

# EGYPTIAN

"Providing electric service to Southern Illinois"

Your Touchstone Energy® Partner



## Messenger

For many, the New Year means a time to start over, to change course, to choose a new direction. For Egyptian Electric Cooperative, it is a time we reaffirm our core purpose---  
**To improve the quality of life of our member-owners at a reasonable cost.**

Just over a year ago, our employees and directors adopted our core purpose as a means to define our reason for being. This statement captures the soul of our organization; it is our guiding star on the horizon. It guides and inspires us as we go about our daily duties and ensures that every decision is made with our members' best interests in mind.

Our core purpose is not a goal; it is not something we will never be able to fulfill. It is lasting and will be here far beyond our current board and our current work force. Even though they may not have put it into words, this purpose has guided our directors, managers and employees from the beginning of Egyptian Electric Cooperative. Even though our core purpose will not and has not changed, it does *inspire* change.

Recently we hired a research company to survey the members of the cooperative and I would like to express my appreciation to those members who gave of their time to respond to the questions. Your answers have helped clarify how we can improve your quality of life.

The survey has shown us what we do well and what we need to work on. Overall member satisfaction is strong, with nearly three-quarters of you giving positive ratings (7-10) and slightly over half of you rating us very high (9-10). More than 90 percent of you agree that Egyptian Electric delivers better service because:

1. Customers are member-owners of the Cooperative.
2. Members elect the Board of Directors.
3. The Cooperative is dedicated to the local communities we serve.
4. The Cooperative puts member-owners first---not profits.

We are gratified that the vast majority of you understand the value of being member-owners and electing your Board of Directors. We work hard to serve you and the communities in which



### FROM THE MANAGER'S DESK

BY MARK STALLONS

we both live.

Finally, your responses to the survey verified that the Key Action Items identified by our employees and Board of Directors are areas where we have an opportunity to improve. As a result, we are committed to make progress in the following areas:

1. To continue to improve our work environment
2. To improve our customer information system
3. To improve our outage response
4. To continue to build member loyalty

We understand and are committed to our core purpose: **To improve the quality of life of our member-owners at a reasonable cost.**

## Looking to save some energy \$\$\$?

Then you will want to listen to the Doug Rye radio talk show sponsored by Egyptian Electric. Mr. Rye is a nationally recognized 'energy guru' from Arkansas. He is known for his infamous saying: "If you build a home with high energy costs, it's your own codd'n pick'n fault!!" Fortunately, his message will help you build or remodel a home so that you will have low energy usage, high levels of comfort and minimal additional investment.

Egyptian Electric makes his talk show available to you on WXAN Radio every Saturday morning at 9:05 a.m. If you have a question you would like answered, you can call in on an 800 number and Doug will answer your question on the air. WXAN can be found at 103.9 FM.

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

# A Touchstone Energy® Cooperative

Hopefully you've seen these words before and recognize that Egyptian Electric Cooperative Association is a Touchstone Energy Cooperative. If you have, you may have wondered what a Touchstone Energy Cooperative is and how it affects your electric cooperative.

Several years ago, leaders in the electric cooperatives recognized there were many challenges and changes on the horizon, including deregulation of the industry. In response, many of the cooperatives across the nation joined together and formed an alliance called Touchstone Energy.

One of the objectives of Touchstone Energy is to build a national relationship brand ID. A relationship brand focuses on the relationship between the organization and the customer (member) rather than the particular attributes of the product. Think of it this way. When you see the John Deere logo, I'm sure thoughts come to mind. For many, it might be a vision of quality or even success. You probably didn't think of the horsepower of a particular product, but you did have some feelings or expectations. We want to do the same through Touchstone Energy. The relationship we want to build with you, the member, is one of trust and loyalty. Touchstone Energy Cooperatives want to develop and build this relationship by providing service to our members based on four core values—accountability, integrity, commitment to community and technology.

It's one thing to talk about these values and another to genuinely live up to them. At Egyptian Electric, we talk about these values regularly with our employees. We ask them to provide service to you based on these values. We make management decisions based on the same values. In other words, we want to truly live up to your expectations.

In fact, the reason the name "Touchstone" was chosen was because it reflects this same idea. A touchstone, as defined by Webster's Dictionary, is a test or measurement of purity or genuineness. In the days of the gold rush, it was hard to distinguish between gold and fool's gold. Miners panning for gold would carry a special stone with them that they would rub their find across. Depending on the mark the nugget left, they knew whether they had found gold or fool's gold. That special stone was called their touchstone.

Just meeting your expectations of service is not really good enough. We believe we have to go beyond your expectations—go the extra mile. In the near future, our employees will receive member service training based on Going the Extra Mile. In the next couple of months, we will unveil the GEM award that will give you, our members, an opportunity to tell us when our employees go the extra mile to serve you.

We hope you have seen our Touchstone Energy ads on television, on the radio or page 9 of the Illinois Country Living magazine. Our goal with these ads is to communicate to you what you have a right to expect from a Touchstone Energy Cooperative and how we try to meet those expectations in our day-to-day operations. We also want you to know how we differ from an investor-owned utility.

Being a Touchstone Energy Cooperative is not about an ad campaign. It is about earning your trust and loyalty. It is also about listening to you and striving to find ways to meet your needs and improve your quality of life. We appreciate when you tell us we've done a good job. But more importantly, we want you to tell us when we haven't met your expectations. That's the only way we can earn your trust and loyalty and provide service to you that goes the extra mile.

## What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
4. **During office hours:** (8 a.m.-4 p.m., Monday through Friday) **call the office number nearest**

**you:** Steeleville 965-3434 or Murphysboro 684-2143.

**After office hours:** — Call (800) 606-1505

**Someone is always on duty to take emergency calls after hours.**

5. **Please give your map, section and house (or locat.) number as found on your billing statement.**

*Accountability: We act in accordance with our core purpose and values.*

## Are you interested in winning a week long vacation?

**A**re you interested in winning a week long vacation? If so, and you have a son or daughter that is a sophomore or junior in high school, make sure they participate in the Egyptian Electric Cooperative "Youth to Washington" essay contest. If they are one of the six finalists, we'll send them to Washington, DC, June 11-18, so you can have a week's vacation from them!

That's right. For one whole week, they'll be in Washington, DC, and you won't have to worry about them one bit (we send quite a few chaperones with them). They'll be forced to visit the White House, the Capitol, the Smithsonian Museums and many other historic and educational places.

While you relax and enjoy your freedom, we'll make sure they are exposed to how our government works, make them visit our legislators and maybe even meet a few other elected officials.

We'll take care of feeding them each day, so you won't have to cook for a whole week. Since they'll be staying in a hotel with other students, you won't have to worry about making them clean their room. Sorry, but we will not be able to make them do laundry before they return home.

We'll even take them on a river cruise on the Potomac River. To make sure they don't leave the hotel at night, we'll make them attend a dinner and dance right there at the hotel.

So, if you think you deserve a week's vacation, make sure your daughter or son enters the contest. Ask their high school English teacher if the instructor will be assigning the contest as a class project or contact Egyptian Electric Cooperative directly at [bcramer@egyptianelectric.coop](mailto:bcramer@egyptianelectric.coop) or (800) 606-1505 to receive an essay packet. Essays must be received in either office of the Cooperative by March 12, 2004.



# Remember when....

**R**emember when getting a trim meant 15 minutes in a chair with John the barber? In the electric utility business trimming is serious. Our linemen do right-of-way tree trimming and maintenance every year to be sure you, our members, get the safest and most reliable electricity possible. When tree limbs fall on your lines, it could cause electric blinks, outages, and even injury or death.

When you have limbs dangerously close to power lines, do the right thing – call Egyptian Electric Cooperative. John the barber can wait.

## Egyptian Electric Cooperative Association

1005 West Broadway • P.O.Box 38 • Steeleville, Illinois 62288 • (618) 965-3434

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

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

# So how much does that puppy in the window really cost?

**A**nimal shelters are full of cats and dogs returned by owners who didn't fully consider all the aspects of pet ownership. Please consider all of the possibilities and responsibilities before deciding to adopt a pet.

Below is a shopping list for the unprepared pet owner who brought home a new puppy to join her family of two cats. She bought the crate, bed, bowls, food and toys ahead of time and thought she had everything. She was wrong.

## SHOPPING LIST:

More puppy food. More cat food, because the puppy ate theirs too. Two 10-gallon containers of cat litter because the puppy likes to play in it. New litter scoop because the puppy chewed up the old one. New cat bowl because he chewed that up too. New puppy bowl because he keeps tipping it over. New toys for the cats because the puppy ate theirs. New toys for the puppy because the cats retaliated. Shampoo for the cats because they have puppy drool on them. Shampoo for the dog because he rolls in icky stuff. New flea soap because the other 10 bottles didn't work. New bed for the cats because the puppy ate the stuffing. New bed for the puppy because he was still hungry. Earplugs, because the puppy hates his crate at night. Kitty tranquilizers because the puppy's nightly cries have driven them nuts. Ski pants and parka for taking the puppy out at midnight in -10° weather. Fifteen lint rollers for all the fur that's been flying. Paper towels and carpet cleaner for accidents. A book on how to train a puppy. A book on how to cope with an un-trainable puppy.

Although this list was meant to be humorous (also close to the truth), it is a sad fact that many pet

owners don't consider all the responsibilities of owning a pet.

**Do you have time for a pet?** Pets require a lot of attention. They need to be played with, exercised, groomed, fed, bathed and cleaned up after.

**Can you afford a pet?**

Adoption fees, regular veterinarian check-ups, emergency care, grooming tools, food and toys can add up. It is estimated that the average annual cost of owning a cat or dog is \$1,000.

**Can you find a "babysitter?"**

You may need someone to care for the pet when you are away for a few days, or to help with puppy training while you are at work.

**Have you chosen the right pet?** A pet needs to be compatible with your lifestyle, family and home. How big will they be? Are they good with children? Do they have potentially complex and expensive medical conditions? How much space do they require?

**Are you prepared for a mess?**

Puppies and kittens will certainly make messes before they get accustomed to going outside or using a litter box. Older animals adopted from a shelter may already be trained and have a shorter adjustment period.

**Are you attached to your furniture?** A new pet may claw or



chew your furniture, shoes, clothes, carpet or anything else in reach. Be prepared to substitute a toy for an inappropriate item.

**Will your pet cause problems with your neighbors?** Pets can be noisy. Dogs bark, puppies whine, cats meow, birds sing. Will your relationship with your neighbors suffer because of your new pet?

Yes, nothing will ever be the same after you accept the responsibility of caring for a pet. But you will laugh at their antics and love their cuddles. Best of all, you'll have a best friend to tell all your troubles to, who sympathizes with you when you're sick, and doesn't criticize you when you gain weight or forget their birthday.

For more information on what to consider before welcoming a new pet into your family, visit [www.newpet.com](http://www.newpet.com), visit your local library or call your local animal shelter.

*Teamwork: We respect each other, have pride in our work, give 100%, are open minded, are innovative, and work together to provide excellent service.*

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## Messenger

### Linemen place third in Linemen's Safety Rodeo

Our Journeyman Linemen team of Brian Diercks, Billy Korando and Tom Ernsting placed third at the Association of Illinois Electric Cooperative's [AIEC] Linemen's Safety Rodeo held in Springfield last fall. Apprentice Darin Prange also competed in the egg climb and hurt man rescue events. It was a very close competition with our guys proving once again that they are among the best in the state.

Sixteen teams competed in four timed events including hurt man rescue, pole climb, fuse replacement, and transformer change out. Each team was scored by two judges, who kept track of the time required to complete the job and carefully observed each team, ensuring that proper safety procedures were followed and that the work met acceptable construction standards.

The hurt man rescue event allowed the linemen to display the skills necessary to rescue an injured lineman [in this case, a 180-pound mannequin] from the top of a 40-foot pole. The stopwatch started with the linemen putting on their climbers and safety belt, racing to the top of the pole, properly positioning the handline on the cross arm, securing the injured lineman to one end of the handline by tying three half-hitches, cutting the injured lineman from his belt, and safely lowering the injured lineman to the ground. Linemen hope they will never have to rescue fellow linemen. However, being prepared and demonstrating the skill is essential to becoming a qualified journeyman lineman. A good time for this event is less than three minutes. Superior times are in the range of 2 minutes or less. It is a fascinating event to watch as it demonstrates the skill, strength, speed, agility and quiet confidence of a well-trained lineman.

The pole climb is a fun event that demonstrates superior pole climbing ability. Speed is critical, but even more important is the lineman's ability to climb in a smooth fluid motion while



FROM THE  
MANAGER'S DESK

BY MARK STALLONS

carefully cradling an egg in his mouth...more specifically, a raw egg! The event requires climbing to the top of a 40-foot pole and returning to the ground without slipping, falling or breaking the egg! Not an easy task at all. Many eggs are broken. A good time is under 50 seconds; while an excellent time is 30 seconds.

The other two events allow the linemen to demonstrate their ability to work safely and quickly as a team to accomplish typical construction or maintenance tasks that occur every day at their home electric cooperative.

The same team in late October, along with Darin Prange, traveled to Kansas City to compete in the International Linemen's Safety Rodeo against teams from all over the United States, Canada, Jamaica and Ireland. Again, our guys proved their skill and teamwork abilities competing against the best of the best! Thank you for a job well done!



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# Escaping a vehicle that's in contact with power lines

**A**ccording to the Illinois Department of Transportation, Illinois motorists hit power poles more than 7,000 times each year. Whenever a vehicle or farm implement strikes a pole, there is always cause for concern. Quite often the result is a broken pole with energized wires hanging low or across the vehicle that can electrocute victims and rescue personnel.

## WHAT SHOULD YOU DO IF THIS WERE TO HAPPEN TO YOU?

Remain calm, stay in the vehicle and dial 911 with your cell phone. Along with emergency responders, ask the emergency dispatcher to call the electric utility so a lineman can be dispatched to disconnect the power. If you are not sure of your exact location, many 911 systems can now triangulate your location from the cell phone towers. If you do not have a cell phone, wait until someone comes along and ask him to go for help, but do not let him near the vehicle.

If the power line is energized and someone touches the vehicle, his body becomes a path for the electricity to go to ground and electrocution is the tragic result. Wait until the electric utility personnel arrive to make sure power to the line is shut off. Remember, you cannot see or smell electricity, so only trained personnel can determine if a line is de-energized. The simple rule is stay in your car. If you stay there, electricity is all around you, but it is not going to ground through you (you're like a bird sitting on a wire). You are safe until you try to exit the vehicle.

The only exception would be if fire or the smell of gasoline were present. In that case, the proper action is to jump – not step – with both feet hitting the ground at the same time. Jump clear, without touching the vehicle and ground at the same time. Remember, you will be landing on ground that may be slick with grass, stones or sticks. Don't let your feet slide out from under you when you land, causing you to fall backwards into the car. Take off bulky jackets or clothing that could get caught on doorknobs. Don't jump with purses, backpacks or anything else that might have a strap or handle that could get caught. If you think you will need them, throw them out first.



Shuffle or hop to safety keeping both feet together as you leave the area. Like the ripples in a pond or lake, the voltage diminishes the farther out it is from the source. Stepping from one voltage level to another allows the body to become a path for electricity. A large difference in voltage between both feet could kill.

Even if a power line has landed on the ground, there is still the potential for the area near your car to be energized. Stay inside the vehicle unless there's fire or imminent risk of fire. Be sure that at no time you or anyone touches the equipment and the ground at the same time. Never should the occupants simply step out of the vehicle - they must jump clear.

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## Road rules

**M**y brother-in-law has this side job where he takes pictures of accidents for the local utility company when the accidents involve one of their poles. This happens more often than you would think. Lots of roadway, lots of people in a rush, too much drinking and driving. The accidents are always ugly, often fatal.

We got to my sister's house last night at about 6:30 and her husband was on his way from one pole hit to another. Big drinking night, the night before a Sunday St. Patrick's Day. Big drinking night equals big pole hit night.

So, we are there about two minutes and the phone rings. It's my mother, and she wants to make sure Justin and I are accounted for. There has been a terrible car accident down the block (she lives across the street from me). She can see the flashing lights and hear the sirens and she just wanted to make sure all her chickies were safe in their nests. We call her back a half hour later, wondering if all our relatives who live on our block were at home. She says everyone we know is ok, it's not a relative that is in the mangled mess down the block. The lights are still flashing, the sirens still blaring. From what she hears, they are cutting people out of the overturned car, using the jaws of life.

I'm not surprised at all by this accident, at least not where it took place. There's a traffic light there, at the end of my block and no one ever pays attention to it. It's situated awkwardly, around a curve and not quite at the corner. Maybe people don't expect to see it. Maybe they assume that because it's just a silly little side street that the red light means they can precede anyhow, because who would be coming out of a side street, right? They put the light in because there is a church and a school there, and they needed a way to get people to slow down coming around that bend. It hasn't worked. It has failed so miserably that I go several blocks out of my way each morning so I don't have to make the left out of my street onto that main road. I don't want to deal with the speed demons and cell phone talkers who aren't paying attention to the red light ahead of them.

I leave my sister's house close to 10:00. I go to turn down the main street that will take me to my block and I see the flashing lights and the orange cones. Four hours later, the street is still blocked off. They are still trying to get these people out of the car. I backtrack and take another way home and for a few moments I stand in my driveway, looking down the block at the scene and wondering.

What makes a person feel so powerful, so immortal, that they think they can get away with anything? I try to put myself in the mind of a person that

thinks it won't happen to me. I can get behind the wheel of this car even though I've been drinking all night. Won't happen to me. Or the person who thinks I can go 80 miles per hour down this local road, even though it twists and turns. Accidents happen to other people, not me. Heck, I won't even wear my seat belt! Those thoughts are not just idiotic, they are incredibly selfish.

There are people on the road who think they are invincible. They don't follow rules set up for their safety and the safety of others. Red lights and stop signs don't apply to them. Speed limits are meant to be doubled. No passing, no parking, no turn on red....all those signs have fine print that say except for you. It's written in special ink that only selfish drivers can see.

They put on their make-up and talk on their phones and read the stock quotes while driving. They don't wear seat belts and don't make their kids wear seat belts. They are young and old and male and female and they are careless and inconsiderate.

You are not invincible. Just because you drive a huge car that resembles a tank does not mean you can drive like you are the only person on the road. You can still go flying through that windshield in an accident. I've seen it.

You are not immortal. You may be young and carefree and you may get a rush from weaving in and out of traffic and blowing by the people who are already going too fast. But being young and feeling like you have your whole life ahead of you does not preclude you from losing control of your car.

You are not immune. Look at drunk driving statistics. Look at your laws. You may think you are ok to drive after 13 beers, but you are not. You may think your vision and perception is ok, but it isn't. You may be that lucky person who gets behind the wheel bombed and makes it home alive. Or you may end up being a statistic. Or worse, you may even end up causing someone else to be a statistic. Either way, you are a loser.

Not a week goes by where I don't pass an accident on the road. I'm tired of reading about dead teenagers and overturned cars and drunk drivers. Cars are lethal weapons. I'm ticked that I can't let my kids play on the front lawn without getting stressed out because people around here drive like they are in Death Race 2000.

I think I got off on a tangent here, and it's time for baseball practice so I can't end this with some kind of clinching statement. Just....be careful when you get in your car, ok?

*Anonymous posting on the Internet, March 17, 2002.*



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

## Committed to our community

**O**n November 12, Governor Blagojevich announced his economic development plan for the southern region of Illinois. Part of this plan included funding for the design and construction planning of the Transportation Education Center (TEC). This project has special significance for the members of Egyptian Electric Cooperative.

The center will bring together Southern Illinois University Carbondale's automotive and aviation degree programs in a state-of-the-art, technologically advanced complex. These programs have been recognized nationally for their excellence. Unfortunately, they are currently housed in outdated, temporary and overcrowded buildings. The TEC will unite these programs in a world-class facility at the Southern Illinois Airport between Carbondale and Murphysboro. The Airport is, and the proposed TEC will be, served by Egyptian Electric Cooperative.

The Jackson County Business Development Corporation (JCBDC) has long recognized the potential the TEC has to become an economic engine for the region. The skilled students graduating from SIUC's automotive and aviation programs will allow JCBDC and the Southern Illinois Airport to attract industry that can utilize the students' talents. As such, JCBDC partnered with the Uni-



versity and was instrumental in leading the charge to find funding for this project. Your cooperative has been actively involved in JCBDC and the TEC effort, allowing one of our employees to chair the sub-committee of the JCBDC responsible for these efforts.

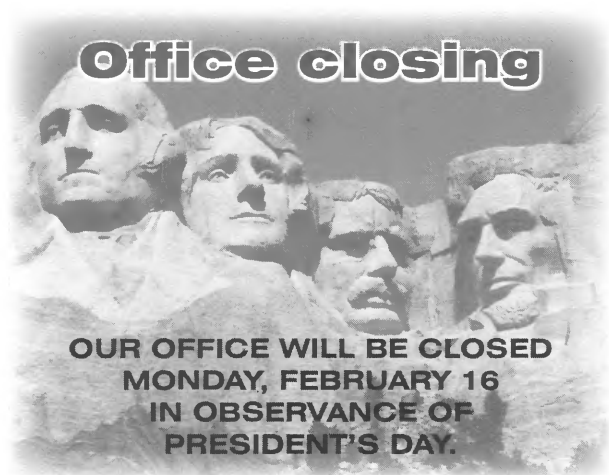
In addition to increasing energy sales for your cooperative, the TEC and the industries that will follow will create needed jobs in construction and permanent employment for the region. The board and management of your cooperative are committed to supporting economic development and job creation. We are... **Committed to Our Communities!**

## Essay contest

**I**f you have a son or daughter who is a sophomore or junior in high school, make sure he or she enters Egyptian Electric Cooperative's Youth to Washington essay contest. The six finalists will spend an all expense paid week in Washington, DC, June 11 - 18.

To enter, students may check with their High School guidance counselor or English instructor. Many instructors use the contest as a class assignment. Students may also contact us directly at (800) 606-1505 or [bccramer@egyptianelectric.coop](mailto:bccramer@egyptianelectric.coop).

Essays should be submitted to an Egyptian Electric Cooperative Association office by March 10 so they can be submitted to the contest judges.



## Office closing

**OUR OFFICE WILL BE CLOSED  
MONDAY, FEBRUARY 16  
IN OBSERVANCE OF  
PRESIDENT'S DAY.**

## What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
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## Messenger

### To top or not to top?

According to the International Society of Arboriculture [ISA], a non-profit organization founded in 1924 supporting tree care research around the world and dedicated to the care and preservation of shade and ornamental trees, topping is perhaps the most harmful tree pruning practice known. Yet despite 25 years of literature and seminars explaining its harmful effects, topping remains a common practice.

So what is topping and why is it harmful? Topping is cutting back all of the tree branches to stubs. It is sometimes called "rounding over," "heading," "tipping," or "hat racking." The ISA lists the following reasons why topping hurts a tree:

**1. Topping stresses trees** by often removing 50 percent or more of the leaf-bearing crown of a tree. Since the leaves are the "food factories" of a tree, this can temporarily starve a tree. The severity of the trimming triggers a sort of survival mechanism. The tree activates latent buds, forcing the rapid growth of multiple shoots below each cut. The tree needs to put out a new crop of leaves as soon as possible. If a tree does not have the stored energy to do this, it will be severely weakened and may die.

**2. Topping causes decay.** The best location to make a pruning cut is just beyond the branch collar at the branches point of attachment. The tree is biologically equipped to close such a wound provided the tree is healthy enough and the wound is not too large. Cuts made along the limb, between branches, create stubs with wounds that the tree may not be able to close. As a result, the exposed wood tissue begins to decay. Given the number of stubs and wounds that are created by topping, some decay is almost certain to occur.

**3. Topping can lead to sunburn.** Branches within a tree's crown produce thousands of leaves to absorb sunlight. When the leaves are removed, the remaining branches and trunk are suddenly exposed to high levels of light and heat. The result may be sunburn of the tissues beneath the bark. This, in turn, can lead to sores, bark splitting and death of some branches.

**4. Topping creates hazards.** The survival mechanism that causes a tree to create multiple shoots comes at a great expense to the overall strength of the tree. These new shoots are only anchored in the outermost layers of the parent branches and, as a



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result, are weakly attached. The shoots are prone to breaking, especially during high wind conditions.

**5. Topping is expensive.** The multitude of new shoots that are created by topping can sometimes grow as much as 10 to 20 feet in any given year depending upon sunlight and water conditions. As a result, the tree will soon require topping again.

**6. Topping is ugly.** Let's face it—a tree that has been topped multiple times ends up with a ball of knots at the end of each stub. The natural branching structure of a tree is a biological wonder. Topping destroys that natural state and creates multiple wounds and healings that are just not very attractive.

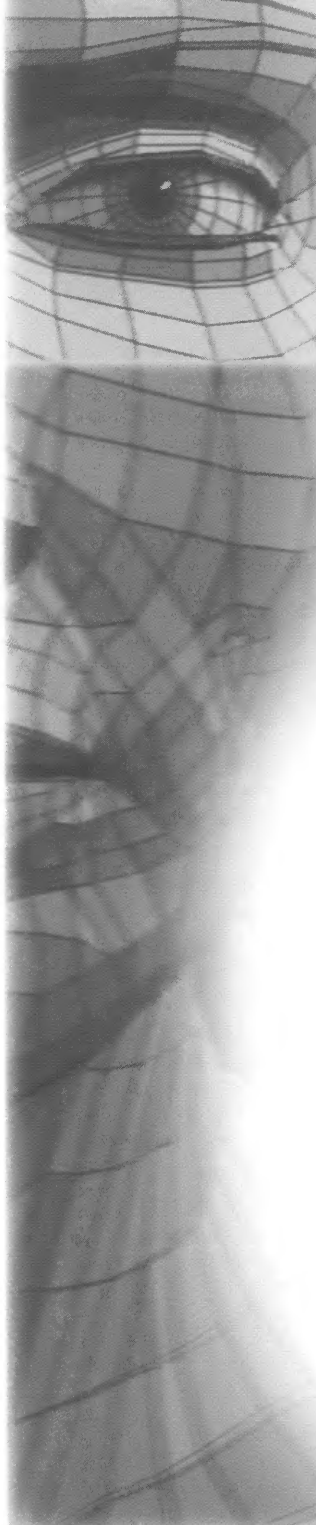
Unfortunately, there are times when a tree must be reduced in height or spread. So what is a better solution than topping? The ISA strongly suggests using arboricultural correct methods of trimming trees that keep the natural form and beauty of the tree. Unfortunately, if large cuts are involved, sometimes the best solution is to remove the tree and replace it with a species that is more appropriately sized for the location. In a future article, I will talk about arboricultural correct trimming methods and proper tree selection. In the meantime, if you are interested in learning more about arboricultural correct pruning practices, please contact ISA at:

**International Society of Arboriculture**  
1400 West Anthony Drive, Champaign, IL 61821  
P.O. Box 3129 • Champaign, IL 61826-3129  
Phone: 217.355.9411 • Fax: 217.355.9516  
Web: [www.isa-arbor.com](http://www.isa-arbor.com).  
E-mail: [isa@isa-arbor.com](mailto:isa@isa-arbor.com).

*Egyptian Electric Cooperative Association is committed to arboricultural correct trimming methods. In 2003 we contracted with Plant Growth Management to manage our right-of-way trimming program and have been working with our contract tree crews to ensure that our work meets ISA recommended practices. We pledge to work hard at keeping your lights on as well as managing our right-of-ways in a responsible and arboricultural correct manner.*

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

# Protect yourself from **IDENTITY THEFT**



When actor Will Smith portrayed Agent J in the movie *Men in Black*, it was showbiz. But when convicted felon Carlos Lomax portrayed himself as Will Smith, it was identity theft. Smith never knew his identity had been stolen until he attempted to purchase a new home and found his credit had been compromised.

If you think this happens only to other people in far off places, think again. In 1991, an employee of Egyptian Electric Cooperative found her identity had been stolen when an employee of a credit card company questioned some of the information supplied on an application and made a personal call. The credit card employee suggested she might want to get a copy of her credit report. One can only imagine our employee's feelings of violation when she found out this person had purchased a vehicle using her social security number and other information and then allowed the vehicle to be repossessed.

According to CBSnews.com, "*This year alone more than 500,000 Americans will be robbed of their identities...with more than \$4 billion stolen in their names.*" That's nearly \$8,000 per theft. Experts state that it may take a victim of identity theft anywhere from six months to two years to clear her name and to recover from the theft.

How do identity thieves get the information they need to steal your identity?

- By going through mail or trash, looking for bank and credit card statements, pre-approved credit card offers or tax information.
- By stealing your wallet or purse and using credit cards and other personal information.
- By redirecting your mail with a change of address form.
- By falsely obtaining credit reports.
- By acquiring personal information you might share on an unsecured Web site.
- By accessing personnel records at your place of employment.

- By purchasing inside information from a store employee where you've used your credit card or applied for credit.

Once they have the information they need, ID thieves use various methods to obtain cash, merchandise or loans in your name. They may apply for a credit card in your name, but use a different mailing address, so you never know the account exists until they quit making or never make payments. They apply for fixed or cell phone service in your name. They open a bank checking account in your name and write bad checks on the account. With computer software available at nearly any store that sells software, they can print checks with your account number and drain your account.

According to the Federal Trade Commission, you should have four goals if your identity has been stolen.

1. Close all fraudulent accounts.
2. Clear yourself of responsibility for any debts or other criminal activities the thief has done in your name.
3. Ensure your credit report is correct.
4. Find out as much information about the suspect as you can to pass on to police and the FTC.

The FTC suggests the following tips to accomplish these goals.

- File a police report. Even though your local police agency may not be able or willing to prosecute, many creditors will require a copy of a police report. You will also want to send a copy to each of the three major credit bureaus.
- Complete an ID Theft Affidavit, available from the FTC, and also file this with the three major credit bureaus.
- Follow up in writing all phone or personal conversations or contacts you've made. Use certified mail with a return receipt.
- Keep copies of all correspondence or forms you send. Never send originals of supporting documentation, such as receipts. Keep these for yourself and send copies.

*(Continued on 16d)*

**Accountability:** We act in accordance with our core purpose and values.

## A discussion about healthcare

**R**ecently, the Egyptian Messenger had the opportunity to visit with Ms. Yvonne Fourez, Chief Executive and Financial Officer (CEO & CFO) for the Carbondale Clinic since 2001. Ms. Fourez has spent over 16 years in the healthcare industry. We asked Ms. Fourez about the Carbondale Clinic and the state of healthcare in our area.

**EM:** *Would you mind giving us some history of the Carbondale Clinic?*

**YF:** The Clinic was founded in 1938 by four local doctors. In 1967, the Clinic moved to its current location on the west side of Carbondale. Twenty-one physicians currently practice at the Clinic, as well as 10 physician assistants and two nurse practitioners. We have 12 primary care and specialty departments: Family Practice, Internal Medicine, Internal Medicine/Pediatrics, Pediatrics, Urgent Care, Rheumatology, Nephrology, GI, Pulmonology, Dermatology, Surgery and Urology. We also have an Ambulatory Surgery Center and full service laboratory and radiology departments.

**EM:** *Is recruitment of medical staff a challenge for the Clinic and how do you compete with large, metropolitan facilities?*

**YF:** Recruitment of medical staff into Southern Illinois is a challenge, but the Clinic offers a competitive guarantee package for the first two years of practice with the opportunity for partnership after that. During the recruitment process, we place emphasis on:

- Our community need for the physician's skills.
- The excellent quality of life living in our community offers, including cultural and university related events.
- The high quality of our school systems, both public and private.
- The proximity of Carbondale to St. Louis, Chicago and other metropolitan areas.
- Our relatively low concentration of managed care as compared to metro areas.

**EM:** *I've heard there is a shortage of qualified nursing staff in southern Illinois. Do you find this to be an issue for the Clinic.*

**YF:** The Clinic has been very fortunate in its retention of its nursing staff and in recruitment of additional nurses as needed. The local nursing programs do an excellent job in their training programs and we currently have several LPNs who are pursuing their RN through this avenue.

**EM:** *Do you see emergency services/urgent care becoming an issue in the future?*

**YF:** The Clinic provides urgent care on a walk-in business 12 hours per day, 6 days per week and 5 hours on Sunday. This past

October we determined that the community need for this service was growing and made the decision to expand the number of providers in this department. Having the urgent care hours available in the community allows for better access to emergency room services provided by the Clinic.

**EM:** *What affect do you see changing demographics having on medical services?*

**YF:** Recently, we have noticed a slight change in our payer mix from one of the large commercial insurances to Medicare. This indicates to us that our population is aging. Our community must ensure that we retain our specialty physicians with a concentration in geriatric care and cardiology.

**EM:** *There was recent news about a malpractice insurance provider withdrawing coverage from Jackson County. Will this affect the Clinic or your medical staff? And, do you see malpractice insurance becoming a bigger challenge in the future?*

**YF:** The Clinic is affected by the recent withdrawal from Jackson County of PIC of Wisconsin, a medical liability insurance carrier. We are currently in the process of securing coverage with another carrier and anticipate an increase in cost, but no loss of physicians as a result. This will continue to be an issue for Jackson County and will reach to all areas of Illinois unless the State legislature implements changes in the malpractice laws as our neighboring states have done. To date, Illinois has been unwilling to do this. The next step will require intervention by the Federal government as compared to metro areas.

**EM:** *The pace of changes in technology and medical procedures has to be a challenge to ensuring your facility is always current. How does the Clinic deal with this?*

**YF:** In 1998, the Clinic implemented an Electronic Medical Record. This application requires continual updating, but has been extremely beneficial in recording patient information. During the last five years, the Clinic has purchased state of the art radiology equipment (CT Scan, C-arm, Ultrasound). This allows our physicians to have diagnostic testing performed on site and ensures that the results and reports are available for review in the patient's electronic medical record very quickly. In order to protect this investment, we purchase agreements for regular maintenance and have upgrades performed as needed.

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

(Continued from 16b)

- Keep a list of anyone you talk to, what you were told, and the date and time of the conversation.
- Set up a filing system.
- Keep old files, even if you believe you have the situation corrected. Our employee still had to deal with her ID theft three years after she thought it was corrected. If a thief decides to target you, he will most likely find a way to get the information he needs. You can take steps to make it harder and to deter the accidental theft.
- Always be careful whom you are giving your account information out to. If the request for your information is not in response to credit or something you have initiated, don't give it out.
- Protect your mail by removing it from the mailbox as soon after it is delivered as possible. Take outgoing mail to secure mail drops. If on vacation, ask the Postal Service to hold your mail until your return.
- Guard your credit cards. Minimize the number of cards you carry with you and only carry the ones you think you may need on this shopping trip. If you lose a card, contact the company immediately. If you've applied for a new card, ask how soon it will arrive. If it does not arrive within that time frame, contact the issuing company.
- Pay attention to billing cycles. If your statement has not arrived when it normally does, suspect that an identity thief has changed the billing address. Contact the issuing company immediately.
- Check who has access to your personal information at your place of employment and ask how it is safeguarded.
- Do not write passwords and PIN numbers where others can find them. Don't use easily remembered passwords and PINs like your mother's maiden name, birth date, etc.
- Request an annual copy of your credit report from one of the three major credit bureaus.

**For additional information, you may contact the Federal Trade Commission at**  
[www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/) or to report an id theft you may call them at (877) 438-4338.

**Contacts for the three major credit bureaus are:**

**Equifax** – [www.equifax.com](http://www.equifax.com)

To order a credit report, call – (800) 685-1111

To report fraud – (800) 525-6285

**Experian** – [www.experian.com](http://www.experian.com)

To order a credit report or report fraud,  
call – (888) 397-3742

**Trans Union** – [www.transunion.com](http://www.transunion.com)

To order a credit report, call – (800) 888-4213

To report fraud – (800) 680-7289

## INDOOR HOME SAFETY



# APPLIANCES

and make sure the replacement fuse is the correct amperage. Make certain extension cords are rated to handle the lamp, tool or appliance you're using. It only takes a few extra seconds to be safe and the life you save may be your own. To learn more, visit [www.safeelectricity.org](http://www.safeelectricity.org).

**A**lways unplug an appliance or tool before cleaning, adjusting or repairing it. Prevent electrical shocks and fires by using safety tested appliances. Never use something other than a fuse to replace a fuse

### What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
4. **During office hours:** (8 a.m.-4 p.m., Monday through Friday) **call the office number nearest**

**you:** Steeleville 965-3434 or Murphysboro 684-2143.

**After office hours:** — Call (800) 606-1505

**Someone is always on duty to take emergency calls after hours.**

5. **Please give your map, section and house (or locat.) number as found on your billing statement.**

## Egyptian Electric Cooperative Association

1005 West Broadway • P.O.Box 38 • Steeleville, Illinois 62288 • (618) 965-3434

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

Office Hours: 8 am - 4 pm

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

*Teamwork: We respect each other, have pride in our work, give 100%, are open minded, are innovative, and work together to provide excellent service.*



# EGYPTIAN

"Providing electric service to Southern Illinois"

Your Touchstone Energy® Partner



## Messenger

### Long distance phone service

A few years ago Egyptian Electric Cooperative and five other area electric cooperatives joined together to form an alliance known as Southern Services, LLC, with the goal of providing products and services to benefit the communities we serve.

One of our most successful projects has been the introduction of low-cost long distance phone service that more than 10,000 area residents now use.

Providing valuable service means much more than a low price; it means providing our long distance customers with a level of service that always meets or exceeds their expectations. That's why Egyptian and the other electric cooperatives of Southern Illinois have entered into a new partnership for long distance and other services with TransWorld Network.

TransWorld is a service-oriented organization that partners with more than 100 electric cooperatives across the country to provide long distance, toll-free service and calling cards at a substantially



#### FROM THE MANAGER'S DESK

BY MARK STALLONS

lower rate than Southern Services has offered in the past. In addition, they offer several billing and payment options, including automatic bank withdrawal and credit card billing. A summary of our new per minute rates compared to our old is as follows:

	<u>New</u>	<u>Old</u>
In-State Calls:	4.5¢	4.9¢
Between States:	4.9¢	6.9¢
Calling Card	9.5¢	13.9¢

In addition, we still offer a toll-free number without any additional monthly charge. Electric cooperative members and other long distance customers who prefer to receive an electronic bill instead of a monthly paper invoice, may select an E-Bill option with credit card payment which reduces the state-to-state rate to 4.5¢ per minute.

If you're tired of paying too much for long distance service, just give us a call at (877) 246-5121 and a customer service representative will assist you in switching to Southern Services' new TWN long distance program.

### Office Closing

**OUR OFFICE WILL BE  
CLOSED FRIDAY, APRIL 9,  
IN OBSERVANCE OF  
GOOD FRIDAY.  
WE WILL RESUME NORMAL  
BUSINESS HOURS  
ON MONDAY, APRIL 12.**

### Daylight Savings Time Begins

Daylight Savings Time begins on April 4. Don't forget to set your clocks ahead one hour before you go to bed on the 3<sup>rd</sup>.

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



## Planning to Dig - Call Us.

Spring is always a good time to start new projects. Landscaping, fences, new homes and many other projects that have been in the planning stages through the winter months are now ready for actual work to begin. If your project requires digging or disturbing the earth, make sure you call Egyptian Electric Cooperative and JULIE at least two working days before you begin.

You may call the Egyptian Electric Cooperative office nearest you (Steeleville - 965-3434 or Murphysboro - 684-2143) or (800) 606-1505 to start the process. We will send a cooperative representative to the site within two working days to locate our underground facilities. He will mark the location of cooperative lines with either red paint or red marking flags.

When digging, please remember the actual lines could be as much as one to two feet on either side of the marks and special care should be taken as you dig near these areas. If by chance you should nick the insulation of a cable, please call the cooperative immediately so we can have an employee inspect the damage. If the cable is covered up without repair, the damage could be sufficient to allow moisture to penetrate and eventually cause the cable to fail.

A call to JULIE at (800) 892-0123 will make sure that other utilities, such as telephone, cable TV and water, are notified of your plans. You will need your name, phone number, county, township or town, closest town and distance, township section number, excavation site address, nearest cross road and the type of work you will be performing. The JULIE representative will give you an authorization number that you will want to write down and keep until your project is complete.

Digging without calling to have underground facilities located can be both dangerous and expensive. Our underground power lines have as high as 7,200 volts and some natural gas lines have extremely high pressures. As telecommunications becomes increasingly important to all of us, there is more and more expensive fiber-optic cable being placed in rural areas. Should you dig through one of our cables without calling for a locate, our policy is to bill for the damages.

Be responsible and work safely - call before you dig.

**Egyptian Electric Cooperative**  
**965-3434, 684-2143 or (800) 606-1505.**  
**J.U.L.I.E. (800) 892-0123.**

## Right-Of-Way Clearing Improves Reliability

Another busy year of tree trimming and right-of-way work is scheduled for Egyptian Electric in 2004. This work is a very important part of our overall maintenance program. Dependable electric service is our goal. Trees that come into contact with power lines usually cause a power outage, detracting from our goal.

The electric energy used by our members travels across nearly 1,900 miles of overhead high voltage power lines in six counties. These lines are not insulated and must be isolated from any contact with the ground. If the line does contact the ground or a tree branch, an unsafe over-current situation occurs.

Egyptian has many protective devices, similar to home circuit breakers or fuses, installed at strategic points along the line. If the line connects with a tree, these devices operate, or open, breaking the circuit and stopping the unsafe over-current situation.

Our lineworkers call the opening of an over-current protective device an "operation." Our

members know it as an "outage." Sometimes the devices have an automatic closing mechanism installed; they open, and then automatically "re-close," restoring power. Our members call these "blinks."

Whatever terminology is used, neither our line workers nor our membership like outages and blinks.

A systematic right-of-way clearing program is our best defense. This work reduces blinking lights and outages. In addition, this will improve access to the right-of-way. If there is damage to wires or poles, our crews can complete repair work faster.

Some trimming and tree work is done by our local line worker crews, typically yard trees and trees near transformers, but we use a professional tree contractor for the majority of our annual right-of-way work.

However, if you have trees contacting a power line near your location, please call Egyptian Electric at (800) 606-1505 to report it.

*Accountability : We act in accordance with our core purpose and values.*

# Grant Money Available for Geothermal Energy Systems

Communities and non-profit organizations served by Egyptian Electric Cooperative can now receive up to \$50,000 to help with the installation of geothermal heating and cooling systems through a grant program administered by the Association of Illinois Electric Cooperatives (AIEC) and funded by the Illinois Clean Energy Community Foundation.

The U.S. Environmental Protection Agency calls geothermal heating and cooling systems "the most energy efficient, environmentally clean and cost-effective space conditioning systems available."

Any facility operated by a government or non-profit organization and served by Egyptian Electric Cooperative is eligible for funding. Eligible facilities, such as schools, community centers, libraries and churches may apply for a grant to help offset the higher initial cost of installing a geothermal system.

Egyptian Electric Cooperative is very excited about the availability of this grant as this program will help some of our local schools or churches save money on their monthly energy bills. Geothermal systems on average can cut energy expenses by 50 percent, and have been proven to decrease maintenance costs as well.

While use of this energy-efficient technology has grown in the residential sector, it has been underutilized in institutional and commercial installations because of the higher installation cost. Geothermal systems recover the earth's energy with loops of pipe installed underground. It is primarily the cost of installing this ground loop that creates the higher initial cost.

Facility managers and boards are many times



James Mann, Executive Director of the Illinois Clean Energy Community Foundation (left) presents a \$500,000 grant

check to Earl Struck, President/CEO of the Association of Illinois Electric Cooperatives.



swayed to move forward with the lowest initial cost alternative, meaning less efficient, traditional systems. Although less expensive upfront, traditional systems have higher energy usage, energy cost and often higher maintenance costs. By providing the upfront incentive, the Illinois Clean Energy Community Foundation and the AIEC hope to make the decision to go geothermal more feasible.

For more information about the geothermal system funding program, contact Egyptian Electric's Bryce Cramer at (618) 684-2143 or the Association of Illinois Electric Cooperatives at (217) 529-5561, or go to [www.aiec.coop](http://www.aiec.coop).

## What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
4. **During office hours:** (8 a.m.-4 p.m., Monday through Friday) **call the office number nearest**

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

## You Can Build a Certifiably Comfortable Home

For many years electric cooperative energy advisors across the state have been helping members who are building new homes make sure their homes are energy efficient and comfortable. "The Certified Comfort Home" manual is available free of charge to electric co-op members.

"One of the problems we've found is even some builders and contractors don't always understand that building energy efficiency into a new house really doesn't take much more money or effort. If we can help both the member and the builder understand what we've learned about energy efficiency building techniques, our members are going to be happier with their new home. They're going to be comfortable and their energy bills are going to be lower," says Bryce Cramer.

"Even though we wanted this manual to be complete and have plenty of detail, we know that people often just want the simple facts. Right up front near the index, we boiled it all down into a simple bulleted list of the main facts we want our members to remember when they build a new home."

If you don't remember anything else, remember this...

- Though some of the items presented in this booklet seem insignificant, it is the use of the total concept that provides for large energy savings.
- Corner and partition construction should minimize air pockets and allow for full insulation.
- It is recommended that cellulose insulation be used in ceilings and walls.
- When insulating the basement or crawl space, do not forget to insulate the box sill.
- Caulking and sealing of the exterior wall and its components is very important to the overall efficiency of the home.
- The attic area should be insulated to a minimum R-40.
- Basements have more heat loss than most people realize.
- Geothermal and air to air heat pumps, which move heat energy rather than create it, can be three times more efficient than gas furnaces.
- Because windows and glass doors are major areas of heat loss and gain, they should be sized so they are no more than 10 percent of the floor area.

For the complete Certified Comfort Home manual, call Bryce Cramer at (618) 684-2143 or e-mail him at [bcramer@egyptianelectric.coop](mailto:bcramer@egyptianelectric.coop).



### THERE'S A NEW SHERIFF IN TOWN.

With long distance from Egyptian Electric Cooperative, you can call who you want, when you want, wherever you want with no time of day restrictions and no hidden charges. You get the peace of mind knowing you're saving on all your calls. With our program you will receive:

- ★ 4.5¢\* PER MINUTE FOR IN-STATE LONG DISTANCE CALLS AND 4.9¢\* PER MINUTE FOR STATE-TO-STATE CALLING ANYWHERE IN THE CONTINENTAL USA.
- ★ TOLL-FREE NUMBER AVAILABLE FOR THE SAME GREAT RATES!
- ★ CALLING CARD FOR ONLY 9.5¢ PER MINUTE!
- ★ NO MONTHLY SERVICE FEES, MINIMUMS OR COST TO JOIN!
- ★ YOU DON'T EVEN HAVE TO BE A EGYPTIAN ELECTRIC COOPERATIVE MEMBER TO SIGN UP!

**Southern Services, LLC**

**Egyptian Electric Cooperative Association**  
Your Touchstone Energy® Cooperative

\*Taxes and other regulatory charges not included. Certain restrictions may apply. Please call for details. In partnership with TransWorld Network.

**MISSING OUT ON SAVINGS LIKE THIS SHOULD BE A CRIME.**

**1-866-836-6436**

*Teamwork: We respect each other, have pride in our work, give 100%, are open minded, are innovative, and work together to provide excellent service.*

# EGYPTIAN

"Providing electric service to Southern Illinois" Your Touchstone Energy® Partner 

## Messenger

### Who is Southern Services and What is the Buzz about TWN?

Southern Services, made up of six Southern Illinois electric cooperatives, including Egyptian, Southern Illinois, SouthEastern, Tri-County, Clinton and Monroe, was formed in 1999. Our goal is to improve the quality of life of our member-owners by providing quality products at reasonable prices.

Our long distance telephone partner, Trans World Network (TWN), has been on the leading edge in reducing long distance rates from 12 to 16 cents in the late 90s to a low rate of less than 5 cents a minute today. TWN is highly regarded in the electric cooperative family. They have been successfully partnered with more than 100 electric cooperatives across the United States, providing excellent long distance service at competitive rates you can trust.

In fact, I can personally vouch for their excellent service and low rates. Before beginning my employment with Egyptian Electric, I was a TWN customer for more than four years and was very satisfied. For those of you who have never received Egyptian's long distance service, please check us out. Take a look at our TWN ad in this center section and begin enjoying the savings.

Southern Services has also taken a hard look at fuel cells. Unfortunately, we have been unable to find a product that we believe will meet your expectations. To date, fuel cells are unable to adjust to the fluctuating energy needs of a residential member, are prone to frequent repairs, and are not competitively priced.

Late in 2003, we began selling top-of-the-line, high quality, **Cummins-Onan generators** that automatically start when a home loses power. This product is targeted for a small number of members who value a convenient, automatic backup electrical power supply that is wired directly into the household power system and starts automatically when an outage occurs. The system can be purchased for either a natural gas or propane fuel supply.

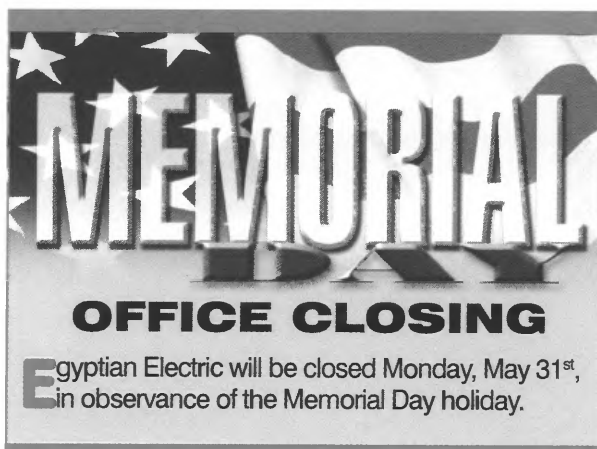


### FROM THE MANAGER'S DESK

BY MARK STALLONS

Over the last two years, Southern Services, in partnership with Egyptian Telephone Cooperative, has investigated six different types of Internet services. Two have been satellite programs, while the other four have been power line carrier products. We have not yet found a product that we can successfully price in the \$30-per-month range. In fact, all of the products have been in excess of \$45 per month and would have been a financial drain on Southern Services, Egyptian Telephone, and the six electric cooperatives. To date, we have not found an Internet product that improves your quality of life at a reasonable cost. Rest assured, we will continue to scour the marketplace in search of a high-speed Internet service that is reasonably priced, yet provides the quality you have come to expect from Egyptian Electric.

Whether it is electrical power, long distance service, backup generation or high speed Internet, we are committed to offering our members the best products and services in the marketplace. Improving your quality of life is our core purpose!



**MEMORIAL  
DAY**

**OFFICE CLOSING**

Egyptian Electric will be closed Monday, May 31<sup>st</sup>, in observance of the Memorial Day holiday.

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

# Spring Planting Safety

**S**outhern Illinois is emerging from winter hibernation to begin another spring planting season. Farms across the region are waking up and stretching out arms in preparation for the yearly cycle of plant and harvest that sustains the farm economy.

As this busy season begins, Egyptian Electric Cooperative reminds farm employees of some crucial safety tips to remember when working on the farm.

Begin safety before you leave for work in the morning by selecting clothes and shoes that are appropriate for the job you do:

- clothing should not be too baggy or loose;
- leave your metal rings or watches at home;
- wear a hard hat and steel-toed shoes to help protect against falling objects; and
- look for shoes that have rubber soles and heels to protect against shock.

Once at work, keep tools in good shape and only use tools that are UL-listed power tools or manual tools with insulated handles. Keep your workspace neat; good housekeeping can keep humans and animals safe.

When working in the field, pay attention to power line locations. Always lower grain augers and tractor attachments when driving near lines—preferably at least 10 feet below the line. If possible, plan routes around the lines and explain the alternatives to everyone who works around the lines. Be prepared with emergency plans and review the plan with coworkers.

Farms should have plans for unexpected spring storms. Know the safest route back to a central location in case of a powerful weather front. Also follow safety procedures in the wake of any damp weather—especially around electrical equipment.

Beware of outdoor hazards caused by storms, such as dangling power lines or falling branches.

Watch for electrical shorts or live wires. Once proper safety measures have been taken and normal work resumes, stay on guard. Look out for damp ground around stations with power tools and move to a different location, or choose a rubber mat to stand on.

Egyptian Electric values safety in the cooperative system. The co-op is proud to provide affordable and reliable energy to some of Southern Illinois' most important businesses—farms. For more safety information check out [www.safeelectricity.org](http://www.safeelectricity.org).



## What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
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# Help Make the Lineman's Job Safer

Being a lineman is no easy task. Climbing poles, hanging transformers and stringing electric conductor are daily job duties despite weather and working conditions. But even if the weather or working conditions aren't a problem, a lineman still has a very dangerous job.

To get to his 'office,' a lineman climbs poles using special steel spikes, called gaffs, that attach around his boots. These gaffs dig into the pole and give the lineman a solid hold on the pole as he works with electric lines and equipment. The lineman's livelihood and his life depend on those gaffs digging into the pole. If his gaffs should lose their hold, the lineman could fall causing serious, or even worse, fatal injuries.

You can help the linemen at Egyptian Electric Cooperative by keeping poles around your property free of items that might keep them from doing their job safely. Here are a few examples of how you can help:

- Don't hang birdhouses or basketball goals on an electric pole. A lineman who has to climb that pole will have to climb around these and if he does climb around a birdhouse or basketball goal, there's a good chance he might use them as a handhold. If the structure he uses isn't secure, the lineman could fall.
- Don't use electric equipment for your target practice. This does nothing but damage equipment and could bring harm to you. Shooting at power lines or glass insulators located on the poles could cause the conductor to come down

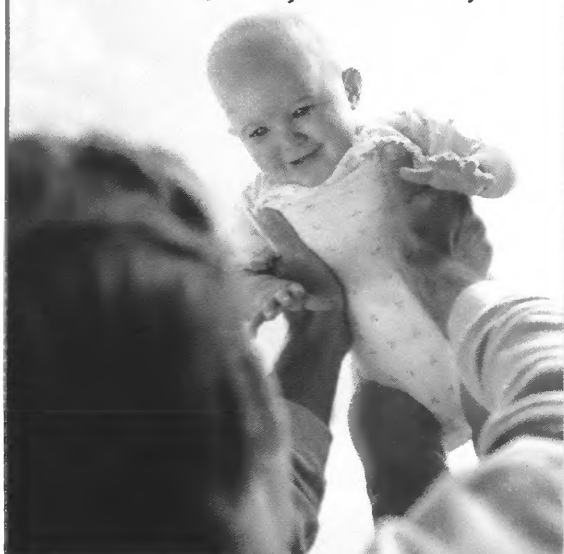
and cause an outage that will affect hundreds of people.

- Don't landscape around the bottom of the pole with flower boxes, birdhouses, etc. If a lineman's gaffs should slip out of the pole or he loses his grip and falls on these, he could be injured more seriously. Planting flowers in the soil around the pole doesn't do any harm as long as no wooden or sharp objects are used in the bed.
- Don't erect a fence or attach a gate to a pole. A fence post driven into the ground near a power pole is a terrible hazard to a lineman if he should happen to slip and fall on it. Don't build or attach anything to the pole that could be a hazard.
- Don't hang a sign advertising a garage sale or promoting your favorite political candidate on electric poles. The signs themselves aren't hazards, but the nails or staples used to hold them up are. If a lineman hits one of these while climbing, his gaff won't get a strong hold and he could slip. This goes for any metal object attached to the pole, including spikes, steeples or any kind of nail.

You may be thinking that linemen should watch out for these hazards and take precautions on their own to avoid them. But remember, quite often it is in the middle of the night, raining, storming or snowing and his goal is to restore your power as quickly as possible. If you follow these simple rules, you'll be making the already dangerous job of a lineman much safer and he and his family will truly appreciate your help.

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- Great low rates to international countries around the world!
- 4.5¢\* per minute E-bill rates! (In-State & State-to-State)
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- You don't have to be a Egyptian Electric member to sign up!

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Cooperative Association  
Your Touchstone Energy® Cooperative

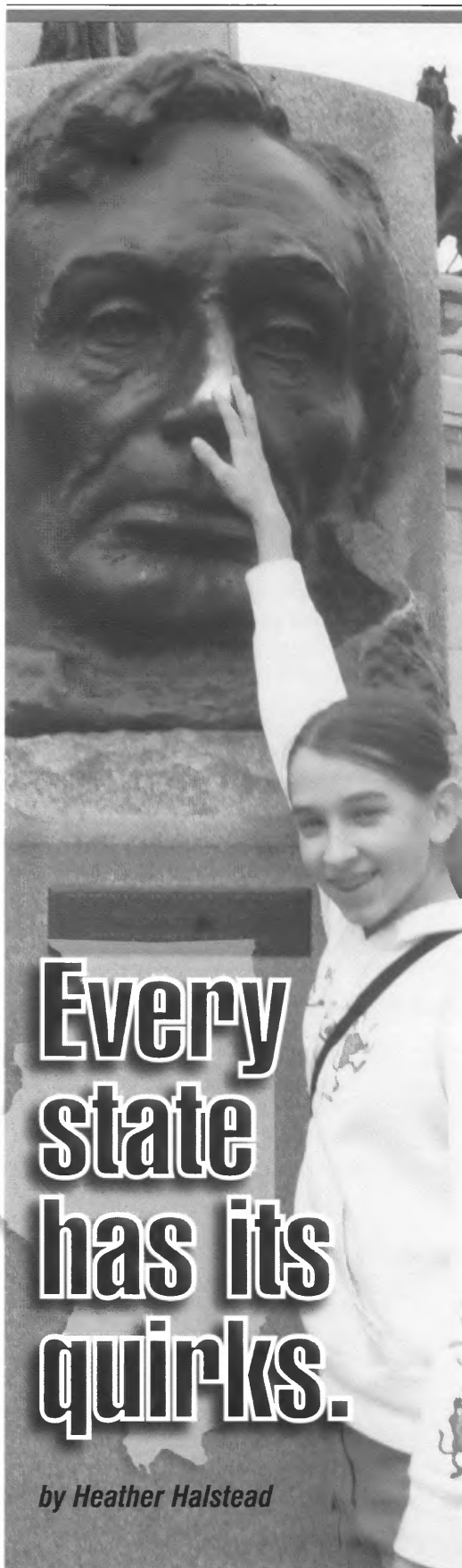
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*Commitment to Community: We show compassion, care, and courtesy to our members and the communities we serve.*

MAY 2004

ILLINOIS COUNTRY LIVING

16c



# Every state has its quirks.

by Heather Halstead

## You Know You're From Illinois if . . .

- ◆ You've ever rubbed Lincoln's nose.
- ◆ You think a horseshoe is edible.
- ◆ Buying fruits and vegetables from the back of a truck is not unusual.
- ◆ You know the capital of Illinois is Springfield, not Chicago.
- ◆ You insist the St. Louis Cardinals are an Illinois team.
- ◆ You think Egypt is just a few counties away.
- ◆ You don't pronounce the "s" in "Illinois."
- ◆ You wish for summer during winter and winter during summer.
- ◆ Spring only lasts a few days.
- ◆ You have to get on a boat to gamble.
- ◆ You've ever seen an albino squirrel.
- ◆ Your Paris doesn't have an Eiffel Tower.
- ◆ Tractor-pulling is a family sport.
- ◆ You've ever traveled to the state fair to see a cow made out of butter.
- ◆ A tour of Lincoln's Home is a standard school field trip.
- ◆ You know the Bulls are not just livestock.
- ◆ You've seen the Leaning Tower of Pisa in Niles.
- ◆ Cardinals in your backyard are the only birds to sing in January.
- ◆ You consider deer to be a road hazard.
- ◆ You know Dairy Queen was invented here.
- ◆ You consider native John Deere a national hero.
- ◆ You think "John Deere green" is a primary color.
- ◆ You think Wrigley is a field instead of a gum.
- ◆ You still insist the Sears Tower is the tallest building in the world.
- ◆ You call all the other states you've visited "bumpy."
- ◆ Your state capital is not your largest city.
- ◆ You think "Downstate" is anywhere but Chicago.
- ◆ You know the word Chicago means "stinking weed."
- ◆ You know the Wizard of Oz was started not in Kansas, but here in Illinois, by L. Frank Baum.
- ◆ You know the lava lamp was invented here.
- ◆ You're proud to be a native along with the likes of Walt Disney, Ray Bradbury, Harrison Ford, Ronald Reagan and Ernest Hemingway.
- ◆ You have Crete and Cuba in the same state.
- ◆ You're only "Normal" near Bloomington.

*Teamwork: We respect each other, have pride in our work, give 100%, are open minded, are innovative, and work together to provide excellent service.*

# EGYPTIAN

"Providing electric service to Southern Illinois" Your Touchstone Energy® Cooperative



## Messenger



From left are Egyptian Electric President Kevin Liefer, Doug Bitner, Neha Tibrewala, Katherine Lieder, Carolyn Cronin, Braidly Hood, Brian Monahan, and Egyptian Electric Executive Vice-President and General Manager Mark Stallons. In the background, parents receive instructions from John Freitag, Association of Illinois Electric Cooperative's Vice President of Operations and Youth Tour Coordinator.

## Six Students Selected for Youth Tour Program

On Tuesday, April 27, six area high school students were selected to represent Egyptian Electric in the annual *Youth Tour* program. The students selected were Doug Bitner, Trico High School; Carolyn Cronin, Murphysboro High School; Braidly Hood, Coulterville High School; Katherine Lieder, Carbondale High School; Brian Monahan, Murphysboro High School; and Neha Tibrewala, Carbondale High School. They will join more than 60 other Illinois high school students for a week in June, visiting Washington, D.C., and other historic sites.

The *Youth Tour* program is sponsored by the National Rural Electric Cooperative Association (NRECA). Each year more than 1,000 high school students, sponsored by telephone and electric cooperatives from across the nation, travel to Washington, D.C., where they visit our nation's capital and have the opportunity to speak with national and Congressional leaders.

The students were selected through an essay contest offered to sophomores and juniors at each of the area high schools within Egyptian's service territory. To enter, all students wrote an essay on the topic, "Should Illinois be allowed to import prescription drugs from Canada?" The essays were judged on five categories of writing expertise and an oral recitation.

This will be the 45<sup>th</sup> year the electric cooperatives of Illinois have participated in the Youth Tour. Many of these students have gone on to hold positions in state legislature and other governmental positions, as well as becoming business and community leaders.

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

# Guaranteed Heating and Cooling

**B**uilding a new home can be a trying time. There are many decisions to make – selecting a floor plan, a contractor, colors, materials and on and on and on. Some of these decisions have outcomes that are immediately known; you know what your home will look like when you've chosen the floor plan, colors, materials, and so forth. But many decisions have outcomes that may not be known for some time or sometimes, for years, to come.

Although we can't help you figure out all of the unknown outcomes, there are a couple that we can help with. By combining the Certified Comfort Home program with our Guaranteed Heating and Cooling program, you will be assured your new home is energy efficient and know how much it will cost to heat and cool.

The Certified Comfort Home program was developed by the electric cooperatives of Illinois several years ago. It was designed to serve as a construction guideline to help our members get the energy efficient housing they deserve, whether building it themselves or by a homebuilder.

The Guaranteed Heating and Cooling program is a new program offered by Egyptian Electric to relieve the uncertainty of what your future energy costs might be. If you build your home to the Certified Comfort Home guidelines and install an air-air or geo-thermal heat pump, we will guarantee your heating and cooling costs for two years.

Here is the process we use to make these programs work for you:

■ **Initial Meeting:** The Certified Comfort Home program and how it will fit into your construction plans will be discussed. We explain how the standards can ensure bidders use the same construction specifications when submitting bids and recommend changes where needed to ensure energy efficiency. Heat loss and gain calculations that form the foundation of an energy analysis for the types of heating and cooling systems under consideration will also be performed to determine



the proper sizing of heating and cooling equipment. Contact our member services department at 684-2143, (800) 606-1505 or [bcramer@egyptianelectric.coop](mailto:bcramer@egyptianelectric.coop) to schedule an appointment.

■ **Inspections:** During construction, we inspect the home at specific times to ensure the home meets the standards of the Certified Comfort Home program. Should we discover a problem or concern, we will notify the member immediately so the situation can be corrected before it is too late.

■ **The Guarantee:** When the home has been completed, a second set of calculations will be done on the 'as built' home. These calculations will form the basis of the guarantee. The member must install (or have installed) metering furnished by the Cooperative (there is a \$150.00 metering deposit, refundable upon the return of the equipment). Should your heating-cooling system use more electricity than our annual guarantee, we will refund the difference to you.

Why are we offering these programs to you? As your electric cooperative, our stated mission is to "improve the quality of life of our member-owners." By ensuring your home is energy efficient, we carry out that mission and by so doing, make sure your energy and construction dollars get used wisely. Our goals, integrity, accountability, commitment to community and teamwork are the tools we use to carry out these programs. Just one more way we prove there is truly is a "Cooperative Difference."

## What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
4. **During office hours:** (8 a.m.-4 p.m., Monday through Friday) **call the office number nearest**

**you:** Steeleville 965-3434 or Murphysboro 684-2143.

**After office hours:** — Call (800) 606-1505  
**Someone is always on duty to take emergency calls after hours.**

5. **Please give your map, section and house (or locat.) number as found on your billing statement.**

*Accountability : We act in accordance with our core purpose and values.*

# Nominating Committee Appointed

**To: Members of Egyptian Electric Cooperative Association**

Pursuant to the By-Laws of the Cooperative and in compliance with the United States Department of Agriculture Rural Electrification Administration Revised Bulletin 20-19, notice is hereby given to the members of the Egyptian Electric Cooperative Association that the Cooperative will hold its 66th annual meeting of its members on Tuesday evening July 27, 2004, at 7:30 p.m., in the Steeleville American Legion meeting room located on the west side of town and a block south of Broadway on Chester Street.

Notice is further given that the terms of office of directors W. Dean Bame, Ava, Allen Haake, Murphysboro, Kevin Liefer, Red Bud, will expire at said annual meeting.

Notice is further given that the board of directors of the Cooperative has appointed the following named persons as a nominating committee:

- Ruth Brown, Rockwood
- John C. Edgar, Ava
- Richard Fager, Murphysboro
- Tom Horn, Carbondale
- Stuart Langrehr, Evansville
- Roger Morganstern, Pinckneyville
- Melvin Paul, Marissa
- Dennis Rickenberg, Campbell Hill
- Donald Stucky, Carbondale

Notice is further given that the above nominating committee will meet at the Steeleville office of the Cooperative, located at the west edge of

Steeleville, Illinois, on Monday, June 7, 2004, at 8 p.m., for the purpose of nominating candidates for election to the board of directors, and that all members interested may attend said meeting and participate.

The by-laws also provide that the nominating committee, upon making their nominations, shall prepare and post at the office of the Cooperative, at least 30 days before the annual meeting, a list of nominations for directors.

The by-laws further provide that any 15 or more members may make other nominations in writing over their signature not less than 25 days prior to the meeting. Additional nominations may be made from members at the meeting.

The by-laws provide that each active member shall be entitled to one vote upon each matter submitted to a vote at the meeting of the members and that proxy voting is prohibited.

A member having questions regarding the above proceedings may contact any officer or member of the board of directors for clarification or further information.

Copies of the by-laws of the Cooperative are available and can be obtained at the Cooperative offices located at Steeleville and Murphysboro, or mailed to you upon your request.

Respectfully submitted,  
Allen Haake  
Secretary

EGYPTIAN ELECTRIC COOPERATIVE ASSOCIATION

## 66TH ANNUAL MEETING

*July 27, 2004 – 7:30 p.m.*

**American Legion Hall**

**South Chester Street • Steeleville, IL**

**Registration begins at 5:30 p.m. – Short Business Meeting**

- |                     |   |
|---------------------|---|
| ■ Food/Refreshments | ■ 10 Credits for \$20 on Electric Bills |
| ■ Free Gift to Each | ■ Children's Program                    |
| Registered Member   | ■ Two \$100 Credits on Electric Bills   |
| ■ Entertainment     |   |

**Drawing for Attendance Prizes (Must be present to win)**

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Egyptian Electric has just one goal in mind – to provide the best possible services to its members for the best price.

Pay just 4.9¢\* a minute, for State-to-State calls anywhere in the continental United States and 4.5¢\* per minute for In-State long distance calls. Add a toll free number for the same low rates. Plus you will receive:

- Calling Card rate of just 9.5¢ per minute!
- Great low rates to international countries around the world!
- 4.5¢\* per minute E-bill rates! (In-State & State-to-State)
- No monthly minimums or service charges. No cost to join!
- You don't have to be a Egyptian Electric member to sign up!

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## Egyptian Electric Cooperative Association

1005 West Broadway • P.O.Box 38 • Steeleville, Illinois 62288 • (618) 965-3434

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

Office Hours: 8 am - 4 pm

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

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are innovative, and work together to provide excellent service.*

# EGYPTIAN

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## Messenger

### Board of Directors ANNUAL MEETING

#### INVITATION



KEVIN LIEFER,  
PRESIDENT

On behalf of the Board of Directors of Egyptian Electric Cooperative, I am extending a personal invitation to everyone to attend your cooperative's annual meeting. The meeting will be held on Tuesday, July 27, 2004, at Steeleville's American Legion Hall.

A short business meeting is planned to conduct the necessary business affairs of the cooperative. Before the meeting, food and refreshments will be served in the park next to the American Legion beginning at 5 p.m. There are several outdoor activities that will also start about 5 p.m. During the business session, there will be a children's program in the small hall next door. Plan to come early and visit with the employees, directors, and your neighbors.

Registration begins at 5:30 p.m., and each member registering will receive a free gift for attending.

All members registered by 7:30 p.m. will be included in the drawing for our 66th Anniversary prize, the two grand prizes of \$100 electric credit and the 10 \$20 credits to be applied on an electric bill. At the conclusion of the meeting, all members present will be eligible for the drawing of other attendance prizes.

The most effective method of getting word to the members about the annual meeting is for those reading this announcement to tell others about it. Please remind your friends and neighbors about the meeting. Better yet, bring them along. This is an opportunity for you to participate in the operation of the cooperative.

Kevin Liefer, President  
Board of Directors

## OFFICIAL NOTICE

66TH ANNUAL MEETING • JULY 27, 2004 • 7:30 P.M.

#### Action will be taken on the following matters:

1. Report on the number of members present, in order to determine the existence of a quorum.
2. Reading of the notice of the meeting and proof of the due publication or mailing thereof, or the waiver or waivers of notice of the meeting as the case may be.
3. Reading of unapproved minutes of previous meeting of the members and the taking of necessary action thereon.

4. Presentation and consideration of reports of officers, trustees and committees.
5. Election of board members.
6. Unfinished business.
7. New business.
8. Adjournment.

Allen Haake,  
Secretary Board of Directors  
Egyptian Electric Cooperative

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# ANNUAL MEETING

## registration instructions

Registration will be very similar to last year. There will be three lines inside the main hall for registering members. They will be located in the offset in the back of the room. The alphabet will be divided into 3 groups according to your last name. You will be given a ballot and a blank card on which to print your name for attendance prizes. Be sure we can read your name before dropping your signed card into the attendance box. Members must be registered by 7:30 p.m. to qualify for the anniversary prize, the two grand prizes, and the ten \$20 electric credits. The main meeting hall will not be open until member registration begins at 5:30 p.m. and it is air-conditioned. To receive

your attendance gift and be eligible for attendance prizes, you must register as you have in the past. Please register only one time.

As in previous years, entrance to the hall for the meeting will be through the double doors on the south side, from the walkway between the Legion Hall and the bowling alley building. Access to this walkway is from the front parking lot towards the bowling alley, or from the west parking lot behind the ball diamond. These entrances will be clearly marked, and Cooperative employees will be located around the area to help direct you to the meeting. Please do not enter from the Legion clubroom.

## Minutes of the Nominating Committee

The Nominating Committee, in compliance with the by-laws of Egyptian Electric Cooperative Association, met in Steeleville, Illinois, in the office of the cooperative, on June 7, 2004, at 8:00 p.m., to nominate candidates for the office of Director of the Cooperative to serve for a three-year term and to be voted upon by the membership of the cooperative during its annual meeting to be held on July 27, 2004, in the Steeleville American Legion Hall.

Administrative Assistant Brenda Rapp opened the meeting by stating that the purpose of the Nominating Committee is to nominate candidates for the office of Director of the Cooperative, and that the terms of Mr. W. Dean Bame, Mr. Allen Haake, and Mr. Kevin Liefer were expiring this year.

A roll call of the members of the Nominating Committee was taken. Ms. Rapp stated that the first order of business would be to select a chairman and a secretary of the meeting.

Mr. Stuart Langrehr was duly selected as chairman of the committee, and Ms. Brenda Rapp was selected as secretary of the meeting.

The chairman requested the secretary to read the minutes of the last year's Nominating Committee meeting. The minutes were approved as read by all members present.

The chairman instructed the committee that

three or more nominations could be made by the committee and placed on the ballot. Following a discussion on this, it was unanimously agreed to nominate three candidates.

Mr. Richard Fager nominated Mr. Allen Haake, Mr. John Edgar nominated Mr. W. Dean Bame, and Mr. Melvin Paul nominated Mr. Kevin Liefer for the office of Director of the Cooperative. Mr. John Edgar moved that the nominations be closed and that they be nominated by acclamation, and that their names be placed on the ballot to be voted upon at the Annual Meeting of the members on July 27, 2004.

The motion was seconded by Mr. Richard Fager and unanimously carried.

There being no further business, motion was duly made and seconded that the meeting be adjourned. Motion carried.

Stuart Langrehr, Chairman  
Richard Fager  
Ruth Brown  
Donald Stucky  
Melvin Paul  
Dennis Rickenberg  
Tom Horn  
Roger Morgenstern  
John Edgar

*Accountability : We act in accordance with our core purpose and values.*

# 66th ANNUAL MEETING

**July 27, 2004  
7:30 P.M.**

**American Legion Hall  
South Chester Street, Steeleville, IL  
Registration begins at 5:30 p.m.  
Short Business Meeting**

- **Food/ Refreshments**
- **Entertainment**
- **Children's Program**
- **Free Gift to Each Registered Member**
- **Two \$100 Credits on Electric Bills**
- **10 Credits for \$20 on Electric Bills**

## **66th ANNIVERSARY PRIZE - COLOR TV WITH REMOTE**

**Drawing for Attendance Prizes  
(Must be present to win)**

### **Egyptian Electric Cooperative Association**

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

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

## WHERE AT? "WATTS" UP? and WHO'S ON?

We hope you're planning to spend a few hours with us at the American Legion in Steeleville on Tuesday evening, July 27, for the cooperative's annual members' meeting. The employees and directors are once again busy making plans for an enjoyable evening. For the last several years we've had outdoor activities and no rain. Weather permitting, various outdoor events are being planned from 5 p.m. until 7 p.m. Hot dogs, soda and ice cream bars will be served in the park pavilion beginning at 5 p.m. Outdoor seating is limited, so bringing lawn chairs might be a good idea. A children's program will be next door while the business meeting is going on. There's even a special prize drawing for the children that evening. We do hope you will join us. And NOW----introducing our entertainment for the evening.....

Egyptian Electric is pleased to present to its membership a very talented individual from the

area---Bill Harper. This Murphysboro native has been a professional musician and recording artist for more than 25 years. He began his career as a solo singer/songwriter /guitarist on the Northern California wine cellar/coffee house circuit. Bill continues to perform and record locally as a solo, with his band THE NATIVES, and as acoustic guitarist for SweetKayTeeJay.

He has released six self-recorded and produced CD projects. He is involved in music ministry at several churches in Southern Illinois, is employed by St Andrew Church in Murphysboro as Music Director/Teacher, and serves as a Music Minister at Our Lady of Mt. Carmel in Herrin. Bill owns and operates his own recording studio, Perplexed Purple Pig Music.

Bill will begin playing about 5:45 p.m. in the American Legion's large hall and will continue until approximately 7:15 p.m.



### Free Child I.D. Kits

Stop by the Child I.D. booth at Egyptian Electric's annual meeting to receive a free Child I.D. Kit. This kit allows parents to keep vital information and inkless fingerprints of their child in a safe place in their home. This information can then be given immediately to authorities if a child is missing.

Egyptian Electric is dedicated to serving its members and their communities. These kits can help protect the most vulnerable members of our community.

The Child I.D. Kits are provided through Touchstone Energy® and the American Football Coaches Association.

### What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
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# EGYPTIAN

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## Messenger

## LEGISLATIVE UPDATE



MARK STALLONS,  
MANAGER

Every year during the first week of May, several thousand electric cooperative leaders descend on Washington, D.C., to discuss critical legislative issues with our Senators and Congressmen. This past May a group of Illinois Directors and Managers (myself included) met with Senator Durbin, Senator Fitzgerald's legislative aide, and 19 of our House Representatives.

Most of our time was spent thanking our Congressmen and Senators for supporting language in the energy bill that exempts electric cooperatives from costly government regulations. Our main selling points were that electric cooperatives were not involved in the California price-fixing scandal or the Northeast power blackout. Because electric cooperatives are self regulated by directors elected by our members, increased federal regulation of electric co-ops is not required. Our message found a welcome audience. An overwhelming number of Congressmen and both Senators understood and agreed that electric cooperatives have been leaders in the industry at providing reliable energy at fair and affordable rates, and as a result, more federal regulation is not necessary for electric cooperatives.

The House of Representatives passed an energy bill last year and House members are currently waiting for the Senate to pass a bill. Last fall the Senate energy bill had 58 positive votes, but needed 60 to avoid a filibuster. This past April a slimmed down version of the Senate energy bill had 55 positive votes, but again needed 60 to avoid a filibuster. If and when an energy bill passes the Senate, we have strong assurances that cooperatives will be exempt

from any additional regulation.

On the local level we found sympathetic ears for restoring budget dollars to the Kaskaskia Lock & Dam. Our local Congressmen and Senators offered strong assurances that they understood the problem and were working at restoring the funds necessary to keep the Lock & Dam operating. Our emphasis was that the Lock & Dam is a vital part of the local economy and is used by farmers as well as local industry for moving goods and products to market.

Rest assured we are working hard to educate our legislative leaders about issues that are near and dear to our local economy as well as critical to the cost effective operation of Egyptian Electric Cooperative.



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

# Common Problems Of New Homes



## Part 1

Over the years of conducting energy audits on new and older houses, I've come to find that new houses have as many, if not more, problems than older houses. The problem is that quite often we've attempted to mix new products and technology with old methods of construction.

Houses of yesteryear had leaks, drafts, and no insulation. We overcame these problems with cheap fuel (coal) and large furnaces. As fuel got more expensive, we desired cleaner and more efficient heat sources. We've gone to more elaborate heating and cooling systems and insulated and built houses to be airtight. In other words, houses are more complex than they were 50-80 years ago.

This complexity can create problems—from energy use, to health issues, to longevity of the house. I've put together ten common problems I find in many houses. This month we'll give you the first five; you'll have to come back next month for the last five!



### Heating and Cooling Systems in Attics and Crawl-spaces Leak

No ifs or buts about it, ducts leak. Correction, ducts leak a lot - on average about 15 percent. On the return side of the air handler, ducts suck in unconditioned, dirty air. On the supply side, they blow out clean, conditioned air (that you paid to condition and clean).

Air leaks are only part of the problem. We insulate the attic to R-38 because we know the greater the temperature difference between the attic and the living space, the more insulation is needed. Attics can be 130°+ in summer or 0°- in winter while rooms stay around 70 -75°. That's a temperature difference of 60° in summer and 70° in winter. Air-conditioned air is around 50° and heated air is more than 100°. In summer, that's an 80°-temperature difference and in the winter, it's a 100° difference. Okay... let's look at that again. 60-70 ° difference between the attic and the room below, we insulate the ceiling to R-38; 80-100 ° difference in the air handler and we put an R-4 sleeve over the duct and call it good. If someone can explain the rational of that decision, clue me in, would you! If possible, always put ducts and air handlers inside the building's envelope. If this can't be done, have your contractor seal them with duct mastic and insulate them properly.



### Brick Siding Forces Water Into Walls

Think about it. Bricks are made of clay. If soaked in water, bricks will absorb water. If you don't believe me, weigh a dry brick, then soak it in water and weigh it again. Water moves from the wet side to the dry side and from the hot side to the cool side. Bricks get rained on and the moisture moves from the outside to the inside. Then the sun comes out and even more moisture is pushed inward.

In the old days, this wasn't a problem. Bricklayers left weep holes in the bottom and an air space behind the brick and at the top. Before the brick was laid, carpenters covered the wall with a heavy layer of tarpaper. What moisture penetrated the brick didn't penetrate the wall and had a chance to dry out naturally.



*Accountability : We act in accordance with our core purpose and values.*

The problem today is we don't use tar-paper, and bricklayers may or may not put weep holes in the bottom. Moisture that penetrates the brick can now permeate the house wrap and the OSB sheathing, condensing on the inside of the cool vapor barrier on the inside of the wall. At that point, the moisture becomes a great feeding ground for mold and decay.

If you're going to use brick, make sure it is installed properly with a ventilation and drainage system behind it.



### **The Attic is not the Place for Blown-In Fiberglass**

I'm not saying blown-in fiberglass insulation is bad - just that it's bad in attics. Blown-in fiberglass has no density in its natural state. It lets air move through it. When the air in the attic above is cold and the air near the ceiling below is warm, the warm air will rise and the cold air will fall, lowering the effective R-value.

If you're blowing fiberglass into walls with a netting system over the studs, that's a different story. We call that dense pack. Because it's dense, it won't let air move through it. Good stuff this way. It fills wall cavities completely, fills voids, and wires and plumbing aren't a problem. Walls good, attics bad.



### **Vented Crawlspaces are Moisture Problems**

In the old days, we didn't insulate crawlspaces, so crawlspaces weren't much colder than the room above. Keep something warm, no condensation. Today, we either insulate the floor or the crawlspace wall.

If it's the floor, the crawlspace walls and dirt floor are now cold. Vents in the walls let moisture from the outside in. Cold surface equals condensation. If you insulate the crawlspace walls and then vent them, why spend the money and time insulating them?

I've yet to hear anyone say a basement needs ventilated. Put a good vapor barrier on the ground, insulate the walls, don't vent

it, and call your crawlspace a 3-foot basement.



### **Un-insulated Basements are Worse than Crawlspaces**

That's right. An un-insulated basement will waste more energy than a crawlspace. Let's see, crawlspace 3-foot high, basement 8-foot high. More walls, more volume, more heat loss. You wouldn't think of not insulating a crawlspace so why wouldn't you insulate a basement? Even if you don't plan to finish the walls now, at least insulate them.

While we're on the subject of insulating basements, don't use a vapor barrier on stud walls in the basement. Walls need to dry out on at least one side. Above ground, they dry to the outside. Below ground, well you guessed it, they can't dry to the soil. Either insulate with a product that won't absorb moisture, like extruded polystyrene (blue or pink board) or don't use a vapor barrier (kraft-faced fiberglass included) on the inside.

*Want to make sure your new house doesn't end up with these problems? Ask for your free copy of the booklet, *Building the Home of Your Dreams* from the Certified Comfort Home program and Egyptian Electric. See you next month for the last five problems.*



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

# On-Line Information Services for Business

To succeed in the so-called "information age," many experts believe organizations will need prompt access to valid and up-to-date data and information sources to grow and prosper. To help ensure our business, commercial, and industrial members have prompt access to current energy and technical information, we now offer an Internet-based resource service for them at no charge.

Through a service provider named Questline®, we now have a mechanism to deliver one-on-one technical and business-oriented information to our commercial members. Questline® is a team of researchers, engineers, and economic development professionals providing fast technical information (energy, engineering, troubleshooting, environmental) and business assistance (management, human resource, regulatory, vendor searches) to our business members. The service Questline® will be providing consists of three parts— a newsletter, an "Ask the Expert Hotline," and a library.

The newsletter is produced bi-monthly and is delivered either by e-mail or fax to the recipient. There are generally four key articles centered on a main topic in each edition. The reader has the option to read an executive summary of the topic or

click on a hyperlink to access more complete and detailed information.

The Ask the Expert Hotline allows members to submit questions to Questline's expert team of researchers, engineers, technicians, and economic development professionals, to receive detailed research and answers to their question.

The library contains an on-line resource where members can research past newsletters, more than 500 technology, process and information documents, and more than 1,000 previously asked and answered Hotline inquiries.

We are providing the Questline® service at NO COST to our business members because we value our relationship with them. We know that successful business members improve the quality of life for all of us and that helps us accomplish our mission of "improving the quality of life of our member-owners."

If you would like your business to have access to this service, call (618) 684-2143, (800) 606-1505, or e-mail Bryce Cramer, our District Office and Member Services Manager, at [bcramer@egyptianelectric.coop](mailto:bcramer@egyptianelectric.coop).



## Working Together Works

Working together can never be a policy  
It can only be an idea  
It can never be a code of rules  
It can only be a way of looking at the world  
We can say, "This is mine," and be good  
Or we can add, "This is *ours*," and become better  
We can think, "I do my share," and be satisfied  
Or we can ask, "Can I do more?" and become prosperous  
We can work alongside each other and function  
Or we can work with each other and grow, as we have

Our country's history makes it clear  
Combining all efforts into one has been the only way to achieve  
That progress and that strength we take such pride in..  
Pride not only in what we've achieved  
But pride in knowing that we've achieved it together  
With our own work and our own visions  
That's really the key  
Because when all is said and done  
Working together doesn't only bring out the best in all of us  
It brings out the best in each of us

Author Unknown

*Teamwork: We respect each other, have pride in our work, give 100%, are open minded, are innovative, and work together to provide excellent service.*

# EGYPTIAN

"Providing electric service to Southern Illinois" Your Touchstone Energy® Cooperative

## Messenger

### Manager's Report to the 66th ANNUAL MEETING July 27, 2004

On page 16d of our newsletter, you will find an announcement for our ACRE Co-op Owners for Political Action program. This is a voluntary program that we believe is truly worthwhile. Joining ACRE allows your voice to be heard in the political process. It assists our legislative program as we deal with issues that are important to you, our members. Some of the legislative issues ACRE is working on are:

1. An energy bill that includes ethanol.
2. Regulations that do not restrict our linemen's ability to quickly restore power due to unreasonable hours of service rules for driving large trucks.
3. Funding for Kaskaskia Lock & Dam.
4. Legislation that does not place cooperatives under costly and unnecessary regulation.
5. Legislation that ensures that electrical cooperatives have fair and equal access to transport power over transmission lines.

ACRE's goal is to grow from 25,000 cooperative employees and directors to more than 100,000 strong voices with our member-owners. This is your chance to be one of those voices.

We are preparing for the future on many fronts. I would like to focus on a few of our major efforts.

First, securing long-term (5year) supplies for Illinois coal at competitive market prices is, without a doubt, our most important effort. Power supply costs are about 60 percent of our total costs and therefore have a huge impact on our rates. In the last two years, crude oil has increased from \$25/barrel to over \$40/barrel. The price of natural gas has increased from roughly \$3/million btu to over \$6/million btu. Due to those increases, the cost of generating electricity from natural gas and/or fuel oil cannot compete with coal. Consequently, many

■ Continued on 16b



Egyptian Electric Cooperative General Manager Mark Stallons (left) congratulates re-elected board members W. Dean Bame of Ava, Kevin Liefer of Red Bud and Allen Haake of Murphysboro.



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



power plants throughout the United States are converting their electricity production from natural gas and fuel oil to coal. Just recently an article appeared in the Wall Street Journal entitled "Coal Is Red Hot, but for How Long? High Natural-Gas Prices Lead Utilities to Shift Fuels; A Supply Rebound Looms."

That article showed that coal prices nationwide have increased from \$40/ton in January 2004 to \$60/ton today--a 50 percent increase. During 2002 and 2003, Illinois coal and carbon prices held steady for most of the period. But in the last few months the closing of coal mines and the expiration of long-term agreements have required us to renegotiate new coal and carbon agreements. The competitive forces for coal has increased our costs by over 20 percent and our carbon contracts by over 50 percent. Southern Illinois Power Cooperative (our wholesale electricity supplier) has re-evaluated its costs and is projecting a 9 percent increase in rates to Egyptian Electric. In order to remain financially sound, we will need to increase our residential rates by 6 percent this fall. Even with this modest increase, our rates will still be one of the lowest in the state.

Our second major effort is the new technology project launched in May 2004. Over the next two years, our operations department will be replacing your old meter with a new electronic meter that can be read and billed from our office. The meter will also let us know when your lights blink or when you have lost power. Combined with a new outage management system, we will be able to see more quickly where outages are happening and be able to get

linemen to the outage faster. This new technology is exciting and we believe it will help us improve reliability and customer service with no increase to the membership.

Finally, we are preparing for the future by hiring local people who are talented, innovative, and committed to the cooperative values of Integrity, Accountability, Commitment, and Teamwork. In the last year we have had a number of retirements, including Jim Smith, Larry Hartman, Wayne Luedeman, Darwin Dailey and Don Bollman. In the next few months Gerald Thies intends to retire. Those names and faces have been around Egyptian Electric for a long time. Many organizations find it hard to replace loyal employees when they retire. We have been fortunate to have good people who can step up to the plate and accept challenging positions.

Jim Grothaus is now our Operations Manager and Scot Alms is the Assistant Operations Manager. Tom Ernsting has filled our Serviceman slot. Bill Korando and Brian Diercks have advanced to Line Foreman. Andy Ahner has become an Apprentice Lineman. JoAnn Simmons has accepted the position of Steeleville Office Manager and Tammy Mikulay is now our Information Systems Coordinator. Linda Williamson is now the Operations Coordinator. We've also hired several new employees. Shane Hermetz was hired as our Engineering Manager, Jeremy Thies as an Apprentice Lineman, Scott Gremmels was hired as an Engineering Tech II and our most recent addition is Terry Cochran as Mechanic. There are a lot of new faces at the co-op now blended in with many that have served you for many years. We're looking forward to working together to carry on the cooperative tradition and our goal of "improving our members' quality of life."



# Common Problems Of New Homes

## Part 2 By Bryce Cramer

Over the years of conducting energy audits on new and older houses, I've come to find that new houses have as many, if not more, problems than older houses. The problem is that quite often we've attempted to mix new products and technology with old methods of construction.

Houses of yesteryear had leaks, drafts, and no insulation. We overcame this with cheap fuel (coal) and large furnaces. As fuel got more expensive, we desired cleaner and more efficient heat sources. We've gone to more elaborate heating and cooling systems and insulated and built houses to be airtight. In other words, houses are more complex than they were 50-80 years ago.

This complexity can create problems - from energy use, to health issues, to longevity of the house. Last month we gave you my list of the top five problems that I typically find and this month we finish with the final five.



### Gas Appliances Can Kill You

Okay, I know I'm in the electric business, but it's true. Gas water heaters that vent by draft hoods can be a serious problem in today's new, tighter houses. Combustion appliances need air; air to burn and air to go up the flue. If the house is tight and a dryer, a bath vent fan, or a range hood fan are on, the open vent of the water heater can vent backwards, sucking combustion by-products back into the house.

The same goes for vent-less gas heaters and fireplaces. Read the fine print. I haven't seen one yet that doesn't tell you to open a window when you use it. Okay, think about this. It's 10° outside and you're cold; you light the vent-less log in your fireplace to warm up the room. I'm sure you're going to walk over to the win-

**Accountability:** *We act in accordance with our core purpose and values.*

dow and open it so 10° air can come in.

If you want gas in your house, use sealed combustion appliances. By the way, five states have banned un-vented heaters and fireplaces!



## Improperly Installed Fiberglass Batts are Ineffective

That's right. There is a right and wrong way to install fiberglass batts.

Some of my cohorts think this is such a problem they recommend not even using fiberglass batts. I won't go that far, but I will say this is a serious issue. Remember; just because a batt has an R-11 or other rating, that doesn't mean that's what you will get if it's improperly installed.

The problem? Homeowners try to save money and do the job themselves. Or, the guy at the bottom of the totem pole gets the job. He wants to impress and get the job done quickly. Actually, the bigger problem is fiberglass makes people itch and no one, I mean no one, wants to deal with the stuff for too long. Unfortunately, installing it correctly means being particular, which means taking your time.

I've been in attics where I was able to see the sheet rock of the ceiling below. Now, if I can see the sheet rock, do you think cold air can get to it? Part of the problem is electricians don't want to leave any extra wire in overhead circuits. The insulation has to go over the top of where the wiring runs at lights and where the wire enters the wall for the switch below. Remember, if you can see sheetrock, cold air can get in.

And that's just the attic. The same happens in the wall. I've seen installations where the insulation was torn to fit around outlets. That's kind of like trying to fit a round peg in a square hole. Or is that a square peg in a round hole? Either way, just because you can compress, scrunch, or shove fiberglass batts doesn't mean that's the way to install it. The best way? Think of it as a solid block of foam. Cut and remove just the right amount to fit around obstructions or in odd sized cavities. Don't want to itch, scratch or deal with the fiberglass issue? Use cellulose insulation. Sprayed-on in the walls and loose-fill in the attic does a better job of sealing and filling voids. Want to know more about it? Call me or read our *Building the Home of Your Dreams* booklet. I'll be glad to send you a copy.



## You Need More Than One Central Return Air

Pipe it to each room, but suck it back in through one central vent. Okay. It might work if I leave all of the interior doors

open. But there's a 1-inch gap at the bottom of the door you say? Well, the way I calculate it, to not create a pressure difference between rooms, the gap needs to be about a foot high. Kind of does away with the advantage of closing it in the first place. Ever wonder why you have racing stripes in your carpet by interior doors? That's the carpet filtering the air as it goes through that 1-inch gap. Burn a couple of scented candles in the room if you really want high definition



## Soffits and Enclosed Tubs are a Problem

Not to look at, but to insulate. Don't believe me? Crawl up in your attic and take a look. How come soffits are a problem? Let's see. The carpenters frame your house. Hanging sheet rock is left for the sheet rock crew. So, they frame everything they can before the 'rockers' come in. Now, come the rockers. They rock the ceiling up to the front of the soffit framing. Then down the face, then the underside, then the wall. Now go up in the attic and see what you've got. Instead of having a nice smooth sheetrock floor to insulate; there's this big hole where the soffit is. Sure, it can be insulated. And, of course, he'll take his time and do it right. But how many new homeowners have you seen crawl up in an attic and look around?

Enclosed tubs and showers have the same problem. They get moved in early because they don't fit through doors later. They're put in place with a short wall at the top. Sheet rock is installed to the front of the wall, then down the wall to the top of the unit. Go up into the attic again if you'd like to see the top of your tub/shower unit. Ever wonder why that's the coldest place in the house?

I'm not saying you shouldn't have soffits or enclosed tubs/showers. Just have the carpenters put a false ceiling in. They can even use scrap material.



## Paying Attention to Detail Pays Off

Everyone knows to insulate walls and ceilings, and uses thermal pane windows and insulated doors. Okay, then how come nearly identical houses use drastically different amounts of energy? One answer is because someone paid attention to detail. They knew that many small things add up to be big things. As they say, "a dollar here and a dollar there and before long you're talking serious money." The same goes for making sure your home is as energy efficient as possible.

If you want to make sure your new house doesn't end up with these problems, ask us for your free copy of the booklet, *Building the Home of Your Dreams* from the **Certified Comfort Home** program and Egyptian Electric. You can request one by calling me, Bryce Cramer, at (800) 606-1505 or by e-mailing me at [bcramer@egyptianelectric.coop](mailto:bcramer@egyptianelectric.coop).

Want to make sure your new house doesn't end up with these problems? Ask for your free copy of the booklet, *Building the Home of Your Dreams* from the **Certified Comfort Home** program and Egyptian Electric.



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

## ACRE

**E**gyptian Electric is proud to announce an exciting new opportunity for residential member-owners to strengthen our voice in the political process that affects electric cooperatives, and ultimately, you, our member-owners.

For more than 30 years, the Action Committee for Rural Electrification® (ACRE®) and Illinois ACRE have been working to support state and federal legislators who understand and support electric cooperatives and our member-owners. Now through the special new program, ACRE Co-op Owners for Political Action, you as a member-owner, have the ability to strengthen this support and join the more than 25,000 members of ACRE.

We hope that you will consider this voluntary and bipartisan program. With an energy bill looming on the horizon, new regulations on burning coal in power plants and increased pressure from investor-owned utilities to put cooperatives on an unequal playing field for access to transmission

systems, your voice in Washington D.C. and Springfield is more important than ever before. By joining ACRE Co-op Owners for Political Action, your voice

## ACRE Co-op Owners for Political Action®

and membership helps carry the cooperative message to legislative leaders. Through ACRE, we will continue to fight for a viable and equitable environment for electric cooperatives and the quality of life of the people and communities we serve.

It is easy to participate in ACRE through the ACRE Co-op Owners for Political Action program. You may use cash or a personal check to make a contribution by completing the form below.

# YES!



**I want to help keep the voice of rural electric cooperatives heard in the political process by participating in ACRE Co-op Owners for Political Action®.**

I would like to make a one-time contribution in the following amount:

- ☐ \$25.00 – Regular ACRE Member  
☐ \$100.00 – Century Club ACRE Member  
☐ \$500.00 – President's Club ACRE Member  
☐ Other \$ \_\_\_\_\_

I affirm that my contribution has been made with Non-corporate funds:

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Account #: \_\_\_\_\_ Signature: \_\_\_\_\_

\*Federal Election Law requires the following information for contributions equal to or exceeding \$200:  
 Employer: \_\_\_\_\_ Occupation: \_\_\_\_\_

*Contributions to ACRE are for political purposes. Contributions to ACRE through the ACRE Co-op Owners for Political Action are strictly voluntary. Contributions to federal and state Political Action Committees are not deductible for tax purposes. Consumer-owners have the right to refuse to contribute without reprisal. The contribution guidelines are suggestions only. You may contribute more or less than the recommended amount.*

*ACRE qualifies as a multicandidate political committee and has been registered with the Federal Election Commission. A copy of the ACRE's monthly report is filed with the Federal Election Commission and is available to the public. Approximately 50 percent of the funds derived from this contribution to ACRE will go to the Illinois ACRE, a state political committee. A copy of the report filed by Illinois ACRE with the State Board of Elections is available for purchase from the State Board of Elections.*

## Egyptian Electric Cooperative Association

1005 West Broadway • P.O.Box 38 • Steeleville, Illinois 62288 • (618) 965-3434  
 10169 Old Highway 13 • Murphysboro, Illinois 62966 • (618) 684-2143

Office Hours: 8 am - 4 pm

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

*Teamwork: We respect each other, have pride in our work, give 100%, are open minded, are innovative, and work together to provide excellent service.*

# EGYPTIAN

"Providing electric service to Southern Illinois" Your Touchstone Energy® Cooperative

## Messenger

### Innovation Is a Key to Continuous Improvement

Innovation and the use of new technology to improve the quality of services we provide our members is one of the four core principles of Touchstone Energy® cooperatives that separates us from other utilities. At Egyptian Electric, we are currently in the first phase of using new technology to improve our service to you.

Our linemen and meter technicians are presently installing new automatic meter reading devices in the Carbondale, Murphysboro, and Marion areas. Over the next two years, every member's meter will be changed to one that will allow us to read it from the office. This is the first step in a multi-step process that will allow the cooperative to efficiently read and bill you instead of your having to read the meter and calculate your own bill.

The ability to communicate over our power lines and request a meter reading at any time is a huge advantage of this new technology. Once the new meters are installed and our billing procedures are revised, you will never have to read your meter again. The new system will allow us to offer direct payment from a bank account to all members that would like this easy pay option. We will be able to offer e-billing for those members that would prefer to receive their bill by e-mail instead of a paper bill, and when a member has a concern about the amount of their energy consumption, we will be able to look at their daily usage to help them figure out what may have happened to increase their usage.

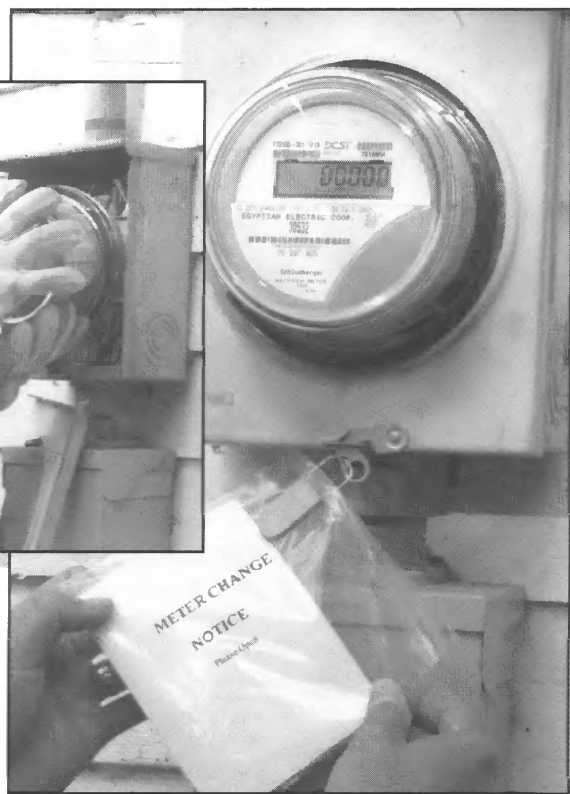


### FROM THE MANAGER'S DESK

BY MARK STALLONS

When we change your meter, we will leave a "Meter Change Notice" near your meter (see the sample on the next page) explaining how to calculate your next bill. Once the new meters and new billing system are in place, we will make the change from self-billed to cooperative-billed. We are several months away from that phase of the project, so for now please continue to read your meter and mail your payment each month.

In summary, we are preparing for the future by continuously looking for ways to improve member service and ultimately to improve your quality of life. That's our cooperative purpose.



■ Continued on 16b

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

# Sample Meter Change Notice

We have changed your meter. Below is the final reading on the old meter and guidance for computing your next electric bill.

OLD METER		NEW METER	
Final reading	_____66700_____	Present reading	_____00300_____
Last months reading	_____66300_____	Starting reading	_____00000_____
kwh used:	_____400_____*	kwh used:	_____300_____*
Total kwh used		_____700_____*	

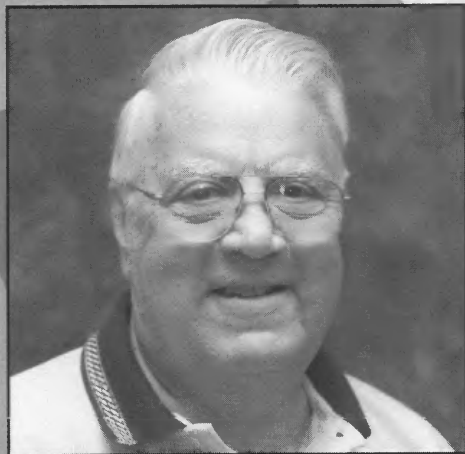
Please pay the total kwh used according to rates from the rate chart provided in your packet and include this notice with your payment. If you have any questions, feel free to call. (1-800-606-1505)

Your cooperative is in the process of advancing to new technology. We will be upgrading meters across the system. In the near future, we will be adding new equipment to our substations, at which time you will no longer need to read your meter each month. We will be mailing a bill monthly and will get a reading from your meter electronically. However, at this time, please continue to read your meter as you have in the past and pay according to your rate chart. You will be notified when the billing process changes.

Egyptian Electric Cooperative

Date: \_\_\_\_\_

## CONGRATULATIONS CONGRATULATIONS CONGRATULATIONS CONGRATULATIONS



**D**ean Bame, Egyptian Electric Cooperative director from Ava, has been elected chairman of the board of the Association of Illinois Electric Cooperatives (AIEC), Springfield. The election took place on Friday, July 30, during the AIEC's 63<sup>rd</sup> annual meeting in Springfield. The AIEC is a service organization representing the 25 Illinois electric distribution cooperatives and two generation-and-transmission cooperatives.

**Congratulations and great job, Dean!**

## What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
4. **During office hours:** (8 a.m.-4 p.m., Monday through Friday) **call the office number nearest**

**you:** Steeleville 965-3434 or Murphysboro 684-2143.

**After office hours:** — Call (800) 606-1505

**Someone is always on duty to take emergency calls after hours.**

5. **Please give your map, section and house (or locat.) number as found on your billing statement.**

*Accountability: We act in accordance with our core purpose and values.*



**Hey! Great shot, buddy! Yea, this one was a real challenge. Didn't really have a clean shot, but I took it anyway. Just couldn't pass up the opportunity---they don't come around that often!**

**S**ound like conversation from a hunting trip? Could be, but in this case, it just as well could have been the culprits responsible for the transmission outage that caused Egyptian Electric to lose power to five substations on the morning of August 20.

Shortly after 4:00 a.m. that morning, the transmission system tripped a 69,000-volt breaker at the Campbell Hill switchyard, dropping the Bremen, Sparta, Evansville, Baldwin, and Lenzburg substations. The weather was stormy and rainy. More than 3,000 homes, farms, and businesses were without power.

After opening and closing switches and attempting to re-energize the line, power plant and Egyptian personnel finally isolated the problem to the transmission line between the Baldwin and Lenzburg substations. Crews were able to restore service to all but the Lenzburg substation by 7:00 a.m. After switching members on the Lenzburg substation to other substations, crews restored service to everyone by 7:45 a.m.

Now the task of finding the cause had to be dealt with. Riding a four-wheeler along the transmission line through private right-of-way, crews shortly found the cause--- a broken insulator. That wasn't unexpected because many times that's what is found when transmission lines drop out during rainy weather. Usually the cause is due to a recent lightning strike that damaged the insulator.

This time though, the crews found something different. Spent shotgun and rifle shells! In fact, there were so many that crews knew this was probably someone out "plunking" around with their guns, most likely more than once. It appeared to be a site someone visited frequently with a buddy, maybe perfecting shooting skills, maybe killing time.

So why did they shoot an insulator? What went through their minds? Who knows? Maybe



since only one was broken and there were many nearby, they regretted that one shot and realized what took place.

All we can say is that we hope they realize what they did - causing thousands of people to be without power, causing many to be late for work, shutting businesses down without power to operate, maybe even putting those members on oxygen or other life support equipment in life-threatening danger. The broken insulator could have caused the line to fall and land on them or their friend. Did they realize that contact with a 69,000-volt line could mean instant death?

We hold no malice. Our linemen are used to fixing things because storms cause similar problems. But to intentionally create a problem like this - to intentionally put someone in a life-threatening situation - this we

cannot understand and probably never will.

We only hope the persons responsible regret their actions and understand the severity and gravity of their act. The next time they're out shooting and get bored, maybe they'll think twice and stop their friends from exhibiting similar behavior. We urge parents to talk with their young ones about the responsibility of safe gun handling and target selection. But most of all, we are thankful that this time at least, no one was injured.

***There were so many that crews knew this was probably someone out "plunking" around with their guns, most likely more than once. It appeared to be a site someone visited frequently with a buddy, maybe perfecting shooting skills, maybe killing time.***

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

## Pamper Yourself with Convectair

It's been said that if you ever travel abroad in Europe, you'll be amazed at how pampered you'll be, especially when it comes to bathrooms. Special heaters, heated towels, and lest we forget Europe's specialty, the bidet, make up just a few of the amenities awaiting you.

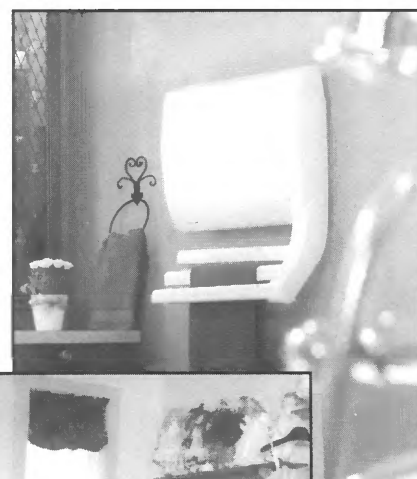
Now, you can have some of that special treatment right here at home as we introduce a new line of quality heaters from Convectair. These top quality heaters offer many features designed to bring you comfort and that pampered feeling.

Convectair heaters are designed for easy mounting to wall surfaces, including the 120-volt models. This keeps them where they can function safely and cleanly, without concern that they might get knocked over like typical spot heaters (we call them kick-over heaters) purchased at the local discount store. The quick-mount surface installation only requires four screws that don't even have to be mounted to wall studs.

Convectair understands their heaters are a part of the room décor and have designed them accordingly. From low profile units, to corner units, to using flat electric plugs with side entry cable, all Convectair units are designed to fit quietly into each room.

Convectair heaters use ultra-sensitive, built-in electronic thermostats that are accurate to 1/5°F, eliminating wild temperature swings. Typical "kick-over" heaters and baseboard heaters use mechanical thermostats that can leave you overheated or ice-cold as they can have temperature swings from 9°F to 13°F.

With timers, fans, and towel bars, you can choose the unit just for you. The *Calypso* is a great "cold room" heater. With a 1,000-watt convection heater for normal operation and a 2,000 watt forced air heater on a 30-minute timer, the *Calypso* converts from a room heater to a quick heat option for baths and showers. With similar heat options as the *Calypso*, the *Jazz* offers the luxury of heated and dried towels. In the winter, *Jazz* not only heats



the room, it also blows hot air through the towel bars for that pampered feeling you deserve.

Some may think that selling heaters and other products is somewhat of a break from tradition for us. If you check the history of Egyptian and many other electric cooperatives, you will find that we were once a large retailer of electric appliances. Although we do not intend to get back into the appliance business, we do intend to offer products that can improve our members' quality of life. With Convectair, we know we have a quality product that is just perfect for that cold spot in everyone's home. With a 2-year warranty against all material and manufacturing defects and a 5-year warranty on heating elements, Convectair offers a quality product we feel comfortable offering our members.

If you have a room you just can't get warm enough in or you'd like that pampered feeling in your bathroom, stop by either of our offices and check out the display of Convectair heaters we keep in stock. You deserve to be pampered!

### Egyptian Electric Cooperative Association

1005 West Broadway • P.O.Box 38 • Steeleville, Illinois 62288 • (618) 965-3434  
10169 Old Highway 13 • Murphysboro, Illinois 62966 • (618) 684-2143

Office Hours: 8 am - 4 pm

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

*Teamwork: We respect each other, have pride in our work, give 100%, are open minded, are innovative, and work together to provide excellent service.*

# EGYPTIAN

"Providing electric service to Southern Illinois" Your Touchstone Energy® Cooperative

## Messenger

### Egyptian Linemen "Climb to the TOP" at International Rodeo

Apprentice Lineman Darin Prange steps into his "hooks" and flips the velcro straps, safely securing the hooks to his legs. He reaches down, picks up a 50-foot hand-line, quickly scrambles to the top of a 35-foot wooden pole, slings his safety belt around the pole for support, secures the hand-line to the crossarm, and proceeds to tie the hand-line around a 180 lb. mannequin. He reaches for his knife, slashes the mannequin's safety belt, and smoothly lowers it safely to the ground, making sure not to bounce the mannequin off the pole. All of this occurs in an amazing time of 1 minute 52.1 seconds. To the delight of his fellow linemen and friends, Darin records a perfect score without any safety deductions.

In another event, Apprentice Lineman Andy Ahner stands slightly crouched, hands loosely hanging by his side, with a small canvas ditty bag between his teeth. He is completely quiet, as still as a church mouse, focused intently ... waiting for the event judge to yell "go." Upon hearing "go," Andy quickly steps up, drives his right hook into the pole, and scrambles to the top of the 35-foot pole. He slings his safety belt around the pole for support, reaches for the ditty bag hanging from the pole, yells "headache," and drops the bag. He then carefully takes the raw egg out of the ditty bag safely carried between his teeth, places the raw egg in his mouth, hangs the bag on the pole hook, and quickly climbs down the pole. The Judge stops his stopwatch as Andy's feet hit the ground and records 55.24 seconds. Andy nervously gives the egg to the judge who intently inspects the egg from every conceivable angle, looking for any slight crack or breakage. Seeing none, he simply states "looks good ...no dings." Andy smiles and gives a "thumbs up" sign to his fellow linemen.

The thrill of competition, the pressure of performing perfectly with no safety deductions, butterflies, teamwork, camaraderie ... all of this still does not adequately describe the International

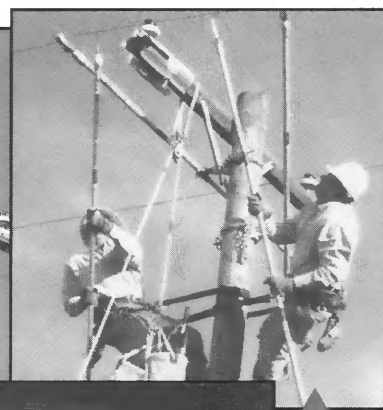


### FROM THE MANAGER'S DESK

BY MARK STALLONS

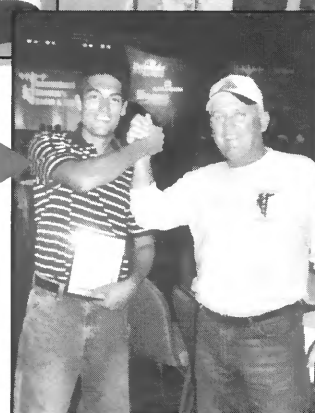


Darin Prange changes a cutout.



Tom Ernsting and Bryan Diercks use hotsticks to service a line.

Andy Ahner (left) receives congratulations from Billy Korando.



Linemen's Rodeo in Kansa City, Missouri. One hundred ninety-three apprentices, along with 184 three-man line crews from Ireland, England, Canada, and practically every state in the union compete. The rodeo's main purpose is to develop friendships, promote safe work habits, hone skills for a hazardous job, and build a work team second to none.

My hat is off to the following Egyptian Electric Cooperative Association Linemen who competed with honor and distinction: Andy Ahner, Darin Prange, Tom Ernsting, Bryan Diercks, and Billy Korando.

Special "kudos" to Andy Ahner for finishing 5<sup>th</sup> Place overall in the Cooperative Apprentice Competition! Well done!

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

# Ductless, Mini Split-System Air Conditioners and Heat Pumps

**D**uctless, mini split-system air conditioners and heat pumps (mini splits) have numerous potential applications in residential, commercial, and institutional buildings. The most common applications are in multifamily housing or as retrofit add-ons to houses with "non-ducted" heating systems, such as hydronic (hot water heat), radiant panels, and space heaters (wood, kerosene, propane). They can also be a good choice for room additions and small apartments, where extending or installing distribution ductwork (for a central air conditioner or heating system) is not feasible. Applications in other types of buildings include: school classrooms; perimeter cooling for office buildings; additional cooling for restaurant kitchens; and cooling for small offices within larger spaces, such as arenas, warehouses, and auditoriums.

Like central systems, mini splits have two main components: an outdoor compressor/condenser and an indoor air-handling unit. A conduit, which houses the power cable, refrigerant tubing, suction tubing, and a condensate drain, links the outdoor and indoor units.

## ADVANTAGES

The main advantages of mini splits are their small size and flexibility for zoning or heating and cooling individual rooms. Many models can have as many as four indoor air handling units (for four zones or rooms) connected to one outdoor unit. The number depends on how much heating or cooling is required for the building or each zone (which in turn is affected by how well the building is insulated). Since each of the zones will have its own thermostat, you only need to condition that space when someone is there. This will save energy and money.

Ductless mini split systems are also often easier to install than other types of space conditioning systems. For example, the hook-up between the outdoor and indoor units generally requires only a three-inch hole through a wall for the conduit. Also, most manufacturers of this type of system can provide a variety of lengths of connecting conduits. So, if necessary, you can locate the outdoor unit as far away as 50 feet from the indoor evaporator. This makes it possible to cool rooms on the front side of a house with the compressor in a more advantageous or inconspicuous place on the outside of the building.

Since mini splits have no ducts, they avoid the energy losses associated with ductwork of central forced-air systems. Duct losses can account for

more than 30 percent of energy consumption for space conditioning, especially if the ducts are in an unconditioned space such as an attic.

In comparison to other add-on systems, mini splits offer more flexibility in interior design options. The indoor air handlers can be suspended from a ceiling, mounted flush into a drop ceiling, or hung on a wall. Floor-standing models are also available. Most indoor units have profiles of about seven inches deep and usually come with sleek, high tech-looking jackets. Many also offer a remote control to make it easier to turn the system on and off when it's positioned high on a wall or suspended from a ceiling.

Split-systems can also help to keep your home safer since there is only a small hole in the wall. Through-the-wall and window-mounted room air conditioners can provide an easy entrance for intruders.

## DISADVANTAGES

The primary disadvantage of mini splits is their cost. Such systems cost about \$1,500-\$2,000 per ton (12,000 BTU per hour) of cooling capacity. This is about 30 percent more than central systems (not including ductwork) and may cost twice as much as window units of similar capacity.

The installer must also correctly size each indoor unit and judge the best location for its installation. Oversized or incorrectly located air handlers often result in short-cycling, which wastes energy and does not provide proper temperature or humidity control. Too large a system is also more expensive to buy and operate.

Some people may not like the appearance of the indoor part of the system. While less obtrusive than a window room air conditioner, they seldom have the built-in look of a central system. There must also be a place to drain condensate water near the outdoor unit.

Qualified installers and service people for mini splits may not be easy to find. In addition, most conventional heating and cooling contractors have large investments in tools and training for sheet metal duct systems. They need to use (and charge for) these to earn a return on their investment. So they may not recommend ductless systems except where a ducted system would be difficult for them to install.

Source: U.S. Department of Energy  
Energy Efficiency and Renewable Energy  
<http://www.eere.energy.gov/consumerinfo/factsheets/ad3.html>



*Accountability : We act in accordance with our core purpose and values.*

♪ **"Oh, the weather outside is frightful,  
But the fire is so delightful,  
And since we've no place to go,  
Let It Snow! Let It Snow! Let It Snow!"** ♪

The snow is flying, the temperature is frigid... it's definitely time to grab a good book and curl up in front of the fireplace with Dean Martin crooning in the background. Oh, yeah....I forgot, I don't have a fireplace. I'm the one that said fireplaces aren't efficient, they're dirty, and I didn't care if my hands ever touched a chainsaw again in my life and there was no way I'd put in one of those gas unvented things. Well, guess I'll forget that idea!

If your situation sounds similar to mine, then we've got the solution for your comfort and aesthetic pleasure. An electric fireplace by *electraflame™*! Totally portable, these units can be placed anywhere you would like the soothing pleasure of watching flames flicker from logs. Whether in a family, living, dining room, bedroom, den, or patio room, you can add a touch of drama and elegance, and the comfort of 5,000 BTU/hr of heat.

Maybe you do have a fireplace, but you're still like me...don't want the mess or hassle of burning wood and don't like the danger of gas appliances. *electraflame™* has a unit that can be built into existing fireplaces. You have the aesthetics of glowing embers and the installation is as simple as adjusting the trim and plugging it into a 120v outlet. Maybe you'd rather have a freestanding stove. There are several models of those you can choose from, also.

The *electraflame™* fireplace offers numerous choices for the three components that make a complete fireplace assembly. You have your choice of either a 26" or 30" firebox (the 30" comes with a digital display remote control). There are polished brass, champagne gold, stainless steel, or traditional black trim kits to decorate the firebox. Finally, you can choose from walnut, cherry, or oak mantel kits to surround the firebox. If you wish to put your

*You actually can curl up in front of it with a good book and feel like you have a real live fire in front of you. You won't have to worry about sparks or embers popping out and causing a fire; if you feel like nodding off while you're reading, you can do it with peace of mind.*

fireplace in the corner, there are corner mantels available, too.

You won't believe how realistic the flame is! Using patented flame technology, the flame looks genuine and is unmatched in the industry. You actually can curl up in front of it with a good book and feel like you have a real live fire in front of you. You won't

have to worry about sparks or embers popping out and causing a fire; if you feel like nodding off while you're reading, you can do it with peace of mind.

Stop by either the Steelville or Murphysboro office and let one of our Customer Service Representatives show you how easy it is to own and install an *electraflame™* fireplace. You'll have to supply your own book and Dean Martin music!

### What to do if the power goes off

We offer these suggestions:

1. Check your main fuses or circuit breakers.
2. Check your meter pole. If you have breakers, make sure they are in the "on" position.
3. If you still have no power, check with your neighbors to see if they have power.
4. **During office hours:** (8 a.m.-4 p.m., Monday through Friday) **call the office number nearest**

**you:** Steelville 965-3434 or Murphysboro 684-2143.

**After office hours:** — Call (800) 606-1505

**Someone is always on duty to take emergency calls after hours.**

5. **Please give your map, section and house (or locat.) number as found on your billing statement.**

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



## Substation Upgrades

Supplying quality electric service to our members means having reliable substations. Over the years, we have regularly up-graded and improved our substations to ensure we have the capacity to meet our members' ever growing needs.

This fall, several of our substations will receive new, larger substation transformers. The replaced transformers will be moved to other substations that have smaller or older units. In fact, six of our 17 substations will have a change of the substation transformer in one way or another.

We also have each substation transformer checked annually by a company that specializes in this. By sending them an oil sample from the transformer, they can tell if the insulation is starting to deteriorate or if arcing has occurred or some other anomaly is taking place. Early detection can prevent outages or total failure of the transformer.

We also have the buss work in each substation checked by infrared camera. Infrared cameras detect heat, which is generally a sign that a connector or piece of equipment may be failing. The goal is to repair or replace the suspect item before it can cause an outage.

We've also installed new signage at each substation. That may seem pretty minor, but we believe it is important. We've made



We've made quite an investment in our substations to make sure you have a reliable source of power and we feel you should know what substations belong to Egyptian Electric.

quite an investment in our substations to make sure you have a reliable source of power and we feel you should know what substations belong to Egyptian Electric.

By having our name and phone number on the signs, we also want to provide a way to be notified in the event something happens in a substation. Each sign has the emergency phone number and the substation name and 911 address on it. If you should ever see arcing or something else going on inside a substation or someone inside the fence that you question their authority to be there, be sure to report it right away. Your call may help prevent a large outage or injury to someone that may be putting himself or herself in extreme danger.

## 1 vote makes a difference!

Your one, single vote can and does make a difference! Just consider how one vote in the following years could have changed the course of American history:

<b>1800</b>	One vote elected Thomas Jefferson as President.
<b>1824</b>	John Quincy Adams was elected as President by the U.S. House of Representatives over Andrew Jackson when one representative from New York changed his vote. The election had been thrown into Congress because no candidate received a majority of votes in the Electoral College.
<b>1845</b>	Texas became the 28th state in the Union by one vote.
<b>1868</b>	One vote saved President Andrew Johnson from conviction and removal from office.
<b>1911</b>	An average of only one vote per precinct passed women's suffrage in California.
<b>1912</b>	Less than one vote per precinct, in one state, elected Woodrow Wilson as President.
<b>1948</b>	Lyndon Baines Johnson, the 36 <sup>th</sup> President of the United States, became a U.S. Senator by a margin of one vote.
<b>1968</b>	A change of one vote per precinct in three states would have made Hubert Humphrey President instead of Richard Nixon.
<b>2000</b>	Bush vs. Gore. Florida. Recounts. FAR less than one vote per precinct (537 votes statewide to be exact). Need we say more?

Source: Texas Secretary of State, Elections Division, [TexasVoterGuide.com](http://TexasVoterGuide.com)

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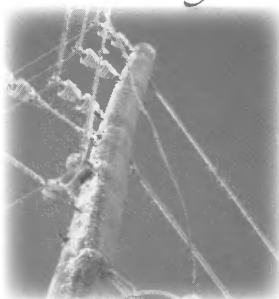
"Providing electric service to Southern Illinois"

Your Touchstone Energy Cooperative



## Messenger

### *'Twas' the Night Before Christmas*



Not a creature was stirring, there was nothing to debate.  
The rights of way had been cleared by the men with care;  
Just in case a big ice storm like 2000 should appear.  
The cooperative members were nestled in their beds;

While visions of the cooperative principles  
danced in their heads.

Voluntary and Open Members, a crucial decree;  
Democratic Member Control,  
meaning the cooperative belongs to you and me.

Members' Economic Participation  
results in equal contribution;

Autonomy and Independence lets  
each member control their institution.

Education, Training and Information  
ensures that people are in the know;

Cooperation among Cooperatives allows  
everyone to assist in the event of snow;  
and Concern for the Community is perhaps  
the most vital, as we all know.

When out of the sky there arose such a clatter,  
I sprang from my bed to see what was the matter.

Away to the window I flew like a flash,  
Tore open the shutters and threw up the sash.

The moon of the breast of the new fallen snow,  
Gave the luster of mid-day to objects below.

I reach for the light switch and gave it a turn;  
The power was out, I quickly did learn.

When, what to my wondering eyes should appear,  
But a digger-derrick truck with eight  
strapping men and their gear.

With a little old supervisor, so lively and quick,  
I knew in a moment it must be St. Willie Nick.

More rapid than eagles his linemen they came,  
And he whistled and shouted and called them by name:

"Now Glen! Now Mike! Now Roger and Tim!

Now Bryan, Now Richard, Now Tom, Bill and Jim!"

To the top of the pole, to the break in the line,  
Now climb away, splice away, fix it in time!

As dry leaves that before the wild hurricane fly,

When they meet with an obstacle, they raise up to the sky.

So up to the pole-top the linemen they flew,  
With the truck full of wire, and St. Willie Nick, too.

And then, in a twinkling, I heard on the lines,  
The banging and work and the trimming of pines.  
As I drew in my head and was turning around,  
Up the pole St. Willie Nick went with a bound.

He was dressed in protective gear,  
from his head to his toes,

And his hard work was evident by the dirt on his clothes.

A bundle of equipment was hooked to his belt,  
And the ice on the power lines just started to melt.

His eyes – how they twinkled – his dimples how merry!

His cheeks were like roses, his nose like a cherry!

His mouth was a thin line, drawn with determination,  
He was certain that he would fix the situation.

A line splice and fuse link he held tight in his hands,  
Knowing he would again light up the land.

He had a bright smile and a great attitude,  
The members would soon be filled with gratitude.

With good training and preparation,  
he was confident and strong,

The power to homes would be restored before long.

With a wink of his eye and a twist of his head,

He soon gave me to know I had nothing to dread.

He spoke not a word, but went straight to his work,  
Fixed the situation; then turned with a jerk.

Then laying a finger aside of his nose,

And giving a nod, his work came to a close.

He brought down the bucket, to his crew gave a shout,

And away they all drove to the next open cut-out.

But I heard him exclaim as he drove out of sight,

"Happy Christmas to all, and to all...  
you now have light!"

*This twist on "Twas the Night Before Christmas" was written by Rob Roedel, Corporate Communications Manager, and Sandy Trantham, Administrative Assistant, at the Electric Cooperatives of Arkansas. It was adapted for this publication.*

*The Board, Management and Employees of Egyptian Electric Cooperative  
extend their wishes to each and every member for a joyous holiday season.*

# Are you and your wallet chained to your propane tank?

**T**his fall, the U.S. Energy Department's statistical division and the Energy Information Administration (EIA), predicted that propane users should expect a 22 percent increase in their bills this winter.

If you use propane for heating, instead of feeling chained to your propane tank and just accepting the increase and doing without other necessities, consider installing an energy efficient add-on heat pump. These heat pumps can lower your heating costs while keeping you warm and comfortable all winter long.

Add-on heat pumps take advantage of the efficiency of heat pumps and combine it with a propane furnace to make a very economic heating and cooling system. The add-on heat pump replaces the existing air-conditioner outside and uses the air handler of your existing furnace, reducing both purchase and installation costs considerably.

Heat pumps are extremely efficient because they move free heat from one place to another. Heat pumps absorb free heat that is outside, compress it with electricity, and move it inside to heat your home. With other heating systems, a portion of the heat goes out the flue, making them less than 100 percent efficient. With heat pumps, however, you get 3-3.5 BTUs of heat for every BTU used, making them more than 300 percent efficient.

The heat pump and your existing furnace work together in one of two ways. Most heat pump manufacturers design their units to be operated in a "restricted" mode. An outdoor thermostat senses if the temperature is above or below a desired set point. When the temperature is above the set point, the add-on heat pump operates and supplies the heating needs of the home. When the temperature is below the set point, the propane furnace heats the home.



The second mode is called "unrestricted." A two-stage indoor thermostat controls the operation. When the first stage of the thermostat senses the need for heat, the add-on unit comes on. If the heat pump cannot maintain the thermostat setting, the second stage causes the propane furnace to take over. An

unrestricted add-on heat pump will provide the most energy savings, but may not be as comfortable when temperatures drop into the mid-20s or below.

The big question always asked is, "How much will I save and how much does an add-on heat pump cost to install?" An average 1,500 square foot home with a 65 percent efficient furnace can expect heating costs of \$1,600 at this winter's predicted price of \$1.50/gallon propane. With a new add-on heat pump, the cost would drop to \$720, for a savings of more than \$850! If the same home had a newer, 90 percent efficient propane furnace, the cost would be \$1,160 normally, or \$615 with an add-on heat pump, a \$545 savings. In other words, you may expect at least a 40 percent savings by installing an add-on heat pump!

Installation costs will vary depending on the size required and the amount of work necessary to make the retrofit. The estimate for a 3-ton heat pump for our sample home was \$3,000. Savings from the heating costs alone would pay for the retrofit in 3.5 to 5.5 years and depending on the age and efficiency of the air-conditioner being replaced, there most likely would also be savings in the summer.

If your home has average insulation and has been built in the last 40-50 years, you are a prime candidate for saving money by installing an add-on heat pump. Contact your heating and air-conditioning contractor today to find out how you can cut the ball and chain to your propane tank.

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## Scholarship Money Available



**E**gyptian Electric Cooperative Manager Mark Stallons has announced that for the tenth consecutive year, the Illinois electric cooperatives will award \$1,000 academic scholarships to high school seniors. The four scholarships are being awarded through the Illinois Electric Cooperative (IEC) Memorial Scholarship Program.

High school seniors pursuing a college education in the state of Illinois are eligible to participate in the program. Three of the four scholarships will be awarded to the son or daughter of an electric cooperative member. The other \$1,000 award will go to the son or daughter of an electric cooperative director or employee.

"The purpose of the scholarship program is to assist electric cooperative youth while honoring

past rural electric leaders through memorial gifts," said Stallons. "Egyptian Electric and the other Illinois electric cooperatives want to make a difference in their communities. One of the best ways we can do that is by lending a hand to our youth."

Candidates are judged on the basis of grade point average, college entrance exam scores, work and volunteer experience, school and civic activities and a short essay, which demonstrates their knowledge of electric cooperatives.

Completed applications and essays must be returned to Egyptian Electric Cooperative before January 1, 2005. For additional information see your local high school guidance counselor or call our Steeleville Office.

## HAPPY HOLIDAYS FROM EGYPTIAN ELECTRIC

Our offices will be closed on  
Friday, December 24 and Friday,  
December 31 to allow our  
employees to celebrate the  
holidays with their families.

*Have a safe and  
happy holiday!*

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**4.5¢\***  
per minute

## *Keep in Touch For the Holidays!*

Egyptian Electric Cooperative offers long distance rates as low as 4.5¢\* per minute. No monthly fees and no hidden charges. Now keeping in touch with family will be even easier on your wallet. Call today for details!

**Call now to sign up!**  
**1-866-836-6436**



**Egyptian Electric  
Cooperative Association**

Your Touchstone Energy® Cooperative 

\*Taxes and other regulatory charges not included. Domestic rates apply within the contiguous 48 states. Certain restrictions and early termination fees may apply. Please call for details. Services provided by TransWorld Network.

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