

## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### Jo-Carroll Electric Co-op returns capital credits

The Jo-Carroll Electric Cooperative board of directors has voted this year to return capital credits totaling \$82,124.03 to members who received electric service from the cooperative in 1975. The checks were sent to members during the first part of December.

Jo-Carroll has retired \$1,765,712.56 to date in patronage capital. Capital credit returns are a cornerstone of a nonprofit, member-owned electric cooperative in that the members have an opportunity to share equally in the success of the cooperative, based on patronage. If an electric cooperative has any margins after paying expenses in a given year, this money is held in an escrow account until the cooperative's financial condition is strong enough to return the margins.

Richard Reusch, chairman of the Jo-Carroll board, said, "We are very pleased to be able to retire the patronage capital from 1975 at this time. The Jo-Carroll board is striving to keep the cooperative in a strong financial position while allowing the members to share in the success of their electric cooperative."

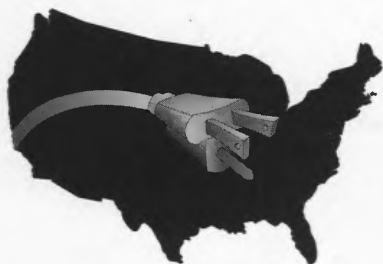
The amount each of the members spent for electricity at Jo-Carroll in 1975 is used to determine how much each member will receive. Very careful records are kept with regard to patronage capital to assure that each member is treated equally based on the amount of electricity they used during those years.

The capital credits return constitutes a major difference between cooperatives and investor-owned utilities. The stockholders in an investor-owned utility get the profit, and in a cooperative it is returned to the members of the cooperative in the form of capital credit.

### America's electric cooperatives:

#### At a glance

- Electric cooperatives represent an industry with assets of more than \$69 billion
- Cooperatives employ 61,200 people in the United States
- Co-ops own and operate 2,300,000 miles of line..
- and serve 12,000,000 residential meters representing more than 31 million people — that's 12 percent of U.S. consumers
- Electric cooperatives serve in 83 percent of the counties in the U.S.
- Cooperative residential consumers use an average of 1,050 kwh per month



#### Electric cooperatives are the fastest growing electric utilities

- Co-ops signed up a record 850,000 new customers in 1996 and more than 350,000 in 1997
- Electric cooperatives added three times the number of customers as the industry as a whole

\* Statistics as of December 31, 1997

# The Woodworks- custom cabinetry



**Bill gather's wood to be used in producing a cabinet.**

We all start the morning out with some sort of daily routine whether it be brewing a fresh pot of coffee, preparing breakfast or brushing our teeth. Do you stop and think that every time you perform one of these tasks it involves utilizing some sort of a cabinet? Without a cabinet, there is no storage for that favorite coffee mug or toothbrush. When it comes to manufacturing quality cabinetry, The Woodworks is a cut above the rest.

The Woodworks in East Dubuque specializes in producing custom wood cabinetry with a primary focus on kitchen cabinets and bathroom vanities. Bill Siemen, owner, explains that what began as a hobby twenty years ago in his garage blossomed into a thriving business. Bill prides his business on building the best quality cabinet by encompassing the Ford Motor Company vision of "Quality is Job One." The focus on quality is evident given the fact that no particleboard is used in the cabinets, only 100 percent solid woods.

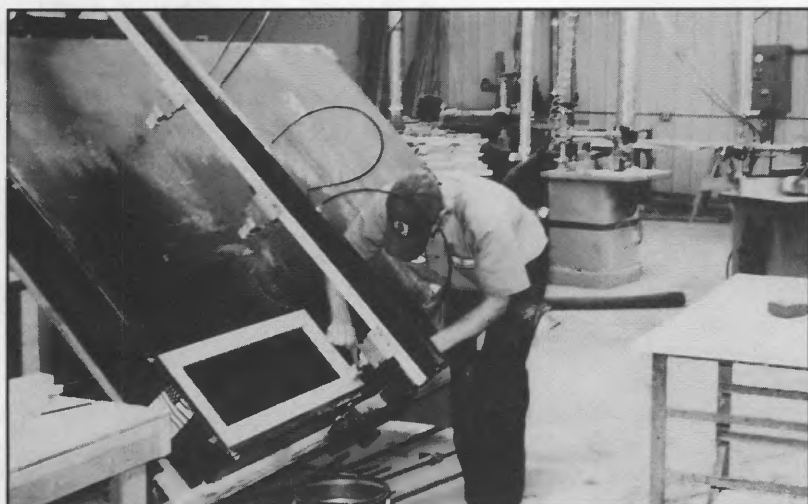
Bill's introduction to the woodworking industry came at an early age. While working in his father's sawmill north of Hanover since age 13, Bill gained an interest in wood and wood products. Later in life when it came time to get new cabinets for his home, Bill checked around in hopes of finding a suitable match. Unable to find cabinets constructed to his liking, he decided to build his own. After friends and neighbors saw the quality of products being produced, they began placing orders. Soon, the orders for cabinets became too numerous and Bill's garage too small so he expanded several times. The Woodworks is currently served by Jo-Carroll Electric Cooperative and located in a new 60' x 120' steel building outside of East Dubuque along Highway 20.

After 20 years, the hobby has turned into a prosperous business employing four full-time and three part-time workers. The majority of the cabinets produced are bought locally along with a significant amount going to the Rockford area. The Woodworks has had repeat customers in the Quad Cities and Cedar Rapids areas, along with cabinets going as far as Minneapolis and the Upper Peninsula in Michigan. The remarkable aspect of this geographically diverse market is that the only advertising is by word of mouth. Once again, relating to Bill's philosophy that quality craftsmanship speaks for itself.

While Bill handles most of the purchasing, design and layout, he does rely heavily on his dedicated employees and family. In a true family operation, Bill's daughter, Nancy Conlon, handles the bookkeeping while his son Doug



**Bill Siemen, owner of the Woodworks, prepares an order for materials.**



### Quality craftsmanship goes into every cabinet produced.

oversees the production of cabinets. A strong family work ethic along with support and encouragement from his wife, Carol, The Woodworks is sure to produce top quality cabinetry for years to come.

The next time you or your neighbors are in need of new cabinets look no further than The Woodworks, your fellow electric cooperative member, where quality is truly job one. *John Oster*



**Employees discussing the specifications of a cabinet.**

## Back by popular demand – Willie & Company

Willie, who is billed as not just a character, but a personality unto himself, will be the star of the show at Jo-Carroll's annual meeting this year and he should prove to be worth watching.

With the face of a 5-year-old and the mind of a lad much older, he loves the ladies, torments the men and steals the hearts of both.

He is a smart alecky – but totally sincere – young man whose attributes include a tremendous wit, an appreciation for a good-natured audience, and the humbleness with which he accepts being a star.

Occasionally, he may give a little grudging credit for his appeal to his mentor and lifelong companion, Peggy Miller, who usually has her hands full just keeping Willie in line.

Peggy, who got interested in ventriloquism at age 14 after watching an act at a church revival, has a knack for convincing the audience that Willie is doing all the talking. By the time she was 17, she was taking her act all over New York. Since then, she has performed in Germany and England and throughout the U.S.

Be sure to come to your annual meeting to take care of the co-op's business – and to watch Willie steal the show!



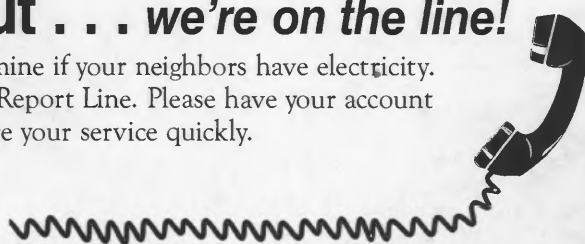
**Willie & Company, a ventriloquist act, will entertain at Jo-Carroll Electric's annual meeting. Pictured with Willie, left, is Peggy Miller.**

## When your power is out . . . we're on the line!

Check your circuit breakers or fuses. If possible, determine if your neighbors have electricity. Then call Jo-Carroll Electric's Outage and Emergency Report Line. Please have your account number and location readily available so we may restore your service quickly.

**During office hours 800-858-5522**

**After office hours – dial (800) 927-5254**



## Use heat tapes cautiously

Electric heat tapes are often used in winter to keep water pipes from freezing, and now is a good time to check your electric heat tapes and replace them if necessary. The United States Consumer Product Safety Commission (CPSC) urges homeowners to replace uncertified heat tapes that are more than three years old with certified ones that meet recognized voluntary standards.

An electric heat tape resembles an electric cord. It may be round or flat. Some varieties have an overall covering of light metal braid. There is an electrical plug on one end and sometimes a pod or box with a thermostat switch to control the power to the heating conductors in the tape.

Heat tapes usually are installed in crawl spaces or attics. Often, they are used on mobile homes to heat water supply pipes that come from underground up to a mobile home.

But, for all their potential uses, CPSC warns that heat tapes can be dangerous, and adds that electric heat tapes are involved in about 2,000 fires each year, resulting in about 10 deaths and 100 injuries. CPSC urges you to help reduce this risk of fire and death by using only **certified** heat tapes on your pipes. One way you can tell the difference is that all new certified heat tapes will have a three-prong plug; the older uncertified ones have a two-prong plug. Currently, there are three organizations that are certifying heat tapes to meet recognized national voluntary standards; Underwriters Laboratories Inc. (UL), the Canadian Standards Association (CSA), and the Factory Mutual Research Corporation (FMRC).

Using heat tapes that meet voluntary standards offers some protection, but heat tapes also must be installed and used properly and inspected annually to provide the most protection against freezing pipes, and to provide the highest level of safety to you and your family.

CPSC offers these safety tips for installing and maintaining electric heat tapes:

- Inspect heat tapes each year and replace them if you notice signs of deterioration. Look for discolored surfaces (especially at the plug), charring, cuts or breaks in the insulation, or bare wires.
- When installing heat tapes, carefully observe installation instructions. Different heat tapes have different installation requirements.
- Always plug the three-prong plug into a three-prong outlet to make sure the heat tape is grounded.
- Use a ground fault circuit interrupter (GFCI) wherever heat tapes are plugged in.
- Make sure the heat tapes that you use are intended for use on water pipes (other tapes heat roof, gutters, or garden soil).
- Do not wrap heat tape over itself unless specifically permitted in the manufacturer's instructions.
- Do not cover the heat tape with insulation unless advised by the manufacturer. Use nonflammable insulation such as fiberglass. Do not use foam or vinyl insulation. It could catch fire if the heat tape fails.
- Apply heat tapes directly on the pipe to be protected, never on top of the insulation covering the pipe.
- Keep the end cap sealed and off the ground to prevent water from getting in. Moisture can lead to a fire.
- If heat tape has a thermostat, check instructions to see if the thermostat should be placed against the pipe and covered with insulation or if it should be left hanging and uncovered.

Heat tapes perform a useful function, but like any electrical product, they need to be treated with care and respect. Don't create a fire hazard in the process of keeping your pipes from freezing. Replace uncertified heat tapes that are more than three years old; buy heat tapes that meet voluntary standards; and install and use heat tapes properly. Your life, and the lives of your family, depend on it.

### Office hours

7:30 a.m. to  
4 p.m.

Monday through  
Friday

During hours call  
815/858-2207  
or 1-800-858-5522.

### Reader prize

Each month we print the name of a Jo-Carroll member who is eligible to win a monthly \$25 readership prize. If your name is printed in this month's edition, and not a part of any story, contact Jo-Carroll and claim your prize no later than the 10th of the month following publication.



# Jo-Carroll Hi-Lines<sup>44</sup>

Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois

A Touchstone Energy™ Partner

(800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### 60 years of Jo-Carroll Electric Cooperative

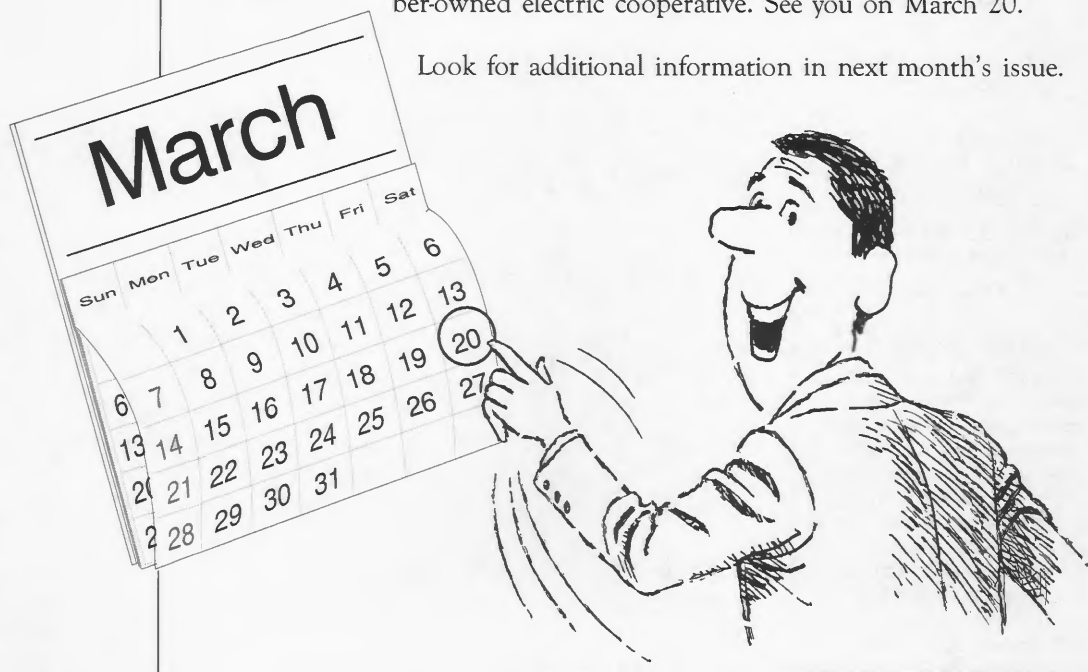
This coming year will mark the 60<sup>th</sup> anniversary of Jo-Carroll Electric Co-op. To assist us in recreating the early years of rural electrification, we are seeking your help. If you recollect when electricity was first brought to your farm or residence we would like to hear about it. Tell us what life was like before electricity and the effect rural electrification had on your lifestyle. Any pictures you have to share would also be great. Share your story with us; we are ready to listen. Contact our office at (800) 858-5522 and ask for Brad Pecinovsky.

### Annual meeting reminder

The 60<sup>th</sup> annual meeting of the members of Jo-Carroll Electric Cooperative is just around the corner, so mark your calendars today. This year's meeting will be held on Saturday, March 20, at the River Ridge School Gymnasium in Elizabeth.

Attending the annual meeting makes you eligible for a number of prizes. Lunch will be provided, along with live entertainment. The annual meeting is a great opportunity to meet the directors and employees of your member-owned electric cooperative. See you on March 20.

Look for additional information in next month's issue.



# The Consumer comes first

by Glenn English

No one knows what is best for a local community more than the men and women who live and work there. In fact, local control and consumer ownership were guiding principles that rural communities used 60 years ago to form electric co-ops. **Gary Bernard**

Now, other communities are now coming together to do the same thing. While the member-consumers of these new co-ops may already have electric service, they want something more. They seek the promise that electric co-op service makes to customers every day, to put their priorities first, above all others. And they desire what consumers of electric co-ops already have — a voice in determining the direction of their energy provider.

As consumer-owned businesses, we exist to serve you. Our rules are simple — what is best for the consumer is best for us. What hurts the consumer hurts us.

Our history of working for the best interests of consumers puts us in a unique position as electric utilities. In fact, no other utility can lay claim to the remarkable record of consumer advocacy that we can. Nor can any other utility company count as partners the businesses that purchase their electricity, the labor unions their employees belong to, or the consumer advocacy groups that work along side us. Finally, no other utility can claim the high level of consumer satisfaction and loyalty that electric co-ops command.

Yes, our commitment to current consumers remains as strong as ever. But, we are also committed to helping others gain the benefits of electric co-op service. We've already helped people in places as diverse as New York City and California form new co-ops. Our work is based on the belief that consumers in any part of the country ought to have the opportunity to benefit from having their own, locally controlled electric utility.

The strongest competitive advantage we have is our special consumer advocacy position in the utility industry. Our competitors have no claim on our ability to represent consumer interests as well as electric co-ops. Our vision for the future is one that puts the consumer first — above all other priorities. This has always been the commitment of electric co-ops for six decades. It remains so today for us at Jo-Carroll Electric Cooperative.

*Glenn English is the Chief Executive Officer of the National Rural Electric Cooperative Association*

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## Jo-Carroll Electric's after hours call service — let your fingers do the talking

The Cooperative Response Center (CRC) was formed in 1992 by a group of electric cooperatives to address the growing telecommunications needs of the cooperative members they serve. Located in Austin, Minnesota, CRC provides service to over 100 electric cooperatives nationwide.

CRC uses the most advanced telephone and computer technology available to provide call answering and dispatch services for Jo-Carroll Electric Cooperative. By combining people and technology, CRC's system is capable of answering hundreds of calls per hour, significantly more than your local cooperative can do on its own.

When your call is answered by the CRC telephone system, you will hear a greeting and a list of three options for you to choose from: Press one to report an outage, press two if reporting a meter reading, and press three to help you with billing questions or any other product or service questions. Callers who do not

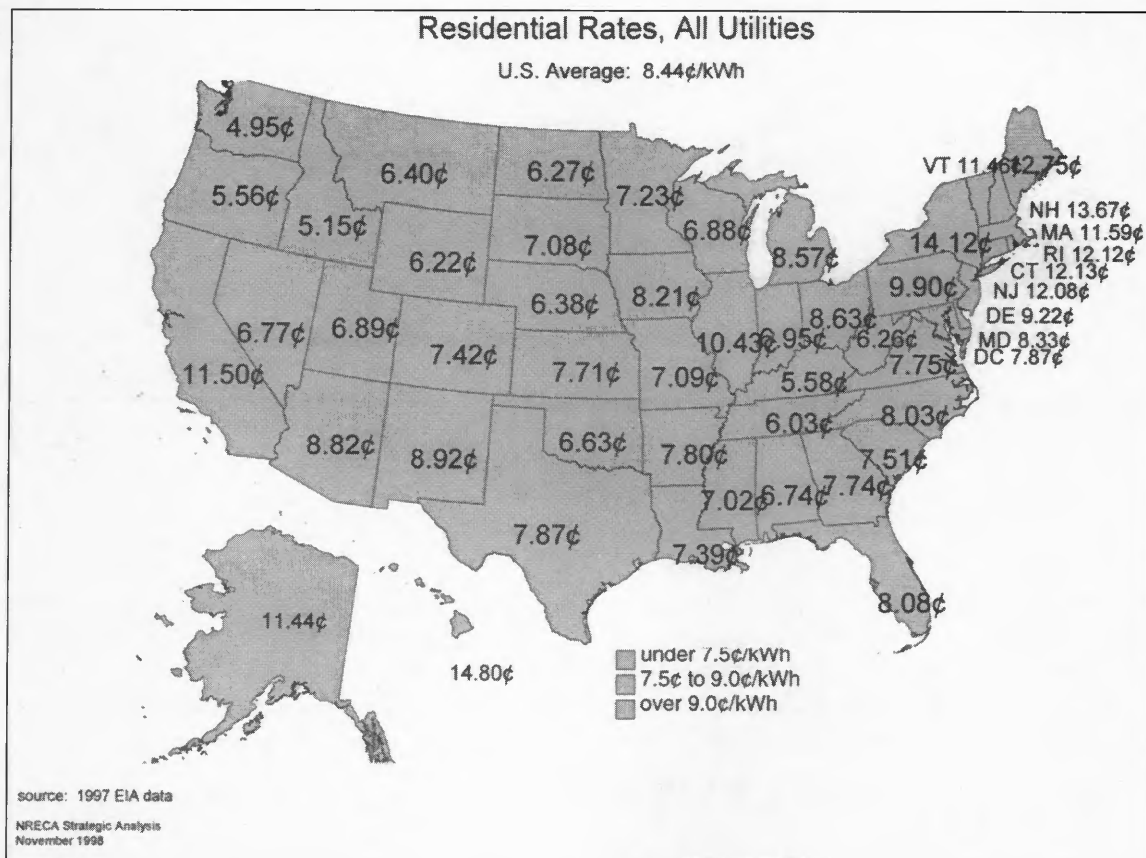
have a touchtone telephone can simply hold on the line for the next available customer service representative (CSR).

After selecting option 1,2,or 3 your call will be routed to a CSR who can report your outage, meter reading, or answer your questions. The CSR may request your account number or location number to verify the outage location. If you have more than one account, it is helpful to provide the CSR with the location number, account number, or service address to enable the line crew to find the correct location and restore your outage.

If CRC is receiving many simultaneous calls, usually resulting from storm-related outages, all CSRs may be currently busy with other customers when you call. To help reduce the length of time you would be required to wait on hold, CRC will route your call to a computer device called an Interactive Voice Response Unit (IVRU). The IVRU will allow you to report your outage or meter reading automatically without having to speak with a CSR. The IVRU will play a message indicating whether you are part of an existing outage or a new outage.

After listening to the entire message and verifying your outage information, the IVRU will state that your outage will be dispatched. You can be confident that your call has been recorded and your outage will be restored as soon as possible. If you have emergency information, the IVRU gives you the option to wait on hold for the next available CSR.

CRC and Jo-Carroll Electric Co-op have designed a call answering and dispatch service which combines people (CSRs) and technology (IVRU), to provide the best service possible to you, the member.



Residential electric rates vary greatly across the United States. The accompanying map allows one to visualize the average cost per kilowatt hour (KWh) for all fifty states. Examination of the rates in Illinois reveals that Jo-Carroll Electric Co-op is 2 1/2 cents below the average price per KWh in this state. Jo-Carroll Electric is also a half a cent lower than the national average. Your local, member-owned electric cooperative is proud to offer our consumers with exceptional service at a competitive price. That's the way it has always been and will always continue to be.

# Board of directors voting process

Ballots for the Jo-Carroll board of directors election will be sent out soon. By returning your ballot you are participating in the democratic process of election. Each vote counts, so please remember to return your ballot immediately.

There are a few important procedures to remember when completing your ballot:

- The ballot must be filled out by the person whom the membership is listed under.
- The return envelope must be signed or the ballot is invalid.
- All ballots must be received by 4 p.m. Friday, March 19.

Strict anonymity is enforced when tallying the ballots. By signing the return envelope, your ballot is in no way associated with your account. Thank you for your participation and we hope to see you at the annual meeting on March 20.

## Return envelope.

**Certification  
must be  
signed  
by voter for  
the ballot to  
be counted**



*I hereby certify that I personally marked the enclosed ballot.*

Voter

Sign Here 

☐ Individual Member or Joint Member.

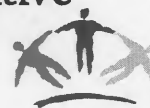
☐ Guardian or Legal Representative of:

☐ Chairman of:

☐ Designated Voting Representative of:

*(Name of Organization, Ward, or Person Represented)*

## Jo-Carroll Electric Cooperative A Touchstone Energy® Partner



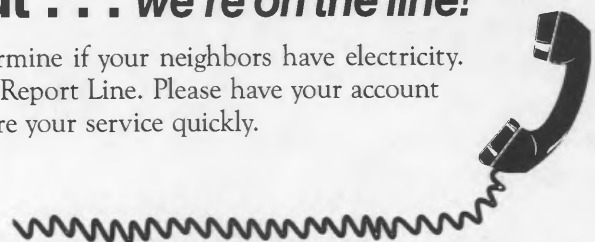
We belong to a network of over 490 electric cooperatives, representing 14 million consumers in 36 states. As a Touchstone Energy® partner we will benefit from a strong network of electric cooperatives, all committed to integrity, innovation and commitment to our communities.

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**Shireman**

### Your 60<sup>th</sup> annual meeting

Your member-owned, member-controlled electric cooperative will conduct two of the most important events in the cooperative's year during the next few weeks.

The first event, one that is very significant in that it firmly places democratic control of your rural electric system in the hands of its member-owners, is the director elections. This year the directors representing Districts 2, 6 and 9 will be up for election, and the nominating committee met at the cooperative headquarters on Jan. 6 and selected the following candidates for election:

- District 2** Stanley Cox, 4693 N. Broadway, Apple River, IL 61001  
Ron Kappes, 14A10 Marina View Drive, Apple River, IL 61001
- District 6** Thomas Lundy, 17861 Airhart Road, Savanna, IL 61074  
Erik Torrison, 10854 Zion, Savanna, IL 61074
- District 9** John Janssen, 19776 Fairhaven Road, Chadwick, IL 61014  
Leland Forth, 1043 Adolph Road, Chadwick, IL 61014  
Lyle Cartwright, 1353 Jefferson Road, Chadwick, IL 61014

The election for directors from these districts will be conducted through the mail. Only members who reside in the districts in which elections are being held this year will receive ballots. Members in those districts should carefully review the material they will receive in the mail and promptly return their completed ballots to Jo-Carroll Electric.

The second upcoming important event, perhaps the most important of the year, is the 60<sup>th</sup> Annual Meeting of Jo-Carroll Electric Cooperative members. This meeting is scheduled to be held March 20, at the River Ridge High School Gymnasium in Elizabeth. As in the past we will feature reports of directors, officers and the manager of your cooperative. Musical entertainment, a box lunch and attendance prizes will be provided to all Jo-Carroll members who attend. Entertainment will be provided by Willie & Company, ventriloquist act. More details about the annual meeting will be provided in the coming weeks. We urge all cooperative members to make plans now to attend.

## Mark your calendar!

### Jo-Carroll Electric Cooperative Annual Meeting

**River Ridge High School Gym, Elizabeth, IL**



## Back by popular demand – Willie & Company



Willie & Company, a ventriloquist act, will entertain at Jo-Carroll Electric's annual meeting. Pictured with Willie, left, is Peggy Miller.

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Peggy, who got interested in ventriloquism at age 14 after watching an act at a church revival, has a knack for convincing the audience that Willie is doing all the talking. By the time she was 17, she was taking her act all over New York. Since then, she has performed in Germany and England and throughout the U.S.

## The Jacobstown Community Club

The 1999 annual meeting not only marks the 60<sup>th</sup> anniversary of Jo-Carroll Electric cooperative, but is also the 50<sup>th</sup> year that the Jacobstown Community Club has prepared and served the box lunches at this event.

The Jacobstown Community Club was organized on Nov. 5, 1929 as a "hard times" party at the Lawrence Getz home by a group of neighbors that resided in the community known as Jacobstown located between Mount Carroll and Savanna. The original officers included Mrs. Wilbert (Della) Law as president, who at 100 years of age is still a member today. Mrs. Lawrence (Grace) Getz served as vice-president and the secretary-treasurer elected was Ralph Getz who at 95 years of age resides in a retirement home in Indiana.

The name for the organization was chosen based on the proximity of the members to Jacobstown. The community was a thriving little settlement in the 1850s. The charter members consisted of 45 individuals, not including small children. Regular monthly meetings were held on the second Friday night of each month with different families serving as hosts. A committee furnished a program for the meetings along with games and a potluck supper with the hosts providing a kettle of chicken and noodles.

Throughout the years, the club operated lunch stands at farm sales. Dec. 10, 1949 marked the first time that the group prepared the box lunches at the Jo-Carroll Electric Cooperative annual meeting, which was held at the Mount Carroll school. A total of 550 lunches were served for which the group received 10 cents per box lunch.

The Jacobstown Community Club will be celebrating its 70<sup>th</sup> anniversary this fall. Club members, including the smallest children, gather each spring at Jo-Carroll's annual meeting in what after 50 years has become a very familiar partnership and operation.

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## Year 2000 readiness

All across the country local electric cooperatives are busy attacking the Year 2000 computer bug, and Jo-Carroll Electric Co-op is no exception.

The Year 2000 problem, variously known as Y2K or the millennium bug, may manifest itself when millions of electronic devices contained in all kinds of equipment, from the simplest to the most sophisticated, may not recognize the new century.

It's a world of "what ifs," according to Jo-Carroll's Vice President John Selleck, a global problem that has industry, government even ordinary citizens working to identify and fix or replace anything that might fail because of the Y2K date glitch.

"We have involved all departments of our system and are taking any and all prudent steps to help keep the lights on come Jan. 1, 2000," Selleck said. "It's a top priority as part of our ongoing commitment to our consumers to provide reliable electric service."

Selleck explained that Jo-Carroll Electric had a comprehensive checklist of steps toward "Y2K readiness." These steps, begun in late 1997, have been to inventory, assess or prioritize, test, repair or replace, and plan for contingencies. Jo-Carroll's plan involves not only equipment necessary to keep the lights on, but also constant communication with other businesses that are part of the supply chain for electric power, as well as the utility's customers.

"Although no one can make 100 percent guarantees as to what will happen when the new century arrives, we're doing everything we can to be ready and to minimize disruptions," Selleck explained.

Much of Jo-Carroll's distribution system is mechanical, Selleck pointed out, and may be less sensitive to Year 2000 anomalies, meaning there are few digital controls and relatively few embedded chips.

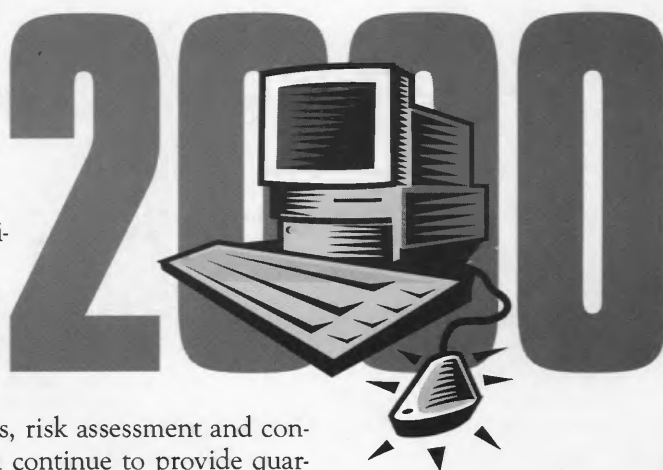
"But make no mistake. We are very aware of the interconnected nature of power supply and delivery." Jo-Carroll is connected to Dairyland Power Cooperative, which supplies the cooperative with wholesale power. Dairyland in turn is connected to the regional electricity grid, and there are many supply and delivery points all along the line.

"From the sophisticated equipment at power generating stations, through the transmission grid to the local substation and Jo-Carroll-owned equipment, any break in the supply chain would cause an outage locally," Selleck stresses, "it is very important to realize that the solid connection to the generating station must be in place to avoid an outage, and Jo-Carroll only owns and is responsible for the last part of the system."

Still, it all comes around to the customer at the end of the line, whether it's a home or a business. It's a critical structure whose reliability we're working very diligently to sustain," he said.

Customers should be reassured at a very basic level by remembering that electric utilities, probably more than most businesses, were born and bred to cope with emergency situations. "While the Year 2000 bug is certainly a different situation from a storm outage, for example, it is comparable to us in that we are used to dealing with the unexpected. We now have this issue on the front burner in terms of our preparedness plans, which are the very foundation of our operations," Selleck stated.

On a national front, work to achieve Year 2000 readiness by electric cooperatives is on par with the rest of the electric industry. They are on schedule as recommended in an official progress report that the North American Electric Reliability Council (NERC) provided to the U.S. Department of Energy (DOE). NERC, which is the official coordinator of Year 2000 readiness, risk assessment and contingency planning for the electric utility industry, will continue to provide quarterly updates on electric utility readiness to the DOE.

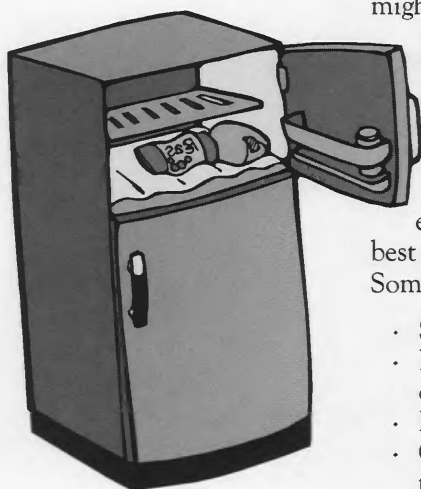


## Statement of Nondiscrimination

Jo-Carroll Electric Cooperative is the recipient of Federal financial Assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provides that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Connie M. Shireman, President and CEO. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

## Is It Time To Retire Your Fridge?



Refrigerators are among the biggest energy-users in American homes. You might want to take a look at yours and decide if you should retire it in favor of a new, more efficient model. An old inefficient model can cost you more than \$100 more per year to operate than a new one and puts more waste heat into your home, too, putting an extra strain on air conditioning.

The good news is that the most efficient standard refrigerators are less expensive. The bad news is that many of the features consumers want, such as automatic icemakers and on-door ice and water dispensers, make refrigerators less efficient. You have to consider your family's needs to make the best choice.

Some points to consider if you're refrigerator shopping:

- Side-by-side refrigerator/freezers use more energy than top-freezer models.
- It costs much less to buy and operate one large refrigerator than two small ones.
- Piling things on top of the refrigerator can affect air circulation. Keep it clear.
- Check the interior temperatures of your fridge and freezer with a separate thermometer. For maximum food safety and energy efficiency, the refrigerator should stay around 35 to 40 degrees F, the freezer from 0 to 5 degrees F.
- Clean the condenser coils once a year to help the fridge run efficiently. Mount your refrigerator on a wheeled platform or slides to make access to the coils in the back simpler. If you would like more information on how to cut your home electric bills, call your local electric co-op. As a consumer-owned utility, your co-op is always happy to help you save money.

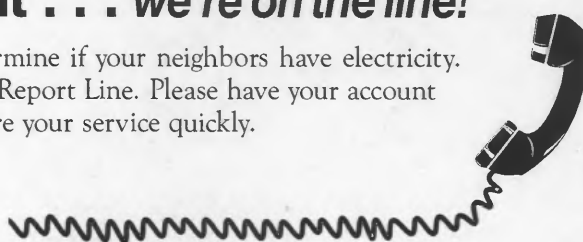
Source: Rocky Mountain Institute

## When your power is out . . . we're on the line!

Check your circuit breakers or fuses. If possible, determine if your neighbors have electricity. Then call Jo-Carroll Electric's Outage and Emergency Report Line. Please have your account number and location readily available so we may restore your service quickly.

**During office hours 800-858-5522**

**After office hours — dial (800) 927-5254**



# Jo-Carroll Hi-Lines<sup>44</sup>

Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois

A Touchstone Energy™ Partner



1 (800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



**Shireman**

When referring to an electric service provider, many people envision some far off company that keeps their lights on. At Jo-Carroll Electric Cooperative, we like to create a different vision. Yes, providing our members with a reliable source of power through the utilization of exceptional service is our focus. However, Jo-Carroll Electric breaks the typical utility-consumer relationship mold and offers the opportunity to participate in beyond the meter programs.

The fact that Jo-Carroll Electric is locally owned and operated allows us the opportunity to develop a more personal relationship with our members. Since this cooperative is entrenched in the community, we understand the needs of the community. This unique consumer-cooperative relationship allows Jo-Carroll Electric to act upon and fulfill the needs of Jo-Daviess and Carroll counties. As a result, Jo-Carroll Electric has made a conscious effort to develop programs that will help improve the quality of life for our members. With this in mind, hopefully you will enjoy this month's newsletter dedicated to showcase the numerous products and services offered through Jo-Carroll Electric Cooperative. **Gary Fersten**

### First Call — peace-of-mind never came so easily

Living alone can be an uneasy situation. Especially when you are elderly and even more so if you have had medical difficulties. But with the installation of a simple, cost-effective First Call medical monitoring service, you can enjoy independence along with the peace-of-mind that come with always having someone available to help.

The First Call service uses the combination of a telephone and emergency pendant to provide freedom and independence to the elderly, those living alone, patients recovering from surgery, and individuals living with any form of handicap.

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## Evergreen<sup>SM</sup> your energy choice for the future

We're planning for the future. Jo-Carroll Electric Co-op knows that some members are also looking toward the future and would like the option to purchase all or a portion of their electricity from a renewable energy source. That's why Jo-Carroll Electric Co-op is offering, Evergreen<sup>SM</sup> which will generate electricity from a renewable, abundant resource, the wind.

Members who choose to participate in the program would simply commit to a certain number of energy blocks per month and pay accordingly. Although wind power technology has improved, wind generated electricity is still costlier than conventional electricity. The "green power" will cost \$3 per 100 kwh energy block. Choosing to participate by purchasing one block of energy would, for example, raise a \$75 bill to \$78 per month. Commitment to the Evergreen<sup>SM</sup> program is for one year.

By participating in this program, you are investing in the future of the environment and helping to ensure a cleaner and greener world for your children and grandchildren. Immediately, this program will save thousands of tons of coal and significantly reduce greenhouse gas emissions.

## Envirowatch — protects your home when you cannot

The Envirowatch home monitoring system monitors power outages and low temperatures in your home. This plug-in monitor will automatically call our Response Center if your power goes off or if the temperature drops below 42 degrees. The Response Center's operator will immediately call one of your listed contacts to correct the situation for you. This system is easy to install and is ideal for vacation homes.

### Office hours

7:30 a.m. to  
4 p.m.

Monday through  
Friday

During hours call  
815/858-2207  
or 1-800-858-5522.

### Reader prize

Each month we print the name of a Jo-Carroll member who is eligible to win a monthly \$25 readership prize. If your name is printed in this month's edition, and not a part of any story, contact Jo-Carroll and claim your prize no later than the 10th of the month following publication

## Electric fireplaces — all the comforts of home

Considering installing a fireplace in your home...how about an electric fireplace? Jo-Carroll Electric Co-op is currently offering various models of Symphony electric fireplaces. These 1,500 watt units require only a standard 120 volt plug-in, making installation easy. Furthermore, the fireplaces have independent heat/flame control and adjustable flame brightness to suit each occasion. Stop by our office in Elizabeth to take a peek at this fireplace on display.



# Prolong the life of your appliances by protecting them from power surges

When you consider the high price of repair or replacement, it makes sense to shield your home appliances and electronics from harm. The Secure Home<sup>SM</sup> program is an exclusive new service providing comprehensive surge protection for your home.

There are major differences in the quality of surge protection products being offered to the consumer today. Some devices are excellent, while others offer little protection value.

That's because no government standards have yet been established for these devices. The energy professionals at Jo-Carroll Electric Cooperative have taken great care to ensure that the Secure Home<sup>SM</sup> program includes surge protection systems of the maximum quality and dependability. They are also backed by an excellent warranty provided by the manufacturer. Equipment of this quality is typically not available in retail stores.

The Secure Home<sup>SM</sup> program provides two stages of protection. It prevents external surges from entering your home through the power line with the installation of a "whole home suppressor." Additionally, each package includes a companion kit designed to protect your most valuable electronics. These second stage surge suppressors provide protection from "back-door" surges (surges that travel across phone lines and cable or satellite hardware) and surges that originate within the home.

## Jo-Carroll is offering water heaters for \$1

That's right, members of Jo-Carroll Electric Co-op can receive an electric water heater for only \$1 when you participate in our load management program.

If your current water heater is on its last legs and you are tired of cold showers, give us a call to inquire about the water heater program offered through your locally owned and operated cooperative. Electric water heating is efficient and clean because there is no flame or fumes. Gain peace of mind with a new electric water heater from Jo-Carroll Electric.



## Dual Fuel — the smart choice to beat the winter cold

Looking for a way to reduce your heating costs each winter? Consider participating in Jo-Carroll's Dual Fuel program. If you currently have electric heat you may qualify for the Dual Fuel program. Once on the program, you can save 60 percent on your electric heating costs. Since winter heating bills can devour much of your monthly income, the Dual Fuel program is a great way for you to take control of your winter heating costs.

## Office closing

**The Jo-Carroll office will be closed  
April 2 in observance of Good Friday.**



# The **Best** of Television Comes From Your Home Known, Home Grown Satellite TV Service



**Jo Carroll  
Electric  
Cooperative**

793 U.S. 20 West, P.O. Box 390  
Elizabeth, IL 61028

Enjoy the best C-band satellite television value anywhere, provided by people you can't find just anywhere: your local rural electric and telephone cooperatives and Rural TV. Where else can you find programming that's more exciting, more value filled, more entertainment packed than these two premier packages from Rural TV.

## **TOP CHOICE**

**44 CHANNELS  
ONLY \$28.95!**

**PICK THE  
PREMIUM CHANNEL  
OF YOUR CHOICE...**



**CHOOSE  
EAST OR  
WEST COAST  
NETWORK FEEDS...**



**...AND GET THESE TOP CHANNELS**

- |                      |                            |                         |
|----------------------|----------------------------|-------------------------|
| • A&E                | • fxM                      | • Romance Classics      |
| • AMC                | • Headline News            | • Sci-Fi Channel        |
| • Animal Planet      | • The History Channel      | • TBS                   |
| • Bravo              | • Home & Garden Television | • TNN                   |
| • Cartoon Network    | • KDV                      | • TNT                   |
| • CMT                | • KTLA                     | • Turner Classic Movies |
| • CNBC               | • The Learning Channel     | • TV Land               |
| • CNN                | • Lifetime Television      | • USA Network           |
| • CNNfn / CNNI       | • MSNBC                    | • VH1                   |
| • Comedy Central     | • MTV                      | • The Weather Channel   |
| • Discovery Channel  | • Nickelodeon              | • WGN                   |
| • E!                 | • Nostalgia Television     | • WPIX                  |
| • ESPN               |                            | • WSBK                  |
| • ESPN2              |                            |                         |
| • The Family Channel |                            |                         |

**Rural TV  
1-800-352-0121**



**37 CHANNELS  
ONLY \$16.95!**



**CHOOSE  
EAST OR  
WEST COAST  
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or



**...and watch all your favorite channels!**

- |                      |                        |                         |
|----------------------|------------------------|-------------------------|
| • A&E                | • Headline News        | • TNN                   |
| • AMC                | • The History Channel  | • TNT                   |
| • Animal Planet      | • KTLA                 | • Turner Classic Movies |
| • Cartoon Network    | • The Learning Channel | • TV Land               |
| • CMT                | • MSNBC                | • USA Network           |
| • CNBC               | • MTV                  | • VH1                   |
| • CNN                | • Nickelodeon          | • The Weather Channel   |
| • CNNfn / CNNI       | • Nostalgia Television | • WGN                   |
| • Discovery Channel  | • Romance Classics     | • WPIX                  |
| • E!                 | • Sci-Fi Channel       | • WSBK                  |
| • ESPN               | • TBS                  |                         |
| • ESPN2              |                        |                         |
| • The Family Channel |                        |                         |

Prices, programming and availability are subject to change without prior notice. ESPN/ESPN2 programming subject to change and blackout. ABC, CBS, FOX, and NBC are available to households that: (1) cannot receive an acceptable off-air picture with the use of a conventional rooftop antenna; and (2) in households that have not received that network by cable television within the last 90 days. Rural TV is a registered service mark of the National Rural Telecommunications Cooperative. Showtime and The Movie Channel are registered service marks of Showtime Networks, Inc., a Viacom Company. ©1997 Showtime Networks Inc. HBO and Cinemax are registered service marks of Time Warner Entertainment Company, L.P. ©Disney. MTV, VH1, Nickelodeon, and TV Land are registered service marks of MTV Networks, a division of Viacom International Inc. An authorization fee and local taxes may apply. Programming is available in the United States and its territories for private residential use only.

# Jo-Carroll Hi-Lines<sup>44</sup>

Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois

A Touchstone Energy® Partner  1(800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman

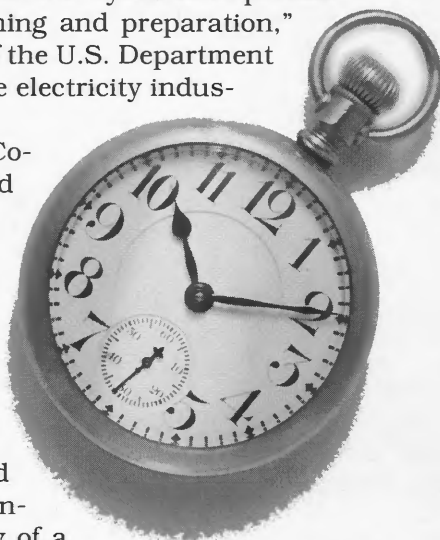


Shireman

### Y2K update

If you have heard predictions of the lights going out across America once the clock strikes midnight Dec. 31, 1999, don't panic. According to the North American Electric Reliability Council (NERC), the impacts of Y2K on electrical systems appear to be less than first anticipated. "The risks appear to be within the capability of electric systems to provide continuous operation with good planning and preparation," said NERC's Gerry Cauley in a report of the U.S. Department of Energy (DOE) on the readiness of the electricity industry for the Year 2000 (Y2K) problem.

Closer to home, Jo-Carroll Electric Cooperative has nearly completed a detailed plan to confirm that all critical aspects of our system are Y2K compliant. Our wholesale power supplier and other members of the Mid-Continent Area Power Pool (MAPP) are working very hard to ensure that they take adequate measures to prevent any significant Y2K problems in the production and distribution of electrical energy. And while no one in the industry can guarantee zero Y2K problems, the probability of a widespread or lengthy outage is highly unlikely.



Kevin Chapman

A Touchstone Energy® Partner



### Office hours

7:30 a.m. to  
4 p.m.  
Monday through  
Friday

During hours call  
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# Jo-Carroll members told change is coming

No one really knows what the electric utility industry will look like in the next 50 years after utility deregulation. However, the leaders and members of Jo-Carroll Electric Cooperative took a look back in time during the co-op's 60th annual meeting, hoping a review of history might shed some light on the future of the cooperative. The meeting was held Saturday, March 20 at River Ridge School in Elizabeth.

Lynn Hesselbacher, mayor of Elizabeth, in her welcome took the crowd back to before the last change of century and reminded the crowd that a camera cost just \$3.68, a bicycle just \$8.95 and a wood or coal range was just \$14.95. "Will there be an annual meeting like this in 2099," she asked? "How much will an item bought for \$1,000 today be worth in 2099?"

Connie Shireman, the cooperative's president and CEO, asked those in the audience who remembered when the lights first came on 60 years ago to stand and a surprising number did stand. "It was only 60 years ago that homes scattered across rural Jo-Daviess and Carroll counties were without electricity. Today, we flip on a switch and take it for granted," said Shireman.

When the locally owned electric cooperative started in 1939 there were just 60 members, all served by one small diesel generator. Now there are nearly 6,000 members and the co-op is served by the generation and transmission cooperative Dairyland Power, owner of three coal-fired power plants, one hydroelectric station and one wind turbine. Dairyland Power serves over half a million people.

The average bill paid by members also has grown from \$3.76 in 1940 to \$87.52 today. However, the minimum wage also has grown from \$0.40 an hour in 1940, to \$5.15 an hour today. What surprised many in attendance was the price per kilowatt-hour is actually less today than it was sixty years ago.



Reviewing Jo-Carroll Electric Cooperative's 60<sup>th</sup> annual meeting program (from the right) are Connie Shireman, president/CEO, newly elected board member Ron Kappes of Apple River, and re-elected board members Tom Lundy of Savanna and John Janssen of Chadwick, treasurer. At the meeting, held at River Ridge School in Elizabeth, Shireman reviewed the co-op's 60 years of service and the future changes that will come with deregulation of electric utilities.

Shireman said some other things have not changed. "The principles that guided Jo-Carroll Electric's founding fathers and first members still act as a roadmap for the cooperative today," she said. Some of the principles include open membership, democratic control, cooperation with other cooperatives and focus on community improvement. "As Jo-Carroll Electric builds on 60 years of service to this community and looks forward to the 21st century, it is important to keep alive the founding principles of this cooperative and the rich heritage we have enjoyed," said Shireman.

Sixty years later Jo-Carroll Electric provides more than just electric services, said Shireman. Envirowatch, First Call, satellite TV, water heater and dual fuel programs are available now. Recently, the co-op added surge protection, Evergreen wind generated power and Symphony electric fireplaces to the list of services and products the co-op provides.

## OFFICE CLOSING

The offices of Jo-Carroll will be closed  
Monday, May 31, in observance of the  
Memorial Day holiday.



Richard Reusch of Elizabeth, chairman of the board said in his written report, "The changes that are coming will be challenging to all of us. However, with these changes come new possibilities, new and exciting things we can't even begin to predict."

Deregulation and restructuring of electric utilities in Illinois is a major change the board is studying, said Reusch. Under the Illinois law, locally owned and governed electric cooperatives and municipal utilities will decide whether or not to participate in deregulation. "We are studying all of the new business and service opportunities and deregulation options. We will base our decisions on the needs of our area and the members we serve. Deregulation will be a very confusing time and we will do our best to keep you informed," he said.

In her report to the members Shireman said, "If Jo-Carroll Electric Cooperative chooses to participate, it means that you will have a choice as to which company you buy electricity from. Your local service provider - Jo-Carroll Electric - will continue to hook up new services, restore outages and handle service calls. Only the source of your power would change." Shireman said the cooperative is studying this issue and others through a strategic planning committee formed two years ago.

The cooperative has already made two changes in preparation for deregulation. The cooperative paid off its loan from Rural Utilities Service (formerly the REA) with a loan from the National Rural Utilities Cooperative Finance Corporation (CFC). The co-op will no longer have to wait two years for loan funds and will not have to cope with government red tape.

"Another step toward preparing for deregulation was joining Touchstone Energy- a national movement of electric cooperatives," said Shireman. "By becoming a Touchstone Energy partner, this cooperative is preparing for the changing electrical market. No, Jo-Carroll is not merging. This cooperative is still locally owned and controlled as it has been for 60 years and will remain that way. The Touchstone Energy alliance will allow us to team our resources with many of the 1,000 other locally owned and operated electric cooperatives across the country. Combined, we are over 30 million members strong and one of the country's largest suppliers of energy."

Shireman also addressed Year 2000 computer concerns. "Jo-Carroll Electric has tested and continues to test any equipment in our system that has embedded chips. We are confident that our local equipment will not cause any power outages when the new century arrives." However, Shireman warned members that the power system in the United States is interconnected and utilities are dependent on one an-



**Top photo - Members of the Jacobstown Community Club handed out lunches at the meeting. The club has served lunches to Jo-Carroll members for the last 50 years.**

**Bottom photo - Willie and Co. (Peggy Miller), entertained at the meeting.**

other. "We advise you to prepare for the new millennium as you would for a winter storm," she said.

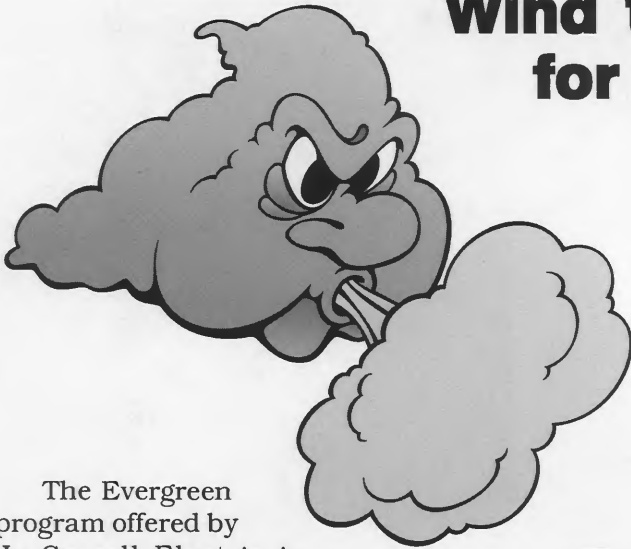
In other business John Janssen of Chadwick gave the treasurer's report. He said that although net operating margins were down slightly in 1998 compared to 1997, the co-op was in good financial condition. Total assets of the cooperative totaled \$18.1 million in 1998.

The evening before the annual meeting votes were tallied for director elections. A new director for district two, Ron Kappes of Apple River was elected to fill the seat of Bruce Strohacker. Re-elected were Thomas Lundy of Savanna and Janssen.

The members also recognized the services of the Jacobstown Community Club for serving the lunch during the meeting for the past 50 years.

Jo-Carroll Electric Cooperative, Inc., serves 5,816 members in Carroll, Jo Daviess and Whiteside Counties with 1,097 miles of line and 24 employees.

# Wind turbines are spinning for Jo-Carroll Evergreen participants



The Evergreen program offered by Jo-Carroll Electric is now up and running. Energy began flowing from a new wind farm in mid-December when the three giant turbines in southwestern Minnesota began generating two megawatts of electricity, enough to power approximately 550 homes.

The wind turbines are quite impressive with rotors that measure 47 meters — or more than half the length of a football field — and have been placed on towers 65 meters high.

Construction crews began laying underground power cable and excavating at the wind generator site in early November. Each turbine foundation required holes 30 feet deep and 14 feet in diameter. The rotors, turbine and generator were delivered and constructed in early December.

Jo-Carroll Electric joined together with EnPower, our new marketing cooperative, and 25 other cooperatives in the Dairyland Power System to participate in this project.

## Why offer Evergreen now?

"Members have indicated interest in renewable energy and we are pleased to be able to offer them this choice," says President and CEO Connie Shireman. "We are also very excited to be involved in the construction of this wind project since it will save tons of coal and significantly reduce greenhouse gas emissions," she adds.

"With 26 member co-ops participating, we not

only met our goal of 1,800 blocks of energy (100 kwh each), but are now generating a waiting list of interested co-op members," says Julie Plath, EnPower manager of market research & product development. "We are considering an expansion of the project to meet the increased desire among co-op members for renewable energy sources."

While renewable energy or "green power" as it is often referred to, is increasing in popularity, there is a downside — increased costs. Renewable energy sources cannot compete with conventional energy sources on cost alone. However, the success of the Evergreen program indicates that members are willing to pay a little more for the ecological benefits of renewable energy. Each block of Evergreen saves 1,300 pounds of coal annually.

Evergreen offers members that choice. The program has no impact on customers who do not choose to participate. The Evergreen program was created for Jo-Carroll members interested in green power and willing to pay the extra costs associated with it.

Participants in the program committed to a certain number of energy blocks per month and pay a premium of \$3 per block. "Initially, it was expected that the Evergreen power would cost \$3-4 more per energy block than our participating members currently pay," says Shireman. "We are pleased to offer our members the reduced price." Choosing to participate by purchasing one block of energy, for example, raises a \$75 bill to \$78 per month. A commitment to the Evergreen program is for a minimum of one year.

Contact Jo-Carroll Electric Cooperative at (800) 858-5522 for more information or to be included on the Evergreen waiting list.

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# Jo-Carroll Hi-Lines<sup>44</sup>

Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois A Touchstone Energy® Partner 1(800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



**Shireman**

### What is the facility charge?

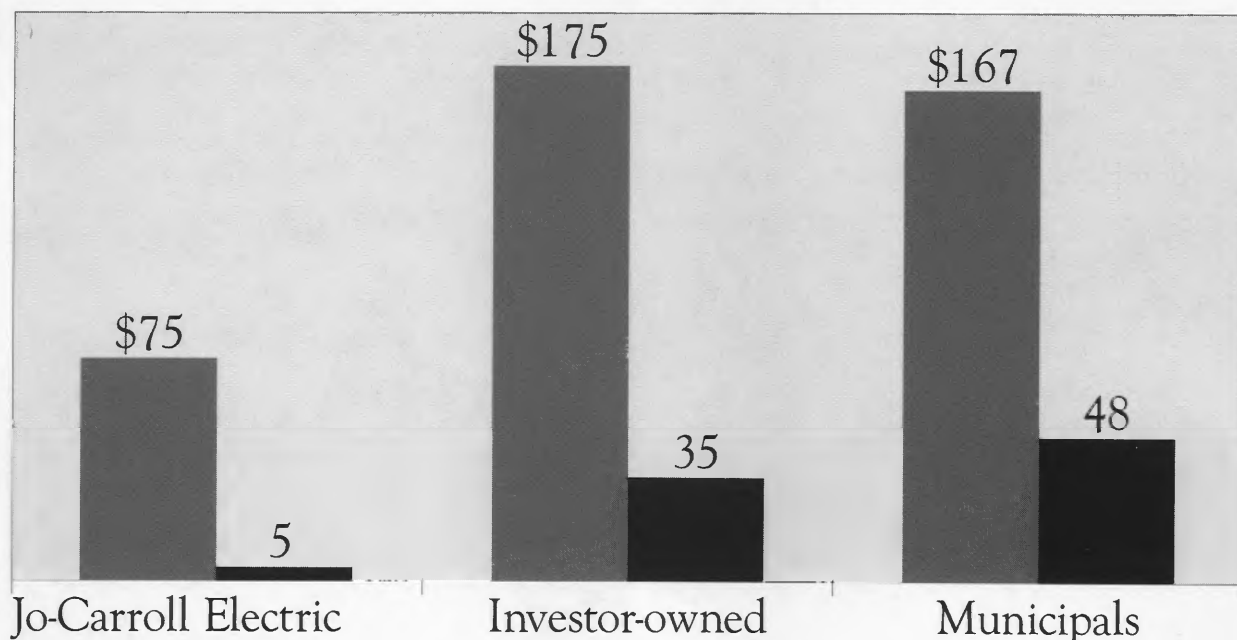
Jo-Carroll Electric Cooperative's facility charge is used to pay for the cost of providing electrical service at your location. The investment associated with maintaining the electrical facilities of Jo-Carroll Electric not only include the material and labor needed to maintain lines and trim trees, but also cover other fixed costs such as taxes, insurance, debt and interest. Jo-Carroll Electric incurs these costs whether or not any kilowatt-hours are used. The facility charge of \$15 per month is a fee that every Jo-Carroll member on our regular rate pays. However, the actual cost of providing service is nearly double the amount that is being charged.

Some members have asked why our facility charge is higher than investor-owned utilities (IOUs) such as Alliant or Commonwealth Edison. IOUs and municipals have spread out the costs. As you can see from the graph, as consumers per mile of line increases the facility charge decreases.

A facility charge allows Jo-Carroll Electric the ability to expand and maintain our electrical system. Without proper system maintenance your quality of service would greatly decline. As you can see, a facility charge is necessary to maintain the operation and level of service you come to expect from Jo-Carroll Electric Cooperative.

Greg Roffers

### Consumers and facility charge revenue collected per mile



■ Facility charge revenue ■ Consumers per mile

## Etching your way into a child's life

It's bedtime, and your sleepy-eyed child comes swaggering to you ready for bed. You gently tuck your child and her favorite stuffed animal under the safety of the blankets and kiss her good night. As you turn on the nightlight and slowly close the bedroom door you hear a faint whisper, "Daddy, can you read me a bedtime story?"

Every parent has probably experienced this bedtime ritual several hundred times throughout their child's life. However, bedtime is not the only time to enjoy a children's book. Arthur Geisert, etcher and author of children's books, will agree that anytime is the right time to enjoy a children's book.

For the past 15 years Arthur Geisert has been authoring and etching children's books. You are probably wondering what in the world is etching? Etching is the art form utilized by Arthur that involves tracing a drawing onto a copper plate, then impressing the copper plate onto paper using an etching press.

The etching process is labor intensive and has been unchanged since the 1500's when the art of etching first began. The result of the effort put into etching is an incredibly detailed drawing of the highest quality. Arthur explains that "etching is the most beautiful way to put ink on paper."

Arthur began his etching career over 30 years ago when he enrolled in an etching course at the Otis Art Institute in Los Angeles, California. Aside from producing children's books, Arthur has exhibited and sold prints at galleries and print shops. It is Arthur's work with children's books that has brought him recognition. He has been a guest speaker at the Children's Literature Conference, Boston College and the Smithsonian Institute. To Arthur's knowledge, he is the only person using etchings in the production of children's books.

Arthur is currently working on his fifteenth children's book entitled Desert Town, which is the fourth book in a series of town books. The three previous books in the series are Prairie Town, Mountain Town and River Town. The idea for this series originated out of his book Haystack, which focuses on the production of hay in rural South Dakota.

Arthur's wife, Bonnie, who previously taught fourth grade in Galena, has an active role in preparing the books for publication. Bonnie authored Haystack and the town series. Together, Arthur and Bonnie work as a



**Arthur draws a scene for his newest book, "Desert Town," as Bonnie looks on.**



**Arthur concentrates on etching a very detailed image.**



**Bonnie and Arthur Geisert display some published works atop the etching press.**



team researching and assembling the books for print. Several months of research is conducted prior to an etching being produced or text being recorded. For example, while researching for River Town, the Geisert's visited every town on the Mississippi River between Rock Island, Illinois and St. Paul, Minnesota gathering information and images of life on the Mississippi.

The popularity of the Geisert's books prompted their publisher, Houghton Mifflin Company, to publish the books internationally. Many of the titles can be found reprinted in French, Spanish, German and Japanese. Children worldwide are now able to enjoy books by this local Galena author and artist.

It's bedtime once again. As you recreate the nightly ritual of gathering your child's favorite stuffed animal and tucking them under the covers don't forget the bedtime story. But this time reach for the book that allows your child to drift off to never-never land by letting their imaginations guide them through the mystical etchings of Arthur Geisert.



**As can be seen here, many of the Geiserts' childrens' books are published in other languages.**

## Kappes elected to board of directors



**Ron Kappes**

Ron Kappes of Apple River was elected to the Jo-Carroll Electric Co-operative board of directors during the March 19<sup>th</sup> annual meeting. Ron will be replacing Bruce Strohacker and will be representing the second district.

Ron and his wife, Kay, have resided at Apple Canyon Lake and been members of Jo-Carroll Electric for the past 23 years. Until recently retiring, Ron and Kay operated the Standard station in Stockton for the past 40 years. In addition to being a Standard oil dealer, Ron also sold and serviced power equipment. After nearly 40 years of service to the Stockton school district, Ron still buses children to and from school daily. He has also been a member of the Stockton Fire Department and is currently serving with the Apple Canyon Lake Fire Department.

Please welcome Ron as the newest member of your cooperative board of directors.

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## OUR ENERGY COMES WITH A VERY WARM GLOW.



Let there be light.

But not just any light.

When you get your electricity from a cooperative energy provider, it makes for a glow that only local ownership and superior service can provide.

But energy is changing. And we want to make sure that the change is good for you.



That's why we've come together to create a nationwide partnership of cooperative energy providers. Together, we're known as Touchstone Energy<sup>SM</sup>.

As Touchstone Energy<sup>SM</sup> Partners, we can pool our resources, offer you better services, and participate in a nationwide commitment to be the best

energy providers possible.



Of course, some things should never change, which is why Touchstone

Energy<sup>SM</sup> Partners will always mean locally owned, locally based energy co-ops that are more concerned with people than with profits. After all, what good is light, without a little warmth?

# Jo-Carroll Electric Cooperative, Inc.

## (800) 858-5522

A Touchstone Energy<sup>®</sup> Partner 

<http://www.touchstoneenergy.com>

# Jo-Carroll Hi-Lines

Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois A Touchstone Energy® Partner

1 (800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### A great buy!

In a day when it seems that a dollar buys less and less, the men and women working at your local electric cooperative are doing what they can to make sure you get the most out of every dollar you spend with them.

Consumer education is one of the primary missions Of Your cooperative. Wasting energy not only costs you money — it forces your utility to buy more power from generating plants, adding to the cost of operating the system and adding to your electric bill. This publication, and others like it, regularly carries information to help keep your electric bill as low as possible.

Whether it's a tip on installing energy-efficient lighting in your home, insulating your water heater, or just changing the filters in your heat pump, your local co-op wants to help you get the best deal you can on the electricity you buy.

That's what makes energy conservation a partnership between you and your local electric co-op. While you work at home to keep your power bill as low as possible, the local co-op is working to put the latest technology in place to better manage the system of power plants, wires and substations that bring the power to you. This new technology adds to the savings that can be passed on to you.

Another important part of your electric co-op's commitment to you is safety education. Electricity is such a normal part of our life that it is easy to forget it can be dangerous if improperly used. Your cooperative reminds you to play it safe by installing child safety plugs in unused outlets, being careful when using electric tools near water, or having underground cables marked prior to digging around your home. Electric co-ops also provide important information to local schools to help teach children about electric safety.

Your electric cooperative was created to serve the people it provides power to — not to provide profits to out-of-town power companies. The principle on which we were founded — service to our local communities — is just as strong today as the day we opened our doors. Regardless of how much electricity you use, your local electric cooperative will do everything it can to help you get the most out of your power dollar. Mark Rich

### Office Closing

Our office will be closed Monday, July 5,  
in observance of Independence Day.  
Enjoy your holiday!

### When your power is out . . . we're on the line!

Check your circuit breakers or fuses. If possible, determine if your neighbors have electricity. Then call Jo-Carroll Electric's Outage and Emergency Report Line. Please have your account number and location readily available so we may restore your service quickly.

During office hours 800-858-5522

After office hours — dial (800) 927-5254



## Invensys receives rebates



**John Selleck (left) vice-president of Jo-Carroll Electric Coop. hands a lighting rebate check to Cliff Ferris, plant manager at Invensys.**

Invensys appliance controls (formally Siebe appliance controls) Hanover plant recently received rebates in the amount of \$3,550.50 from Jo-Carroll Electric Cooperative for upgrading its lighting system. Over the past several months Invensys has been changing out the old lighting system and installing new, more efficient electronic fluorescent fixtures.

Upgrading to a more efficient lighting system will help decrease electric usage on the consumer's side as well as help reduce Jo-Carroll's demand during peak energy use periods. The lighting rebate program is another way your local electric cooperative works for the benefit of our members.

Jo-Carroll's lighting rebate program is available to all our members and every-

one is encouraged to apply upon installation of a lighting system. Any combination of five ballasts or fixtures is required as a minimum along with a copy of the invoice. Three types of energy efficient lighting systems qualify for the following incentives:

Electronic Fluorescent fixtures — \$6.50 per ballast

Metal Halide fixtures — \$10 per fixture

Sodium Vapor fixtures — \$10 per fixture

Jo-Carroll Electric Co-op also offers cash rebates for air conditioner installations. The rebates, which are based on your unit's seasonal energy efficiency rating (SEER), are available for units with a SEER of 12 or higher. Units with a SEER rating of 12, 13 or 14 are eligible for a rebate of \$40, \$50 or \$60 per ton respectively.

If you recently installed a new lighting system or air conditioning unit contact Jo-Carroll Electric and ask for Brad Pecinovsky to assist you with processing your cash rebate.

### Office hours

7:30 a.m. to  
4 p.m.  
Monday through  
Friday

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or 1-800-858-5522.

### Reader prize

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## Call JULIE before you dig

Effective Jan. 1, 1991, it is now state law to call JULIE before you dig. JULIE is a free notification service that alerts utility companies of planned digging activities in areas with underground utility facilities. JULIE operates 24 hours a day, 365 days a year and can be contacted toll free at (800) 892-0123.

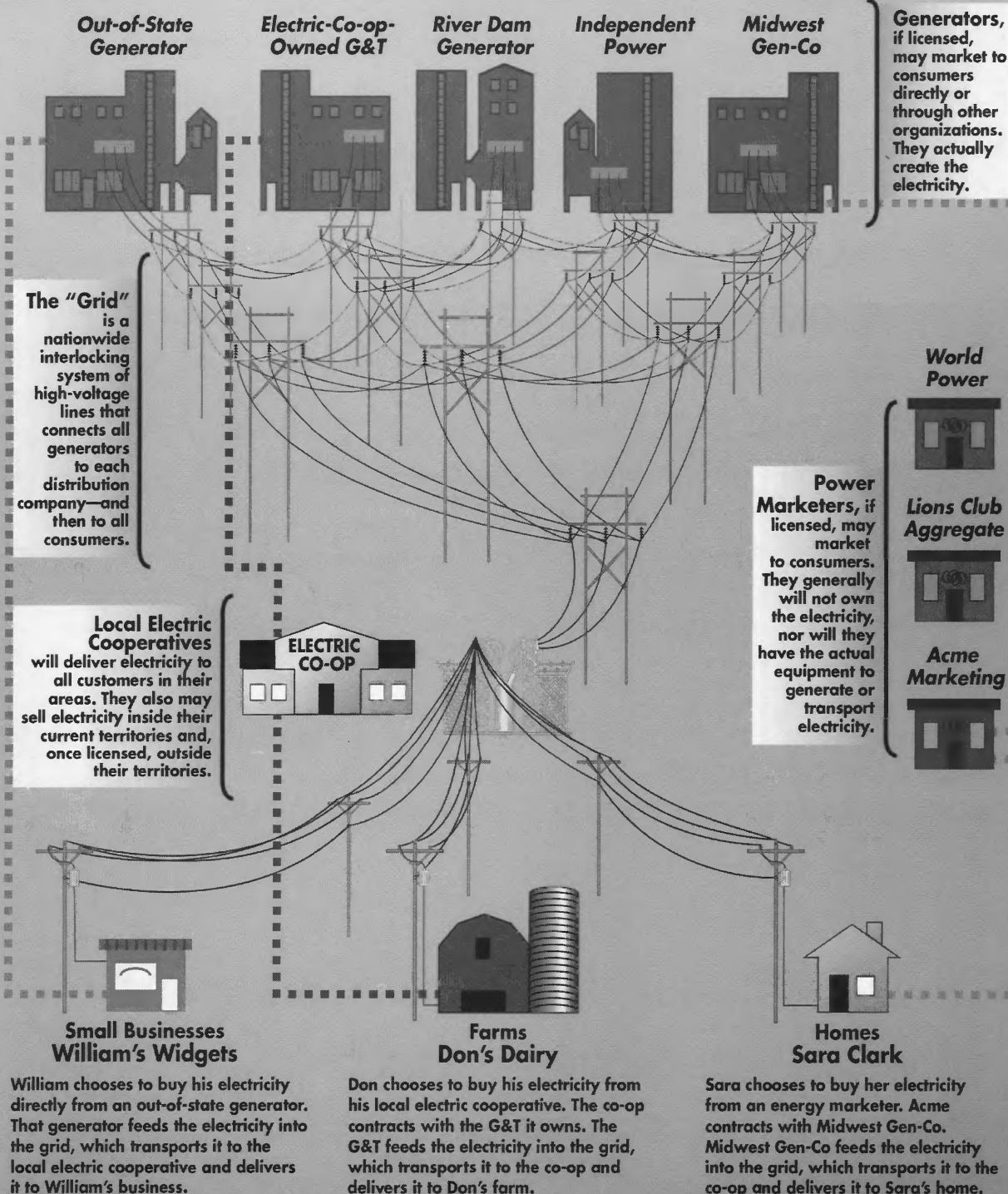
So, If you are a homeowner/renter, contractor or excavator planning to dig anytime this year, e.g., putting up a fence or clothesline, planting a garden or shrubbery, building a home, etc. — **CALL JULIE FIRST!**

It is necessary to utilize this Illinois one-call system so the appropriate JULIE member utility can mark the location of its buried facility. Calling JULIE can save you time, problems and money. This is a free service; you will incur no charges. Just remember to call toll free 48 hours before you dig (two working days).

Help avoid service interruptions — call JULIE before you dig.

**JULIE (800) 892-0123**

# How electricity could reach you after deregulation







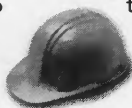
**YOU'RE THERE FOR YOUR CUSTOMERS.**  
**IS YOUR ENERGY PROVIDER THERE FOR YOU?**



You've succeeded  
because you listen  
to your customers.

We listen to ours because, quite  
frankly, we're cooperatives,  
owned by the customers we serve.

Like business, energy is  
changing. And we want to  
make sure that the change  
is good for you. That's  
why we've come together to



create a nationwide partnership  
of cooperative energy providers.  
Together, we're known as  
Touchstone Energy<sup>SM</sup>

As Touchstone Energy<sup>SM</sup>  
Partners, we're able to offer  
enhanced services, take advan-  
tage of improved resources and  
participate in a nationwide  
commitment to providing the  
best energy services possible.



Of course, what's good for  
your customers is what's good for  
ours, which is why Touchstone  
Energy<sup>SM</sup> Partners will always  
remain locally owned,  
locally based co-ops, providing  
low-cost electricity, first-rate  
service and a commitment to  
large and small businesses all  
across America. After all, isn't the  
customer always right?

**Jo-Carroll Electric Cooperative**  
**(800) 858-5522**

A Touchstone Energy<sup>®</sup> Partner

<http://www.touchstoneenergy.com>



Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois A Touchstone Energy® Partner 1 (800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### Touchstone Energy Facts

By becoming a Touchstone Energy partner, Jo-Carroll Electric Co-op is joining forces with other electric cooperatives to build customer loyalty while at the same time maintaining the highest levels of service and accountability. As your local Touchstone Energy Cooperative, Jo-Carroll Electric is committed to serving the needs of your families and this community into the 21<sup>st</sup> century.

- A national alliance of local, cooperatively owned utilities, providing high standards of service to all customers, large and small, and their communities.
- Represents more than 545 energy cooperatives serving more than 5.6 million households and businesses reaching more than 15 million customers from coast to coast in 36 states.
- A brand with core values that consumers have long associated with cooperatives: integrity, accountability, innovation, and a longstanding commitment to their communities.
- Represents electric cooperatives' unique characteristics in a changing marketplace where these values and differences matter more each day.
- Emphasizes the significance of each electric cooperative's local presence and ties to the community, but offers the resources of a nationwide network to bring added value to and benefit for all consumers.

A Touchstone Energy® Partner

*The power of human connections*



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## Simpson named to board of directors

Russ Simpson of Mount Carroll recently accepted the position of Jo-Carroll Electric Cooperative director representing the seventh district. Simpson will fill the position vacated by Rodney Fritz.

Russ and his wife Sue reside just outside of Mount Carroll on West Point Road. For the past twelve years Russ and Sue have operated the True Value Hardware store in Mount Carroll. The Simpsons demonstrate the cooperative principle of concern for the community on a daily basis. By maintaining a local presence with the hardware store, Russ and Sue are able to offer the community a variety of goods while at the same time supporting the local economy.

Before becoming a small business owner Russ spent twenty years with Texas Instruments as an engineer. Upon his departure, Russ was the national manager for field engineering overseeing the field engineers in North America. Before joining Texas Instruments, Russ attended the Milwaukee School of Engineering where he received a degree in electrical engineering.

In his free time, Russ enjoys operating ham radio. Russ received his first license for operating ham radio in 1961 and cur-

rently holds a fifth level license, which is the highest license attainable. Russ builds all of his own radio equipment, which enables him to perform such tasks as bouncing radio signals off of the moon. Of the 335 known countries in the world, Russ has made radio contact with and received confirmation from 329 countries.

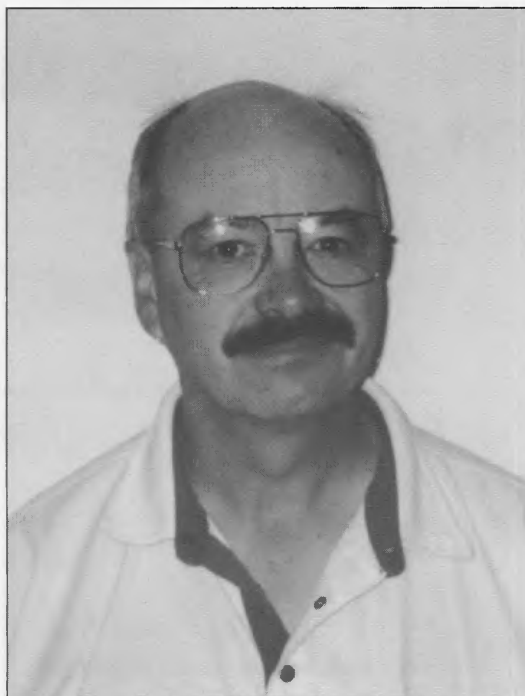
Russ is excited to be a member of the Jo-Carroll Electric Cooperative board of directors and is eager to get involved and participate in the operation of this co-op. Russ expressed that this is a terrific opportunity since the industry is changing as we enter a new era of power distribution. Please welcome Russ Simpson as the newest member of your cooperative board of directors.

## Maddox leaves Jo-Carroll

Jerry Maddox recently left Jo-Carroll Electric after fifteen years as the cooperatives' staking engineer. While at Jo-Carroll Jerry had the responsibility of staking new services and upgrades along with new line construction.

Jerry, along with his wife, Carole, and brother, Jim, has started an office supplies and furniture business. The newly formed business, A.I.F. Services L.L.P. is based out of Madison, Wisconsin. A.I.F. Services primarily calls on customers in the Madison and Dane county area. Jerry is excited about this new venture and looking forward to the challenges it will bring.

Leaving a place after fifteen years is never easy. However, Jerry expressed that Jo-Carroll was a really great working experience and the friendship and cooperation he received from members and employees was tremendous. We would like to thank Jerry for his dedicated service to this cooperative and its members.



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# Jo-Carroll Electric is celebrating its 60<sup>th</sup> birthday and everyone is invited!

*An open house will be held on Sunday,  
September 12 at the cooperative head-  
quarters in Elizabeth from 1-3pm.*

Drop by to tour our facilities and visit with  
our directors and employees.

Register for a \$60 credit on your electric  
bill honoring 60 years of service  
to this community.

Receive a discount on our full line of  
surge protection and electric fireplaces.

Mark your calendars today and bring a  
friend to the open house  
on September 12<sup>th</sup>

# 2000

## Consumers: Beware Of Y2K Scams

Recent reports have shown that, as Jan. 1, 2000, grows nearer, Y2K scams are likely to become a more frequent problem for consumers.

"Unscrupulous businesses are bound to prey on consumer fears about the impact of Y2K and attempt to sell unnecessary and drastically overpriced 'preparedness' items," said Sen. Chris Dodd (D-Conn.), vice-chairman of the Special Committee on the Year 2000 (Y2K) Technology Problem.

The Y2K problem, also known as the 'Millennium Bug,' prevents computers from correctly reading the year 2000 and has the potential to cause wide-ranging system failures, affecting everything from personal computers to automated teller machines to elevators. **Tim/Dawn Muir**

Typical Y2K scams involve a perpetrator posing as an official from a financial institution or credit card company. The con-artist phones the potential victim and asks for credit card or bank account information, claiming such information is needed to assist the institution in its Y2K compliance activities or to assure the integrity of the customer's account beyond the Year 2000. While these attempted scams are not in themselves sophisticated, they can be extremely effective and very damaging to the public if utilized by an experienced telemarketing fraud perpetrator.

"It is absolutely outrageous that con-artists would prey on peoples' worst fears when it comes to the Y2K problem," Dodd said. "While we know that some computer systems will be affected by the Y2K bug, sadly the one thing we know won't stop is scam artists looking to make a quick buck."

Other Y2K scams have included fraudulent investment schemes in which con-artists offer to exchange the victim's financial assets for gold coins or other precious metals as a means of protecting them from Y2K failures in the banking industry. Victims may be tricked into paying much more than the coins or metals are in fact worth, or in the worst case may not receive anything at all in exchange for their investments.

"Consumers should never give out any personal or credit card information over the phone unless they've initiated the call," the Senator said. "Any unauthorized charges or debits from their bank accounts should immediately be reported to the bank and to the police."

For more information on the Y2K problem and on what individual consumers can do to prepare for it, please visit the Y2K Committee's website, [www.senate.gov/~y2k](http://www.senate.gov/~y2k), and Senator Dodd's website, [www.senate.gov/~dodd](http://www.senate.gov/~dodd), or by calling (888) USA-4-Y2K.



It's fair time once again.  
Stop by our booth at the  
Carroll County fair being  
held in Milledgeville —  
August 2-7.



## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### School days

It's back-to-school time across America. For parents it's a bittersweet reminder of the passage of time as we watch our children grow and become increasingly independent. It's also a time when we think about their safety.

Jo-Carroll Electric Cooperative shares that concern. That's why so many are looking out for the safety of our children. With the beginning of every school year, your co-op linemen are keeping an eye out for children on their way to or from school. Sometimes it means helping a disabled school bus. Frequently it means using their mobile communications to report a problem or a suspicious occurrence in a neighborhood. Always it means being there to lend a hand, whatever the problem.

Being committed to the community you serve means making the decision that service to the community involves more than just making sure your electric service is reliable. Even now when electric utilities are faced with competition that's getting tougher every day, going the extra mile in consumer and community service is standard operating procedure for Jo-Carroll Electric Cooperative.

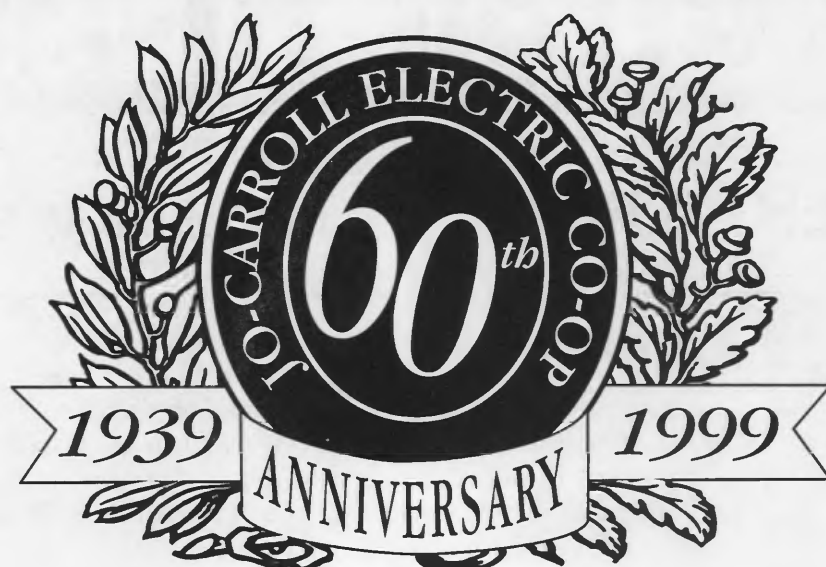
Every day we hear reports of other utility companies closing their local offices and moving out of town in order to save money. When that happens, their customers have to do business long distance, frequently talking to people hundreds and sometimes thousands of miles away. Your local electric cooperative is different. Our first obligation is to our consumers. You can still stop by the local office and talk to someone you know about any part of your service. And when you call Jo-Carroll Electric Cooperative, you'll speak to someone close-by who knows your community and what's happening in it.

Being a local cooperative means doing business close to home. Because our consumers are also our owners, we give first consideration to what's in our consumers' best interest.

At first glance, it may seem that there is little connection between school kids waiting for their bus and the line crew

in the local co-op's truck. Look again! Those line crews working on utility poles probably have kids waiting for their school bus alongside yours. Making sure all our children stay safe is part of what holds local communities together and it's part of the work your local electric cooperative takes pride in every day.





## Open House

*In honor of 60 years of service*

Sunday, September 12<sup>th</sup>  
1-3 p.m.

Cooperative headquarters in Elizabeth, IL  
(west edge of Elizabeth along Hwy 20)

Refreshments • building tours  
60<sup>th</sup> anniversary gift • drawings (\$60 bill credit)  
displays • discounted product line

Jo-Carroll Electric's 60<sup>th</sup> anniversary  
open house is only weeks away...

***Mark your calendar today!***



A Touchstone Energy® Partner  
*The power of human connections*



# Notice of closing

Our office will be closed Monday, Sept. 6, in observance of Labor Day.  
We will resume normal operations on Tuesday, Sept. 7.

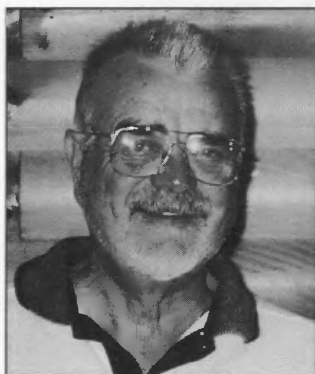
*Enjoy your holiday!*



## Stevenson named to board of directors

Chuck Stevenson recently accepted a position on the Jo-Carroll Electric Cooperative board of directors representing the third district. Stevenson will fill the position vacated by David Hughes.

Chuck and his wife Dee have resided in the Galena Territory for the past four years. Chuck is originally from northern New York where he was raised on a dairy farm. Before retiring and moving to the Galena Territory, Chuck was involved in the transportation industry. Chuck experienced the deregulation of the transportation industry and also managed a freight cooperative in California for eight years. The cooperative encompassed retailers in northern California. The freight cooperative would arrange bulk shipments and delivery of products for its members. Members of the freight cooperative saved up to 25 percent on shipping costs.



Chuck Stevenson

Family plays a big part in the Stevenson's lives. They have four children and nine grandchildren. When not spending time with his grandchildren, Chuck enjoys hiking and bird watching. The Stevensons are also very active in their church community.

Chuck states that he truly believes in the cooperative enterprise. He is excited to be a member of Jo-Carroll Electric Co-op and now feels privileged to further participate as a board member. Through Chuck's experience with the freight cooperative and deregulation of the transportation industry he hopes to add some perspective and assist in preparing Jo-Carroll Electric for the future. Please welcome Chuck Stevenson as the newest member of your cooperative board of directors.



Ongoing job training is vital to the efficient operation of Jo-Carroll Electric. General Foreman Dennis Wurster practices simulated switch training as Dairyland Power's Line Superintendent of Maintenance, John Pink, looks on.

## When your power is out

**... we're on the line!**

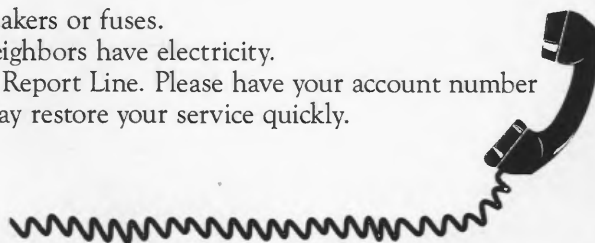
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**During office hours 800-858-5522**

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## Surge Protection Program

### Unlucky strike: Summer storms endanger electronics

Lightning strikes are one of the most awe-inspiring aspects of summer weather — and one of the most damaging to home electronics. When lightning strikes, TVs, VCRs, computers, microwaves, DBS systems and other electronic devices are all vulnerable to power surges.

While Jo-Carroll Electric Cooperative makes every effort to provide you with clean, quality power, surges can still occasionally affect your home. In fact, each year power surges from lightning alone cause an estimated \$500 million in damage to electronics and appliances.

### Several sources of surges

Lightning often causes catastrophic, multiple-pulse surges, however, other common causes of power surges include trees or animals touching power lines and poor grounding of electrical equipment. Even turning on your vacuum cleaner can create a power surge within your home.

Other, less obvious paths of entry for power surges are phone lines, cable lines and DBS hardware. These devices are known as “back-door” sources of surges because they aren’t directly linked to the electrical system but can still carry surges to appliances such as computers, TVs and VCRs.

Any fluctuation in the power supply can be damaging to electronic devices. Catastrophic surges can overwhelm internal power surge protection systems and destroy the equipment. Lower-level surges are equally damaging. They often gradually degrade internal components and shorten the device’s useful life.

### Jo-Carroll Electric Cooperative offers complete protection

The Secure Home surge protection program from Jo-Carroll offers a smart solution for protecting your valuable electronics.

Products included in the Secure Home program give you two stages of protection from power surges.

#### 1. Point-of-entry protection

Meter-based and main electrical panel units protect your wiring and major appliances from surges that originate from electrical lines outside your home.

#### 2. Point-of-use protection

A wide array of surge suppression units is available to shield electronics from surges that occur within your home and from “back-door” surges. Some protect right at the outlet, while others are designed to have phone lines, cable lines and DBS units attached. For the most complete protection, an Uninterruptible Power Supply (UPS) system provides a brief supply of back-up power.

These surge protection options provide a level of protection not typically available in retail stores. And, all surge protectors in the Secure Home program come with an extensive manufacturer’s warranty.

Contact Jo-Carroll today at (800) 858-5522 for more information about the surge protection devices that will best meet your needs.

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# Jo-Carroll Hi-Lines<sup>44</sup>

Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois A Touchstone Energy™ Partner  1 (800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### Seven cooperative principles that guide Jo-Carroll Electric

- Voluntary and open membership — Co-ops are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership.
- Democratic member control — Co-ops are democratic organizations controlled by their members, who participate in setting their policies and making decisions. Men and women serving as elected representatives are accountable to the membership.
- Member economic participation — Members contribute equitably to, and democratically control, the capital of their co-op. At least part of that capital is usually the common property of the co-op. They usually receive limited compensation, if any, on capital subscribed as a condition of membership.
- Autonomy and independence — Co-ops are autonomous self-help organizations controlled by their members. If they enter into agreements with other organizations or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their autonomy.
- Education, training and information — Co-ops provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their co-op.
- Cooperation among co-ops — Co-ops serve their members most effectively by working together through local, national, regional and international structures.
- Concern for community — While focusing on members' needs, co-ops work for community development through policies accepted by their members.

# October

is co-op  
month

### When your power is out . . . we're on the line!

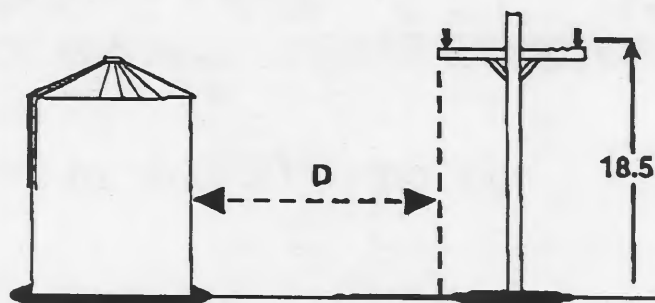
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## High-Voltage Safety Clearances



Height of Grain  
Storage Structure

D = Minimum Distance  
From Line\* to Bin Wall

|         |         |
|---------|---------|
| 15 feet | 55 feet |
| 20      | 68      |
| 21      | 80      |
| 22      | 93      |
| 23      | 104     |
| 24      | 118     |
| 25      | 143     |
| 26      | 168     |
| 27      | 193     |
| 28      | 218     |

\*Based on a typical power line having a vertical clearance of 18.5 feet above the ground and a supply line phase to ground voltage of more than 750V to 22KV; National Electrical Safety Code Rule 232.

## Keep grain bins safe distance from power lines

On-farm grain drying and storage bins are common sights in the countryside, providing convenient and economical handling for corn, beans, and other grains. Because these bins and the augers used to fill them are made of metal, a good electrical conductor, special care is needed in siting, wiring and maintaining these grain handling facilities. Good planning and upkeep can save the lives of farm workers.

Power for grain bins and equipment will typically be provided at a maximum of 240 volts, and wiring requirements for these installations are spelled out in the National Electrical Code. Most new systems built today put the service wires underground to avoid problems with trucks or moveable equipment hitting overhead wires. A qualified electrician should install the wiring who is familiar with the proper materials, burial depths and use of rigid electrical conduit.

The high-voltage lines from Jo-Carroll Electric to the farm's transformer are required to meet a different set of rules under the National Electric Safety Code (NESC). These lines are most often overhead and have no insulating coverings. Therefore a minimum distance is needed between the wires and any equipment to maintain a high safety factor.

The NESC considers not only the bin or storage structure in relation to power lines, but the augers and elevators commonly used to load and unload the bins. Power lines (above 750 volts) must be at least 18 feet above the highest entry or probing point of a bin. This means a bin with a peak of 35 feet would need 53 feet of vertical clearance for high-voltage power lines in the immediate area.

The NESC takes this precaution even further, extending the clearance zone around the bin for protection while moving augers. The exact vertical clearance depends on the bin height, power line height and distance from the bin, but for our 35-foot bin example the high-voltage power line would usually need to be at least 104 feet from the bin.

Farmers planning any new or upgraded grain handling facilities should keep these clearance requirements in mind. Call our office before starting construction so we can check the clearance distances and make sure you have the proper transformer and metering capacity to meet your needs. **Kenneth Temperley**

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A Touchstone Energy® Partner  
The power of human connections



## Hot weather and high humidity elevate region's energy demand

High temperatures and humidity levels increased the demand on electric systems throughout our region and across the nation, for more than a week in late July. Dairyland Power Cooperative, our power supplier broke consecutive records with a peak of 738 megawatts on July 29. This was the highest summer demand the system had ever experienced.

The high demand attributed to the weather conditions took its toll on generating facilities, with several units in the region out of service at times. "Market conditions have added additional emphasis to the importance of generating station availability and the value of having staff with the abilities and dedication to return units to service quickly," says Larry Thorson, vice president, GEN-SYS Energy (Dairyland's power marketing organization).

"The response of customers to reduce their energy use when asked is an important factor in maintaining a reliable, low-cost energy supply," Thorson adds. "We appreciate the efforts made by cooperatives and their members to conserve energy during these recent periods of high demand."

Participation in Jo-Carroll Electric's load management program allows members to easily assist the co-op during periods of high demand. "We have created an innovative system which enables our power supplier to control the energy supply to industrial facilities, air conditioners, water heaters and irrigation systems for short periods of time," says Connie Shireman, President/CEO of JCEC.

"Because power suppliers need to own or purchase enough power capacity to meet their needs during peak periods, load management decreases our costs by reducing the total capacity that our power supplier needs to have available," says Shireman. "The load management program continues to be an effective means of controlling the cost for all co-op members."

Dairyland's load management system was initiated several days during the July heat wave. In addition, the municipal utilities served by Dairyland were asked to generate their own power during these peak periods of energy use. These strategies prove to be efficient and economic techniques to meet the energy needs of customers throughout the system.

By participating in these energy saving programs, you are helping Jo-Carroll Electric and its partners in the Dairyland system achieve a total savings of over \$4.1 million a year — *which keeps energy costs for cooperative customers as low as possible.*

*To those members participating in our load management program...thank you. If you are not yet participating and would like more information on how we could customize a load management program for you, please contact Brad Pecinovsky at (800) 858-5522.*

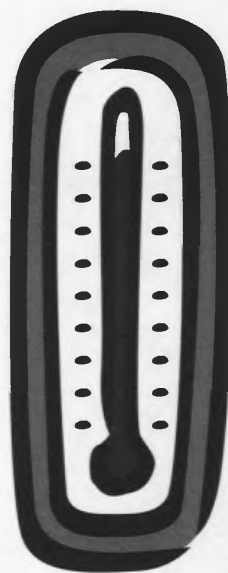
That's right, members of Jo-Carroll Electric Co-op can receive an electric water heater for only \$1 when you participate in our load management program. Not only will you receive a water heater for \$1, but you will also get a \$3 credit on your electric bill every month that you use at least 100-kilowatt hours of electricity.

If your current water heater is on its last leg and you are tired of cold showers, give us a call to inquire about the water heater program offered through your locally owned and operated cooperative. Electric water heating is efficient and clean because there is no flame or fumes. Gain peace of mind with a new electric water heater from Jo-Carroll Electric.

In light of the upcoming deregulation of the electric industry, members participating in the water heater program will be required to sign a water heater agreement. The agreement states that the water heater must be installed and on a load management program within 60 days. Since the water heaters are provided for only \$1, participants must retain electric service with JCEC and maintain the water heater on a load management program for a period of not less than five years.

Put an end to the cold water blues and give Jo-Carroll Electric Cooperative a call today at (800) 858-5522.

## "Powerful" heatwave



**Jo-Carroll  
Electric  
Cooperative  
is offering  
water  
heaters  
for \$1**



**October  
is Co-Op  
Month—  
make it  
a safe  
harvest  
month  
too!**

**M**ore than 30,000 collisions on public roads each year involve agricultural equipment. A motorist driving 50 mph has less than 10 seconds to react to a tractor 400 feet ahead that is traveling 15 mph. Watch for the triangular slow-moving vehicle emblem. Farmers, be sure that faded emblems are replaced, positioned with the point up and clearly visible from the rear.

We urge farmers to renew their commitment to safety, and be extra careful when working around electric lines.

**Jo-Carroll Electric Cooperative**  
**(800)858-5522**

A Touchstone Energy® Partner





Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois A Touchstone Energy® Partner 1 (800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### Consumers: Beware of Y2K scams

Recent reports have shown that, as Jan. 1, 2000, grows nearer, Y2K scams are likely to become a more frequent problem for consumers.

"Unscrupulous businesses are bound to prey on consumer fears about the impact of Y2K and attempt to sell unnecessary and drastically overpriced 'preparedness' items," said Sen. Chris Dodd (D-Conn.), vice-chairman of the Special Committee on the Year 2000 (Y2K) Technology Problem.

The Y2K problem, also known as the 'Millennium Bug,' prevents computers from correctly reading the year 2000 and has the potential to cause wide-ranging system failures, affecting everything from personal computers to automated teller machines to elevators.

Typical Y2K scams involve a perpetrator posing as an official from a financial institution or credit card company.

The con-artist phones the potential victim and asks for credit card or bank account information, claiming such information is needed to assist the institution in its Y2K compliance activities or to assure the integrity of the customer's account beyond the Year 2000. While these attempted scams are not in themselves sophisti-

cated, they can be extremely effective and very damaging to the public if utilized by an experienced telemarketing fraud perpetrator.

"It is absolutely outrageous that con-artists would prey on peoples' worst fears when it comes to the Y2K problem," Dodd said. "While we know that some computer systems will be affected by the Y2K bug, sadly the one thing we know won't stop is scam artists looking to make a quick buck."

Other Y2K scams have included fraudulent investment schemes in which con-artists offer to exchange the victim's financial assets for gold coins or other precious metals as a means of protecting them from Y2K failures in the banking industry. Victims may be tricked into paying much more than the coins or metals are in fact worth, or in the worst case may not receive anything at all in exchange for their investments.

"Consumers should never give out any personal or credit card information over the phone unless they've initiated the call," the Senator said. "Any unauthorized charges or debits from their bank accounts should immediately be reported to the bank and to the police."

For more information on the Y2K problem and on what individual consumers can do to prepare for it, please visit the Y2K Committee's website, [www.senate.gov/y2k](http://www.senate.gov/y2k), and Senator Dodd's website, [www.senate.gov/~dodd](http://www.senate.gov/~dodd), or by calling (888) USA-4-Y2K.



## Notice of office closing

Thursday, Nov. 11, Veteran's Day

Thursday and Friday,  
Nov. 25 & 26, Thanksgiving



# Thank you for 60 wonderful years

Connie Shireman, President/CEO of Jo-Carroll Electric Cooperative, expressed her gratitude to all members, directors and employees for 60 years of service at the Sept. 12<sup>th</sup> open house honoring Jo-Carroll Electric's 60<sup>th</sup> anniversary. The afternoon event was well attended by both Jo-Carroll Electric customers and members of the surrounding communities.

Those attending the open house were able to tour the Cooperative's main office in Elizabeth. Jo-Carroll has been headquartered out of its current building in Elizabeth since 1984. By hosting an open house, people were able to meet the directors and employees that handle the day to day operation of Jo-Carroll Electric. Furthermore, visitors were able to view the equipment needed to operate an electric company ranging from our computer and billing systems to our line trucks.

Throughout the open house visitors were able to enjoy a light lunch, view displays about Jo-Carroll and our products, register for prizes, and view a video of Jo-Carroll Electric's operation through the years. Participants also received a commemorative 60<sup>th</sup> anniversary key chain.



Connie Shireman (left) greeted people as they toured the building.

Jo-Carroll Electric Cooperative's 60<sup>th</sup> anniversary shows that the cooperative way of life is good for Jo-Daviess and Carroll counties. The fact that this cooperative has remained a viable organization for 60 years illustrates Jo-Carroll's record of success and points to a future in which we continue to meet and exceed the expectations of our members. Thank you for 60 wonderful years. Jo-Carroll Electric Cooperative looks forward to serving you well into the 21<sup>st</sup> century.

**Top photo - Visitors at the Open House enjoying a quick snack**

**Bottom photo - John Selleck and Jesse Shekleton assist members with registration**



## Office hours

7:30 a.m. to  
4 p.m.  
Monday through  
Friday

During hours call  
815/858-2207  
or 1-800-858-5522.

## Reader prize

Each month we print the name of a Jo-Carroll member who is eligible to win a monthly \$25 readership prize. If your name is printed in this month's edition, and not a part of any story, contact Jo-Carroll and claim your prize no later than the 10<sup>th</sup> of the month following publication

## Dual Fuel System Testing

As cooler temperatures and fewer daylight hours arrive with autumn, the energy professionals at your electric cooperative are preparing for another Illinois winter. This includes a test of the cooperative's load management system.

If you currently participate in a residential dual fuel or heating load management program, the system will be tested beginning at 5 p.m., **Wednesday evening, Nov. 17**. This means that controlled electric heating will be turned off at 5 p.m. and remain off throughout the evening. During the time the electric heat is off, customers will rely on their backup heating system. All electric heating systems will be turned back on by 11:15 p.m.

If you experience any problems with your heating system during this test, please contact Jo-Carroll Electric at (800) 858-5522.

### Why is load management important?

Why is load management important to Jo-Carroll Electric Cooperative members? The answer is simple. Load management helps us control our peak demand, which is the greatest demand placed on our electric system. This helps manage our energy costs today and into the future.

Electricity cannot be stored and must be produced at the time it is used. There are no storage alternatives for excess energy, and battery storage is not yet an economic alternative.

The moment you flip a switch in your home or business, electricity flows from a power plant to your home. In order to meet your electrical needs, power plants operate 24 hours a day.

Load management is a technique used by our wholesale power provider, Dairyland Power Cooperative, that allows us to reduce our load by shutting off various items by remote control at times of high electrical demand. Our cooperative currently has several members participating in the dual fuel and water heater program.

### How does it work?

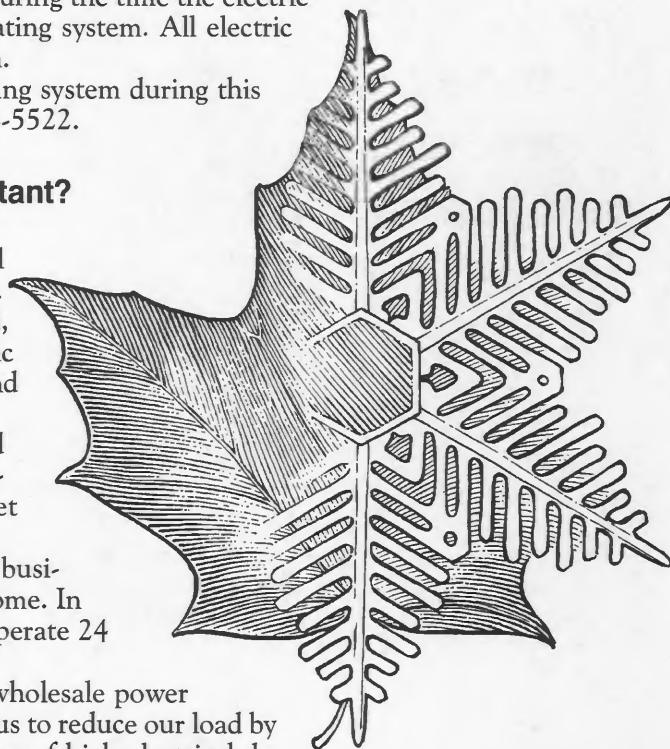
The load management system was designed to save you money not to inconvenience you or your family. Load management is used during peak energy periods (highest demands on our system). Typically, our cooperative's highest demand is on the coldest winter days when electric heat is used more, cars and tractor engine heaters are plugged in and more people are spending time indoors. Hot summer days also create high demand with air conditioning and irrigation use.

Dairyland Power Cooperative operates a special network of radio transmitters that send out load-control signals. These signals are received by a special load management receiver installed in your home or business.

The load management system is flexible to allow the most efficient use of the electrical system. For example, electric water heaters can be controlled during morning and evening peak energy periods to save you money. Rather than starting up a power plant for a short period of time or purchasing more expensive power from another utility, electrical demand is reduced by shutting off water heaters for a while. Most water heaters are large enough to provide your family with hot water during these control periods.

Participants in these programs realize immediate and future savings by reducing their energy costs. You are also helping to reduce future energy costs by deferring construction of costly new power plants. All consumers can help reduce their energy costs by being conscious of their energy use — especially on the coldest winter days.

For more information on Jo-Carroll Electric Cooperative's load management program alternatives, contact Brad Pecinovsky at (800) 858-5522.



**The Jo-  
Carroll  
Electric  
Evergreen<sup>SM</sup>  
program  
experiences  
great success  
in first year**

The Evergreen program being offered by Jo-Carroll Electric Cooperative is nearly a year old. To thank our members that have participated in the Evergreen program, Jo-Carroll Electric will give a free Colorado Blue Spruce evergreen tree to each participant.

Energy began flowing from the new wind farm last December when the three giant turbines in southwestern Minnesota began generating 2 megawatts of electricity, enough to power approximately 550 homes.

The wind turbines are quite impressive with rotors that measure 47 meters — or more than half the length of a football field — and have been placed on towers 65 meters high.

Jo-Carroll Electric joined together with EnPower, our marketing cooperative, and 23 other cooperatives in the Dairyland Power System to participate in this project.

In its first year, the Evergreen program has experienced great success. "With 24 member cooperatives participating, we not only met our goal of 1,800 blocks of energy (100 kWh each), but we also generated a waiting list of interested cooperative members," says Julie Plath, EnPower manager of market research & product development. "We are considering an expansion of the project to meet the increased desire among cooperative members for renewable energy sources."

While renewable energy, or "green power" as it is often referred to, is increasing in popularity, there is a downside - increased costs. Renewable energy sources cannot compete with conventional energy sources on cost alone. However, the success of the Evergreen program indicates that members are willing to pay a little more for the ecological benefits of renewable energy. As more utilities and their customers invest in renewable energy, it is believed that the costs will decrease. Each block of Evergreen saves 1,300 pounds of coal annually.

Evergreen offers members that choice. The program has no impact on customers who do not choose to participate. The Evergreen program was created for Jo-Carroll Electric members interested in green power and willing to pay the extra costs associated with it.

Participants in the program committed to a certain number of energy blocks per month and pay a premium of \$3 per block. "Initially, it was expected that the Evergreen power would cost \$3-4 more per energy block than our members currently pay," states Brad Pecinovsky, Jo-Carroll Electric Member Service Coordinator. "We are pleased to offer our members the reduced price."

Contact Brad Pecinovsky at (800) 858-5522 for more information or to be included on the Evergreen waiting list. **Cletus Saam, Jr.**

**A Touchstone Energy<sup>®</sup> Partner**  
*The power of human connections*



## **When your power is out . . . we're on the line!**

Check your circuit breakers or fuses. If possible, determine if your neighbors have electricity. Then call Jo-Carroll Electric's Outage and Emergency Report Line. Please have your account number and location readily available so we may restore your service quickly.

**During office hours (800) 858-5522**

**After office hours — dial (800) 927-5254**





# Jo-Carroll Hi-Lines<sup>44</sup>

Jo-Carroll Electric Cooperative, Inc., Elizabeth, Illinois A Touchstone Energy® Partner 1(800) 858-5522

## PRESIDENT'S REPORT by Connie M. Shireman



Shireman

### Board election

One of the most important principles of a cooperative is the democratic election process that decides which of the cooperative's members will serve on the board of directors. Prior to the annual meeting, a special mailing is made to elect directors for a three-year term. Only the members who receive electric service in the district may vote for the director from their district, on the basis of one vote per membership.

The nominees who will appear on the ballot are chosen by a nominating committee of Jo-Carroll Electric members. This year's nominating committee will meet at the headquarters building Jan. 13, 2000, at 7:30 p.m. to submit names. Any member interested in becoming a candidate should contact this committee. Directors are to be elected in Districts 3, 5, 7 and 8 this upcoming year.

Members of the committee include:

#### District 3

(Incumbent: Chuck Stevenson) Bernard Bosch, 44 E. Point Drive, Galena; Dr. Allan Crist, 1046 North Elizabeth-Scales Mound Road, Elizabeth; Harold Gabbert, 6 Woodside Drive, Galena.

#### District 5

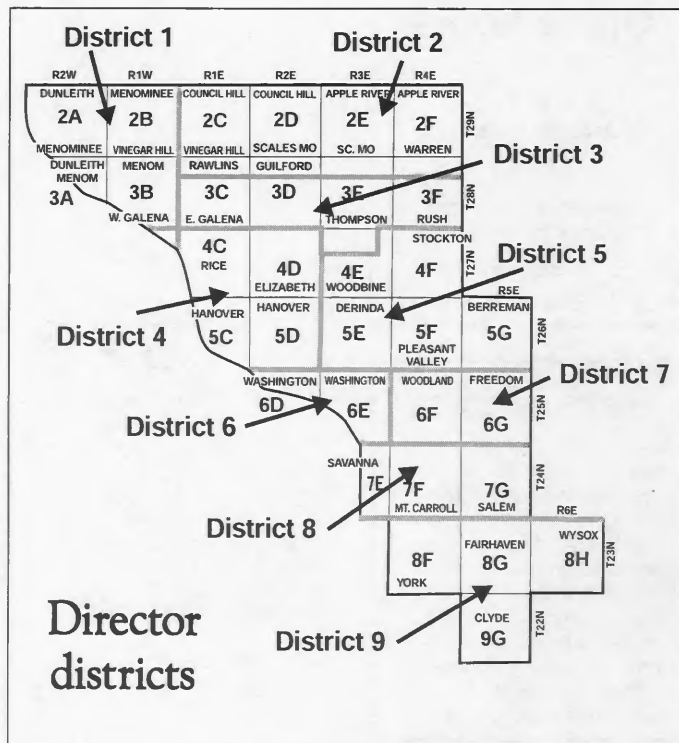
(Incumbent: Richard Reusch) Donald Thoren, 8033 South Massbach Road, Elizabeth; Robert McLane, 3188 East Liebert Road, Elizabeth; Warren Offenheiser, 8510 South Massbach Road, Elizabeth.

#### District 7

(Incumbent: Russ Simpson) Russ Hartman, 15051 Elizabeth Road, Mount Carroll; Judy Klein, 13972 Loran Road, Mount Carroll; Keith Rath, 12561 Elizabeth Road, Savanna.

#### District 8

(Incumbent: Vernon Law) Leroy Getz, 11576 Jacobstown Road, Savanna; Harlan Brunner, 15416 Scenic Bluff Road, Savanna; Allen Krum, 15256 Airport Road, Mount Carroll.



Director districts

## Jo-Carroll to implement new mapping system



**After logging data on each pole structure, the GPS data is collected.**

The 21<sup>st</sup> century is quickly approaching. As we enter the new millenium, we have been flooded with terms such as Microsoft, Internet and email. Computers are now an integral part of our everyday lives; electronic banking, gas pumps and automobiles all operate through the use of computers. In an effort to remain a competitive, cutting edge electric utility, Jo-Carroll Electric is in the process of implementing a new computerized mapping and outage system.

Jo-Carroll Electric, along with Osmose and Chapel Mapping, has recently begun the process of gathering information to digitize our mapping system. Osmose, the same company that tests our electrical poles, will be gathering information about Jo-Carroll's physical plant (power lines and poles). The field information will then be utilized by Chapel Mapping to design and implement a computerized map and outage program for the Jo-Carroll system.

The data collection process must be completed by walking pole to pole. A complete inventory and a digital picture of each pole will be taken. This process also involves implementing a Global Positioning System (GPS). Every pole, meter and underground cabinet will be geographically located using GPS. Once the field information is gathered we will have an accurate inventory of every pole, including wire sizes, materials on the pole, pole attachment information and a GPS location for each unit.

Once all of the information is collected it is entered into a program that automatically draws a map of Jo-Carroll's system based on the GPS data. This program draws the poles, houses, transformers, primary wire and secondary wire on the map. It also places the pole inventory data into the database and links this data and the pole picture for every point on the map.

Why is Jo-Carroll converting to digital mapping? Jo-Carroll is looking out for the best interests of your cooperative, by implementing this mapping program we will be saving our members money. In an electric utility detailed information about wire size, wire length and consumer usage is essential to calculating voltage

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**Neil Bailey, left, Jo-Carroll's line superintendent, discusses the GPS data collection project with Osmose employees.**

drops and losses for any work plan. Digital mapping is capable of managing these details by giving our employees the information they need at their fingertips.

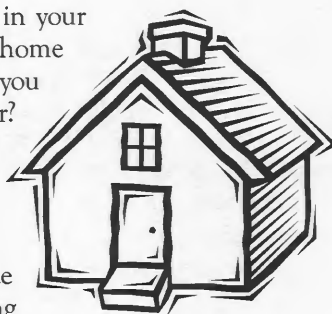
Through the use of digital mapping we will also improve our current outage tracking system. As people call in with an outage, this system will map out and help narrow down the location of the trouble. With a digital photo of each pole structure, our linemen will be able to view the necessary materials needed before arriving onsite.

Over the years other utilities have placed attachments on Jo-Carroll poles. By inspecting each pole we will be able to identify what structures have been attached and invoice the appropriate utility for use of our pole. Also, it has been discussed that in the future JULIE, the underground notification service, may start requiring GPS locations when calling in an underground locate.

The digital mapping program is scheduled to be implemented and operational by the end of 2000. So if you see some workers inspecting your electrical facilities and carrying around a large backup (see photo) don't be alarmed, we are just in the process of upgrading our mapping system to better serve your needs into the future.

## Envirowatch monitors home when you cannot

Do you worry about the loss of power or heat in your home when you are away? Do you have a second home that you cannot check each day in the winter? Are you concerned about a confinement building losing power? Jo-Carroll Electric Cooperative can now monitor your home or confinement building when you are away.



The Envirowatch is a product that uses advanced technology and Jo-Carroll's answering service to bring peace of mind to those who rely on knowing that the power and heat is on. If the furnace breaks down or the power goes off, you can be notified immediately.

Power outages can and will happen for many reasons, and Jo-Carroll Electric has no way of knowing the power is off until someone calls to report the outage. The same is true of furnace failures.

The Envirowatch monitors both the power and the temperature in your home. If the power goes off or the temperature falls below 42 degrees, the unit will automatically call the Response Center's 800 number to report the condition. The Response Center's 24-hour operator will immediately call one of your listed contacts to correct the situation for you.

The same is true of confinement buildings - if there is a problem, the Envirowatch will notify you or whomever you list to be contacted.

The Envirowatch has been designed for easy installation and use. The unit plugs into a telephone jack and electrical outlet and features a test button and monitor light that allows you to verify the unit is correctly connected to the phone line.

Contact Jo-Carroll Electric Cooperative and gain peace of mind with an Envirowatch monitoring system.

## Office closing

Our office will be closed on Thursday and Friday, Dec. 23 and 24, in observance of the Christmas holiday.

We will also be closed on Monday, Jan. 3 for New Year's holiday.

## Enjoy your holidays!

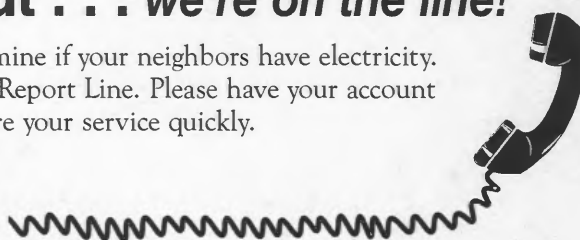


## When your power is out . . . we're on the line!

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**After office hours — dial (800) 927-5254**





## Electric cooperatives provide scholarships

For the fifth consecutive year the Illinois electric cooperatives will award \$1,000 academic scholarships to high school seniors. The three scholarships are being awarded through the Illinois Electric Council (IEC) Memorial Scholarship Program. Because of the Scholarship Program's success, an extra scholarship was added this year for children of cooperative members. **David Nippert**

High school seniors pursuing a college education in the state of Illinois are eligible to participate in the program. Two of the three scholarships will be awarded to the children of electric cooperative members. The other \$1,000 award will go to the child of an electric cooperative director or employee.

The deadline for applications to be returned to the Cooperative is Jan. 1, 2000. Contact Brad Pecinovsky at Jo-Carroll Electric Cooperative for more information.

## Shooting insulators is dangerous

It doesn't take a crack shot to hit an insulator, just a crackpot. The hunting season is in full swing, and that usually means some serious problems for Jo-Carroll Electric's lineworkers. The problem is careless shooters taking pot shots at electrical insulators, transformers, and all other kinds of electrical fixtures.

Not only does this illegal target practice cause inconvenience to those whose electricity has been disrupted; it could even be a matter of life and death to someone on a life support system. This is where some family discussion about the proper use of firearms is so important. Don't take for granted that all the hunters in your family know not to shoot electrical fixtures. Some young hunters are not old enough to realize the dangers.

Power lines, carrying over 7,200 volts or more, can kill instantly. A downed line could drop across a fence with deadly results. An insulator cracked by a bullet can remain on line for a long time before it finally fails. Help Jo-Carroll Electric stop vandalism.

## Tired of the heating bill roller coaster ride?

Propane gas and fuel oil prices are up and down, and they're never down for long!

But heating *electrically* — with all its advantages of safety, cleanliness and quiet comfort — lets you budget smoothly through the season, with stable prices and low, off-peak rates to save you even more money.

Get away from the ups and downs of heating bills. Contact Jo-Carroll Electric Cooperative, for more information on our dual fuel program.

