategic planning process to determine the success of our customer service performance," says Keith

McKinney, General Manager of Norris Electric Cooperative. "If the score drops by more than a point or two, we'd better find out why. By the same token, we celebrate when the score improves. As member-owned cooperatives, service is what sets us apart from our investor-owned and municipal-owned counterparts, and we take it very seriously."

If you receive a survey questionnaire, please complete and return it as soon as possible. Your input determines how we'll approach serving you in many capacities now and in the future.

To learn more about the statewide survey, contact your local electric cooperative. For more information about the ACSI, log on at www.theacsi.org.

New Office Hours

During the past several months Norris Electric has changed its normal weekly working hours for the Construction Crews and the Line Clearance Crews from 8 hours a day for five days to 10 hours a day for four days. This has saved the cooperative money due to cutting down on the windshield time to travel to the different areas the cooperative serves. That change has been very favorable and now the cooperative is changing the entire workforce to four days a week. The

savings to the cooperative is smaller by changing the inside workforce to a 4-day workweek but it makes for a smoother operation between office staff and outside crews. It also allows our members to visit the office before or possibly after their own work hours. Our members will lose the ability to visit the office on Fridays but will gain additional hours Monday thru Thursday. Starting June 5, 2011, the cooperative's office will be:

Monday thru Thursday
7 a.m. – 5 p.m.
Friday, Saturday & Sunday
Closed

Billing or accounting questions should be addressed by calling the office during working hours. Payments can be made at the cooperative office anytime by using the drop box by the main entrance or any of our other convenient payment options. As always, outages and emergency calls should be reported using 1-877-783-3221.

2010 Capital Credit Notices coming soon

Every year, usually in June, a Notice of Capital Credit is sent to each member receiving service in the previous year. This mailing infor-

mational only and cannot be used to pay your current electric bill. When the Board of Directors feels it is feasible for the cooperative

to refund capital credits, you will be issued a check. Until that time, the unpaid capital credits are your ownership in the cooperative.

Vegetation Control Schedule

We will have crews performing routine tree trimming or spraying during **June** in the following areas:



Richland County • Effingham County
Cumberland County • Crawford County



These areas have been scheduled quite a bit in advance so our plans may change. You should call us if you have any questions relating to a specific area or our vegetation management policies and practices. You may also call us if you wish to make other arrangements for your specific property or to question our vegetation control practices. Our Forestry Department can be reached at 1-877-783-8765 or 618-783-8765 during working hours. Our website is www.norriselectric.com.



Energy Efficiency
Tip of the Month

Consider using ceiling and other fans during the cooling season. They provide additional cooling and better circulation so you can raise the thermostat and cut down on air conditioning costs. ENERGY STAR-certified ceiling fans do even better, especially those that include compact fluorescent light bulbs.

Source: Alliance to Save Energy

Give the Gift that keeps on giving

Have you been putting off upgrading your appliances because of cost? Has your husband been hinting for a big screen television, or has a student in your life been pestering you for a new computer? Whatever the situation, it might be the time to surprise your loved-ones with new and more efficient appliances and electronics.

“People often forget that over the life span of most appliances, the cost to operate them is far more than the initial purchase price,” says Molly Hall, Executive Director of the Energy Education Council. “Therefore, using more energy-efficient appliances is almost always the wisest choice, even if the initial prices seem daunting.”

A few things to keep in mind are that all Energy Star approved appliances are designed to use 10-50 percent less than standard models. Looking for the Energy Star label is a simple way to save money on your energy bill. With the average household spending \$2,200 on energy every year, this savings can be significant in the long run.

Television sets alone account for approximately 4 percent of your home energy bill. Energy Star also estimates that if all computers sold in the United States this year met their requirements, the savings would amount to the equivalent greenhouse gas emissions of 3 million vehicles! Your home can make a difference too!

“Upgrading the appliances in your home can greatly help the environment and reduce your household costs,” Halls says.



Manufacturers are also required by the U.S. Department of Energy to provide a yellow Energy Guide label on appliances. The Energy Guide label lists estimates of the appliance's energy usage, how it compares to similar products and approximates annual operating costs which are dependent on individual usage and local utility rates.

The average lifespan of your appliances should also be considered when deciding to upgrade. If your appliance is outdated, you could be spending up to 50 percent more in power to operate it. According to the National

Association of Home Builders the lifespan of a few major appliances are:

Range – 15 years
Furnace – 15-20 years
Washer/Dryer – 13 years
Refrigerator – 13 years
Microwave – 9 years
Air conditioner – 15-25 years
Dishwasher – 9 years

“You'll want to take these factors into consideration if you're thinking about upgrading your appliances this year,” says Hall.

Norris Electric Cooperative • 8543 N. State Highway 130 • Newton, Illinois 62448 • 618-783-8765
Office hours: 7 a.m. — 5:00 p.m