

## Look up for hazards during harvest

After working in a field on a neighbor's farm, Jim Flach parked his equipment and stepped out of the vehicle. Sadly, Jim did not realize his equipment was touching an overhead power line and he became a path for the electrical current as he placed his foot onto the ground. Jim received a severe electric shock that ultimately resulted in his death a few months later. Safe Electricity urges farmers to take the proper precautions when working around power lines.

"The rush to harvest can lead to farmers working long days with little sleep," cautions Kyla Kruse, communications director of the Energy Education Council and its Safe Electricity program. "It is important to take time for safety. Before starting work, make sure to note the location of overhead power lines."

To stay safe around overhead power lines, Safe Electricity urges farm operators and workers to:

- **Use a spotter** when operating large machinery near power lines.
- **Use care** when raising augers or the bed of grain trucks around power lines.
- **Keep equipment** at least ten feet from power lines — at all times, in all directions.
- **Inspect the height** of farm equipment to determine clearance.
- **Always remember** to lower extensions when moving loads.
- **Never attempt** to move a power line out of the way or raise it for clearance.
- **If a power line** is sagging or low, call Shelby Electric Cooperative and ask for the operations department.



If contact is made with a power line, stay on the equipment. Make sure to warn others to stay away and call 911. Do not leave until the utility crew says it is safe to do so. The only reason to exit is if the equipment is on fire. If this is the case, jump off the equipment with your feet together, without touching the ground and vehicle at the same time. Then, still keeping your feet together, hop to safety as you leave the area.

Some additional safety tips from Safe Electricity include:

- **Do not use** metal poles when breaking up bridged grain inside and around grain bins.
- **Always hire** qualified electricians for any electrical issues.
- **Do not use** equipment with frayed cables.

"You need to double check, even triple check, to see what is above you," says Marilyn Flach, Jim's widow. His son Brett adds, "Be conscious of your surroundings. You need to keep your eyes open and beware of overhead lines."

For more electrical safety information, visit [SafeElectricity.org](http://SafeElectricity.org).

*Safe Electricity is the safety outreach program of the Energy Education Council, a non-profit organization with more than 400 members and many others who share the mission of educating the public about electrical safety and energy efficiency. Shelby Electric Cooperative is a member of the Energy Education Council.*

# The results are IN!

**T**HANK YOU to OUR MEMBERS who took the time to fill out our member satisfaction survey in May. This information is extremely valuable when determining how well your cooperative is working for YOU and gives us an idea of areas we need to work on.

As all companies survey their consumers, the ACSI (American Consumer Satisfaction Index) is used to rank consumer satisfaction.



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This number allows companies to compare themselves with other companies and to benchmark themselves from year to year. In the last Association of Illinois Electric Cooperatives satisfaction survey, Shelby Electric Cooperative (SEC) ranked highest in the state over all other utilities with a score of 88. Investor-owned utilities scored drastically lower at 74, with other electric cooperatives averaging an 80. In May, SEC did our own survey and achieved an 83.

While a score still above most utilities means great things for your cooperative, we asked for specific comments with regard to where we have fallen short of expectations. And clearly, we have some work to do.

As we have analyzed the results, it has become very clear to the cooperative that our membership does not understand the rate adjustments that occurred in January 2014. While your board of directors made a very difficult decision, in the most fair and equitable way possible, we as a cooperative failed in communicating the reasons and rationale behind the changes. For that we apologize and moving forward will work harder to

give you the information you need behind these decisions.

Members also expressed concern regarding energy efficiency programs, renewable energy and outages. We will also push to do a better job in communicating these opportunities, programs and information in the future.

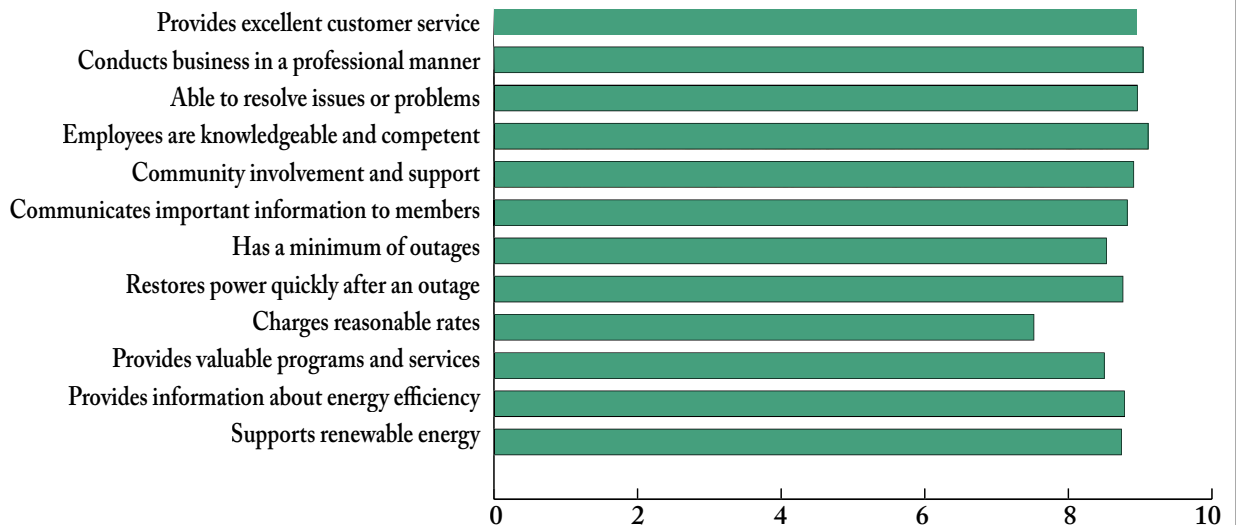
Once again, we would like to express our gratitude to those members who filled out our survey. Over 1,400 surveys were collected. We are very excited about the results and look forward to continuing to improve our service.

## Congratulations

...to the five members who received \$25.00 bill credits in our satisfaction survey credit drawing. The bill credits appeared as line items on their June statements.

*Dennis L. Brown, Findlay*  
*James Davis, Assumption*  
*Ronald Crnich, Findlay*  
*Lucille Tex, Pana*  
*Zachary Rahn, Sigel*

## The following chart illustrates SEC's satisfaction rankings in 10 specific areas:



## Cost of doing business

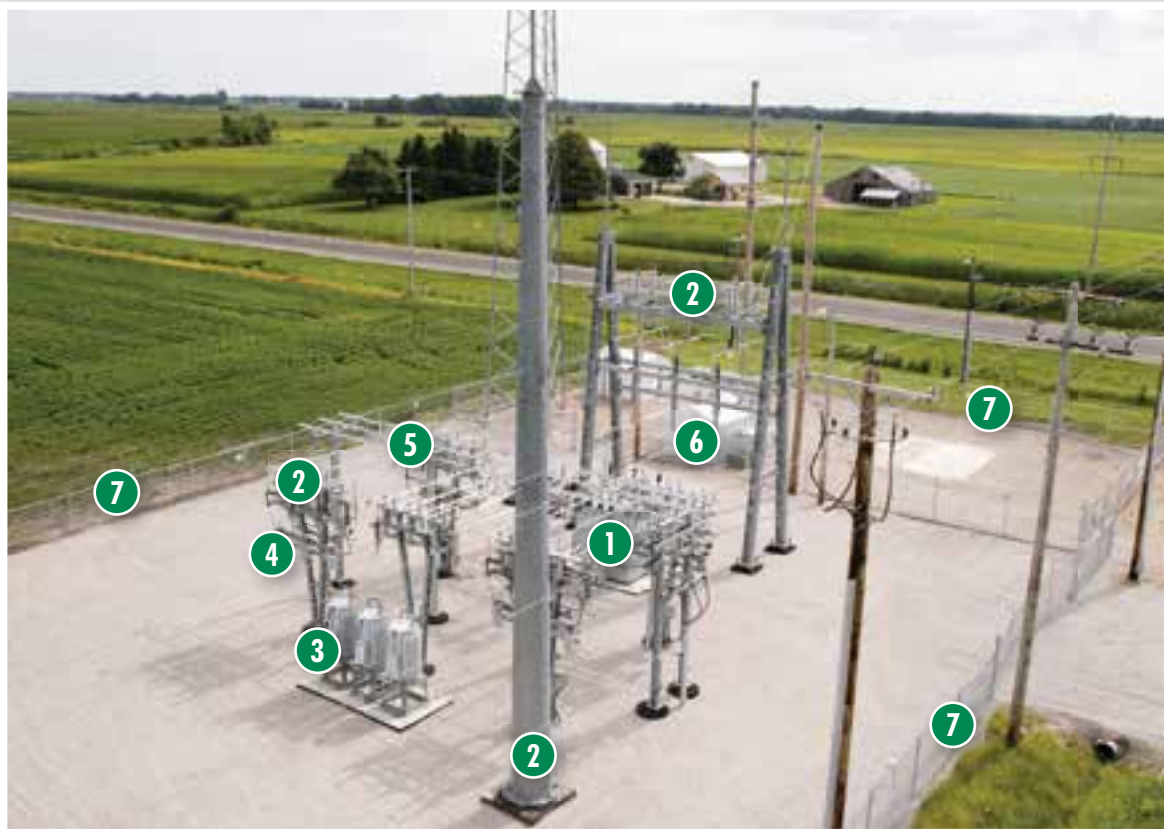
You might recall in the June issue we went over the costs of a new digger derrick and this month we are going to go over some of the costs associated with building a substation. Substations are the heart of our system and provide the lifeblood of bringing power to member's homes, farms and businesses.

"Building a substation can eas-

ily reach one million dollars once you factor in all the material and labor costs," said Vice President of Engineering Jim Matlock. "Load growth, demand and age of older substations dictates changes to or building additional substations."

When Shelby Electric Cooperative energized its' first lines in 1939 the co-op had two substations and today

we have twenty. It is hard to break down the specific costs of building a substation but in this picture we show some of the larger costs associated with the new Neoga substation, which went online in 2014. Two substations that are slated to be rebuilt in the future are Shelbyville and Velma. These upgrades help with better load and outage management.



- 1 **Substation Transformer:** \$212,000 (7,500 KVA transformer lowers transmission voltage to a distribution voltage)
  - 2 **High Side & Low Side Structure:** \$104,000 (Includes all the metal components and the lightning rod structure)
  - 3 **Substation Regulators:** \$40,000 total for three regulators (Keeps voltage at proper levels for distribution of electricity)
  - 4 **Oil Circuit Reclosers:** \$22,00 total for 12 of them (OCRs or breakers for short)
  - 5 **Electronic Reclosers:** \$20,000 (These devices protect the equipment in the sub and the linemen)
  - 6 **SCADA Building:** \$9,200 (The building contains all the SCADA equipment which allows communications between the cooperative and the substation and also allows the co-op to check equipment remotely)
  - 7 **Fencing:** \$11,000
- Other:** \$52,000 (Metering equipment - TWACS)
- Associated Extras:** (Concrete, rock, other supplies, materials, wire and labor)



See how the cooperative's two solar arrays are doing by visiting [www.shelbyelectric.coop](http://www.shelbyelectric.coop) and clicking on the story under the Shelby News banner on the home page.

## Get Faster with PWR-net

[www.pwr-net.coop](http://www.pwr-net.coop)



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## BACK TO SCHOOL SPECIAL

Sign up during the month of September and PWR-net will waive the \$99 installation fee!

- two year service contract required
- fee based on basic installation
- some restrictions may apply
- offer expires September 30, 2015

*Mention PROMO CODE 4210 when ordering!*



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## You could be a winner!

Every other year, the Association of Illinois Electric Cooperatives (AIEC) conducts a statewide member survey project on behalf of all the electric distribution cooperatives across the state. You may be randomly selected to participate in the project. Members who complete and submit the survey questionnaire will be entered in a drawing to win one of five, \$100 bill credits.

The AIEC and the vendor they use to conduct the survey do not sell or share your private information. They provide us with the blind results and we evaluate the information that is gathered to improve how we serve you. The more completed surveys we receive, the more accurate the information will be. Please help us by participating. We anticipate that survey questionnaires will be distributed in September and October.

This is a different survey than the one discussed in the article "The results are IN!".



**Cooperative offices will be closed Monday, September 7th for Labor Day**