


# Norris Electric

Your Touchstone Energy® Partner 

# News

## 2019 Annual Meeting of Members highlights

Members of Norris Electric Cooperative packed into the gymnasium of Newton Community High School for their co-op's 81st annual meeting of members held Saturday, Feb. 9. During the meeting, consumer-members were provided updates about their cooperative from its leadership.

Board President Gordon McClure welcomed members and explained plans for the co-op. He said the board of directors and management of Norris Electric met to develop a 10-year plan, review strengths and weaknesses, and create goals.

Subjects considered include potential growth of load, demand on power lines and the implementation of new technology. A study was also provided of Norris Electric grounds and building needs for trucks and equipment, along with an evaluation of the office headquarters to make sure it is a safe and productive work environment for employees.

The board reviewed the current load and demand on existing substations and the need for future substations. This will give the ability to back feed lines from one substation to another in the event of storms or required repair. The board also took into consideration the age of Norris' electrical system, such as lines and poles that provide safe and reliable electricity.

"Let me remind you the co-op is 81 years old," McClure said. "Wear and tear takes its toll, and what we do today and in the future will determine the safe and affordable delivery of electricity to future generations and beyond."

Norris Electric Manager Tamara Phillips followed up McClure's statement, discussing the importance of reliable power and modern technologies, and why updating the electrical system is necessary.

"While rebuilding the lines could take at least six years, when completed it will help to guarantee the longevity of Norris Electric for many years to come," Phillips said. In 2018, the cooperative completed 27 miles of work rebuilding lines and replaced 1,179 poles throughout its system.

Additionally, Phillips indicated that she does not anticipate an increase of energy costs in the foreseeable future, partly due to the new power purchase contract with VISTRA which started on Jan. 1, 2018 and runs through 2026. Phillips anticipates it will help keep rates affordable for years to come.

"Because we are owned by you, our members, we have a mutual interest to ensure that both the co-op and members



thrive." Phillips said. "This makes our motto 'Owned by those we serve' even more fitting. Thank you for letting Norris Electric provide power for the generations."

Board Treasurer Dean Dietrich reported that the cooperative had revenue of \$49.2 million, of which 64 percent was used to purchase wholesale power. About 28 percent of the total was used for operating expenses, depreciation expenses and taxes. The remaining 8 percent, amounting to 4.3 million, will be allocated back to the members as capital credits.

"We are thankful there were no major weather events in 2018, which resulted in slightly higher margins," Dietrich said. The increase means the value of Norris Electric went up almost 7.5 percent, showing the cooperative is in good financial condition.

During the meeting, it was announced that Kurt Holscher of Crawford County, Ted Helmink of Cumberland, Justin Parcel of Clark County and Dave Sheppard of Jasper County were re-elected to new three-year terms on the board of directors.

At the end of the meeting, Norris Electric gave away many prizes including four \$500 scholarships to graduating high school seniors.



# The power behind your power

As April arrives, it brings with it the showers that produce spring flowers. It also heralds the beginning of a potentially stormy season that can inherently include power outages. While Norris Electric strives to provide reliable electricity to our members, there are times when Mother Nature has other plans. Most of us can ride out a storm from the comfort and convenience of our homes. However, there is a group of professionals that spring into action when the weather takes a turn for the worst – Your Co-op!

One of the most dangerous jobs, braving stormy weather and other challenging conditions, lineworkers often must climb 40 or more feet in the air carrying heavy equipment to restore power. Listed as one of the 10 most dangerous jobs in the U.S., lineworkers must perform detailed tasks next to high voltage power lines. To help keep them safe, lineworkers wear specialized protective clothing and equipment at all times when on the job. This

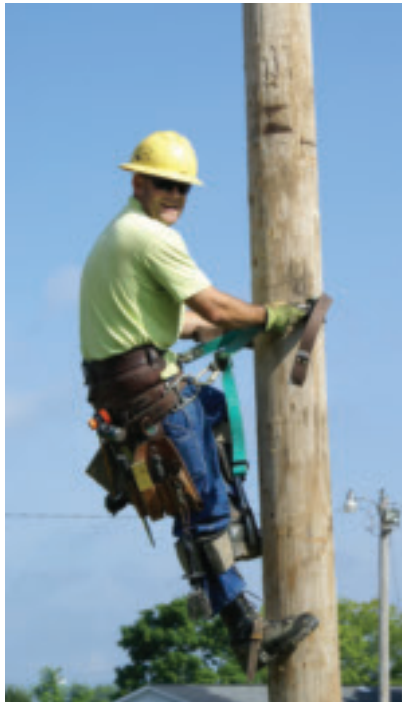
includes special fire-resistant clothing that will self-extinguish, limiting potential injuries from burns and sparks. Insulated and rubber gloves are worn in tandem to protect them from electrical shock. While the gear performs a critical function, it also adds additional weight and bulk, making the job more complex.

In addition to the highly visible tasks lineworkers perform, their job today goes far beyond climbing to the top of a pole to repair a wire. They are also information experts that can pinpoint an outage from miles away and restore power remotely. Line crews use their laptops, tablets and cell phones to map outages, take pictures of the work they have done and troubleshoot problems. In our community, Norris Electric lineworkers are responsible for keeping over 4,100 miles of lines, in order to bring power to your home and our local community 24/7, regardless of the weather, holidays

or personal considerations.

While some of the tools that lineworkers use have changed over the years, namely the use of technology, the dedication to the job has not. Being a lineworker is not a glamorous profession. At its essence, it is inherently dangerous, requiring them to work near high voltage lines in the worst of conditions, at any times of the day or night. During hurricanes, wildfires or storms, crews often work around the clock to restore power. While April is known for spring showers, there is also a day set aside to “thank a lineworker.”

Lineworker Appreciation Day is April 8 and Administrative Professionals Day is April 24. So during the month of April, if you see a Norris Electric employee, please pause to say thank you to the power behind your power. Let them know you appreciate the hard work they do to keep the lights on, regardless of the conditions.



**Lineworker Appreciation Day  
April 8, 2019**



**#ThankALineWorker**





## “I never thought I'd need Air Evac membership”

April 13, 2012 is a day that my family will never forget. My husband, his cousin, his younger brother and my twin sons had just left our house for a guy's night at another relative's cabin. I received a phone call saying that there had been an accident. My daughter and I rushed to the accident scene.

It was a head-on collision. Emergency vehicles were everywhere and two vehicles destroyed. Then I saw our family being worked on by paramedics. There is no more helpless feeling than to see family, especially your children, in that situation.

My son, Collin, was injured to a degree that the paramedics felt he needed to be flown in for medical attention. His twin brother, Collier, was sent to one nearby hospital in the same ambulance as his uncle. Their father and his cousin were transported to yet another hospital by ambulance.

The Air Evac Lifeteam crew that responded that day was caring and professional beyond belief. The first thing that the Flight Nurse, Annette,

did was hug me and reassure me that they would take the best of care of my son until I could get there by car. She took my information and promised to update me. She called me as soon as they landed to let me know that he was still doing ok and what was happening.

She helped reassure a terrified and shell-shocked mother that day. Words cannot express my gratitude toward Annette and the rest of the crew on that flight. I still have the voicemail messages that Annette left for me on my phone. Thankfully, our family's story is not the tragedy that it could have been. All five of our family members are recovering, as is the woman who caused the accident.

“ I had always intended to buy an Air Evac Lifeteam membership, but never did. You never think you will need it until the day that you do. We have our membership now and will always. Thank you, Air Evac, for the service you provide and the manner in which you provide it. ”

- Brandy Blackburn

### Good News!

Norris Electric Cooperative partnered with Air Evac Lifeteam to offer you the opportunity to join Air Evac Lifeteam's Membership Program at a special discounted rate!

Membership is now available through an affordable monthly billing plan.

Monthly Membership Fees added to your Norris Electric Bill

\$5.00 – per household

For more information, please contact our office at 877-783-8765 and ask for Jenny.

Go to page 20D for the application. ▶



## Norris Electric Co-Op Customers

By applying for membership, I agree to AirMedCare Network's terms and conditions on the bottom of this application.

SIGN OR INITIAL HERE

TODAY'S DATE

### STEP 1: MEMBER CONTACT INFORMATION

|  |           |               |            |   |
|--|-----------|---------------|------------|---|
| First Name   | Last Name | Date of Birth | Home Phone | Cell Phone  |
| Physical Address   |           | City          | State      | Zip   |
| Mailing Address <small>(if different from above)</small> |           | City          | State      | Zip   |
|  |           |               | County     | <input type="checkbox"/> Electronic Invoicing<br><input type="checkbox"/> Quarterly Member News |

### STEP 2: LIST ADDITIONAL MEMBERS IN HOUSEHOLD

|            |           |               |
|------------|-----------|---------------|
| First Name | Last Name | Date of Birth |
| First Name | Last Name | Date of Birth |
| First Name | Last Name | Date of Birth |
| First Name | Last Name | Date of Birth |
| First Name | Last Name | Date of Birth |

### STEP 3: CHOOSE YOUR MEMBERSHIP OPTION(S)

Monthly Membership      Entire Household      \$5

### STEP 4: BILL PAY AUTHORIZATION

**I authorize Norris Electric Co-Op to add \$5.00 per month to my bill and to disperse the money as payment for my AirMedCare Network Membership. I understand that this authorization will stay in effect as long as I am a member of Norris Electric Co-Op, or until I submit a cancellation in writing.**

Signature as it appears on bill \_\_\_\_\_ Account number (if known) \_\_\_\_\_

● A member's membership will be effective 15 calendar days after receipt by Norris Electric Co-Op of the member's first monthly Membership fee and will continue thereafter as long as monthly Membership fees are paid, but will terminate automatically without notice if no monthly Membership fee is received by AMCN from member for a 60 calendar day period.

● A member may discontinue their AMCN membership at any time by signing a discontinuation notice (as provided by AMCN).

● **Norris Electric Co-Op and AirMedCare Network are not affiliated. Norris Electric Co-Op is not responsible for any of AMCN's acts or omissions, and AMCN is not responsible for any of Norris Electric Co-Op acts of omissions. All AMCN membership relations are directly between AMCN and its members.**

By signing this authorization I agree to the terms stated above and acknowledge that I authorized to have the additional \$5.00 AMCN fees added to my Norris Electric Co-Op bill. I also understand that I will communicate directly with AirMedCare Network for Membership Member Service.

**Completed enrollment forms may be simply returned with your next payment.**

By signing this application for membership, I agree to AMCN's terms and conditions.

X \_\_\_\_\_  
Signature Required      Month / Day / Year

Questions? Call or visit [airmedcarenetwork.com/msn/mark-burris](http://airmedcarenetwork.com/msn/mark-burris)

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**Mark.Burris@airmedcarenetwork.com**

GET CODE

TRACK CODE

PLAN CODE

13829

1729

### AMCN Membership Terms and Conditions

AirMedCare Network is an alliance of affiliated air ambulance providers (each a "Company"). An AirMedCare Network membership automatically enrolls you as a member in each Company's membership program. Membership ensures the patient will have no out-of-pocket flight expenses if flown by a Company by providing prepaid protection against a Company's air ambulance costs that are not covered by a member's insurance or other benefits or third party responsibility, subject to the following terms and conditions:

1. Patient transport will be to the closest appropriate medical facility for medical conditions that are deemed by AMCN Provider attending medical professionals to be life- or limb-threatening, or that could lead to permanent disability, and which require emergency air ambulance transport. A patient's medical condition, not membership status, will dictate whether or not air transportation is appropriate and required. Under all circumstances, an AMCN Provider retains the sole right and responsibility to determine whether or not a patient is flown.

2. AMCN Provider air ambulance services may not be available when requested due to factors beyond its control, such as use of the appropriate aircraft by another patient or other circumstances governed by operational requirements or restrictions including, but not limited to, equipment manufacturer limitations, governmental

regulations, maintenance requirements, patient condition, age or size, or weather conditions. FAA restrictions prohibit most AMCN Provider aircraft from flying in inclement weather conditions. The primary determinant of whether to accept a flight is always the safety of the patient and medical flight crews. Emergent ground ambulance transport of a member by an AMCN Provider will be covered under the same terms and conditions.

3. Members who have insurance or other benefits, or third party responsibility claims, that cover the cost of ambulance services are financially liable for the cost of AMCN Provider services up to the limit of any such available coverage. In return for payment of the membership fee, the AMCN Provider will consider its air ambulance costs that are not covered by any insurance, benefits or third party responsibility available to the member to have been fully prepaid. The AMCN Provider reserves the right to bill directly any appropriate insurance, benefits provider or third party for services rendered, and members authorize their insurers, benefits providers and responsible third parties to pay any covered amounts directly to the AMCN Provider. Members agree to remit to the AMCN Provider any payment received from insurance or benefit providers or any third party for air medical services provided by the AMCN Provider, not to exceed regular charges. Neither the Company nor AirMedCare

Network is an insurance company; Membership is not an insurance policy and cannot be considered as a secondary insurance coverage or a supplement to any insurance coverage. **Neither the Company nor AirMedCare Network will be responsible for payment for services provided by another ambulance service.**

4. Membership starts 15 days after the Company receives a complete application with full payment; however, the waiting period will be waived for unforeseen events occurring during such time. Members must be natural persons. Memberships are non-refundable and non-transferable.

5. Some state laws prohibit Medicaid beneficiaries from being offered membership or being accepted into membership programs. By applying, members certify to the Company that they are not Medicaid beneficiaries.

6. These terms and conditions supersede all previous terms and conditions between a member and the Company or AirMedCare Network, including any other writings, or verbal representations, relating to the terms and conditions of membership.

\*Air Evac EMS, Inc. / Guardian Flight, LLC / Med-Trans Corporation / REACH Air Medical Services, LLC -- These terms and conditions apply to all AirMedCare Network participating provider membership programs, regardless of which participating provider transports you.