



Corning | Mount Ayr | Stanton

Southwest lines

A monthly publication for members of Southwest Iowa Rural Electric Cooperative

November 2018

CRC Provides After-Hours Outage Call Support for Southwest IA REC

If you experience an outage or other electrical emergency, you can call Southwest Iowa REC for assistance during normal business hours. When our offices are closed, you can still call Southwest Iowa REC's main phone number, but your call is processed by the Cooperative Response Center (CRC). CRC is a nationwide, cooperatively-owned and operated, 24/7 contact center. Founded in 1992, CRC has steadily increased in the size and scope of its operation with offices in Austin, Minn., Dunlap, Tenn., and Abilene, Texas. It provides services to over 450 electric utility members and associate members in 45 states, representing over eight million consumers. CRC provides a greater capacity to handle after-hours outage calls and an enhanced level of service to our member-consumers.

When you call CRC, the representative will access our member database and request account information to identify you and your outage location. A Southwest Iowa REC crew can be quickly and accurately dispatched to restore your power. At times, CRC may experience a large call volume due to outage events in other areas that they cover, which can increase your wait time to speak to a representative. You also have the option to report your outage information on the CRC automated menu. In the automated menu,

your phone number will be used to locate and verify your account to log the outage.

CRC will ask you a series of questions like, "Do you know if any of your neighbors are without power?" "Have you checked your breakers?" "Did you check to see if there is a display on your meter?" These and other questions are designed to determine if the outage is due to a problem with Southwest Iowa REC facilities or possibly the member's own equipment. If the electrical issue is caused by the member's equipment, and Southwest Iowa REC personnel respond to your location, you may be charged for the trip that can cost several hundred dollars. When you have an outage, we know it is frustrating and inconvenient. Our goal at Southwest Iowa REC is to respond as quickly and safely as possible to restore power. After hours, CRC helps us accomplish that goal and provides a valuable service.



Southwest Iowa REC offices will be closed Thursday, Nov. 22 and Friday, Nov. 23. We wish all our members a safe and happy holiday!

Deadline Extended! Take Survey for Chance to Win \$100

We want to hear your voice! Visit <https://www.surveymonkey.com/r/8GB6P68> to participate in our member feedback survey. **The deadline has been extended to Nov. 21.** If you don't have Internet access, stop by one of our three offices to fill out a paper survey or request to have one sent to you.

Meter Upgrade Project Scheduled for 2019



Beginning in mid-January, 2019, and running through Aug. 1, all members of Southwest Iowa REC will

have their meter(s) replaced.

Meters are being upgraded to meet our members' growing needs. The next generation of meters is capable of real-time data delivery allowing the cooperative to immediately use the information to manage outages and billing and create greater efficiencies within cooperative operations. Updates to SmartHub, an online member portal that tracks energy use trends and helps manage energy consumption, will also be faster.

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Educated Directors are More Effective Leaders

It's no secret that for leaders to be most effective, they must be knowledgeable about the industries and issues that could impact the organizations they serve. This is especially true in the electric industry, and our local cooperative leaders – our board of directors who are elected by fellow members – invest a great amount of time in education and training so they are knowledgeable about issues that affect the operations of Southwest Iowa REC.

Our board guides the cooperative in providing electricity that is safe, affordable, reliable and sustainable. Board directors play a crucial role in determining the strategic

direction and priorities of Southwest Iowa REC. This input and guidance are key as the co-op keeps the lights on today and also works to meet our members' future energy needs.

We strongly believe that a more informed and educated board is a more effective and successful board, which is why Southwest Iowa REC invests in resources to provide quality education and training to board directors. Through our affiliations with the Iowa Association of Electric Cooperatives and the National Rural Electric Cooperative Association, our directors have valuable opportunities to attend governance

education courses and industry conferences so they are informed on the latest challenges, trends, regulations and technologies affecting electric cooperatives.

Investing in valuable education and training for board directors helps ensure that our leaders make informed decisions that will guide the cooperative to a successful future as we power lives and empower the communities we serve.



Phil Kinser

New Meters Coming in 2019...from pg. 1

The new meters use a similar method of communication as many modern electronics, such as the wi-fi signal used in homes for wireless internet. They will also help Southwest Iowa REC prepare for the future energy demands of our members while maintaining a safe, reliable and resilient electric grid.

What to expect

Southwest Iowa REC has contracted with Allegiant Utility Services, Inc. to perform the meter replacements. Members do not need to be present during the change.

If you have a separate heat meter located in your home, a meter technician will request to replace it if you are home.

If you are not home, Southwest Iowa REC will contact you to make other arrangements. You will experience a short disruption of power while the meter base is inspected and the new meter is installed.

For more information or questions, contact the cooperative at (888) 220-4869.

Heartland Divide Expected to Energize in December

Construction is underway for Iowa's newest renewable energy project, Heartland Divide Wind Energy Center.

A joint effort by NextEra Energy Resources and Southwest Iowa REC's power supplier, Central Iowa Power Cooperative (CIPCO), Heartland Divide is expected to create hundreds of construction jobs and bring millions of dollars in economic benefits to the region.

It's CIPCO's largest wind energy project to date, with the organization purchasing 100 percent of the energy produced by Heartland Divide, or 103.5 megawatts.

"The Heartland Divide Wind Energy Center helps CIPCO provide our members with the balanced energy portfolio we know they want," said Bill Cherrier, CIPCO executive vice president and CEO. "Among electric cooperatives, CIPCO and our members are proud of our 60 percent carbon-free, emission-free* portfolio. We're also thrilled about the economic impact a project of this scale has to members' local communities."

The project is spread across Guthrie and Audubon counties and will feature 43 GE wind turbines designed to pivot to capture the prevailing wind and convert it to clean, renewable electricity.

Heartland Divide is anticipated to be operational next month.



**All or some of the renewable energy credits associated with this generation may have been sold or may be sold in the future, to other parties, or may be used to comply with future regulatory requirements.*

Check Out Our Heating and Cooling Rebates

With the heating season upon us, many of our members may have turned on their heating system to take the chill off these past few mornings. While it is always best to plan ahead for upgrades of your heating /cooling systems, you may be surprised with the unexpected need for replacement.

If you find yourself in this position, please take the time to research your options. You will most likely use the system you choose for 15 to 20 years or more. Heat pumps are an energy efficient way to heat and cool your home or business. The new models have greatly improved efficiency and comfort performance over models of years past. Southwest Iowa REC's energy efficiency rebates can be found on at www.swiarec.coop or stop by the office for a brochure.

Please contact Tim Pfeiffer or Chance Greenman for more information at (888) 220-4869.

(Effective through 12/31/18)

Geothermal Heat Pump

Closed Loop System

\$400/ton

Open Loop System
(no "pump & dump" systems)

\$300/ton

Unit Replacement

\$250/unit



Air-Source Heat Pump

Standard Air-Source Heat Pump
(includes mini-splits)

\$200/ton

Hybrid Air-Source Heat Pump

\$250/unit

ENERGY STAR® Bonus
(Min. SEER 15.0, HSPF 8.5, EER 12.5)

\$250/unit

ENERGY STAR Central Air Conditioning

ENERGY STAR Qualified
(Min. SEER 15.0, & EER 12.5)

\$75/unit

ECM Fan Motor Replacement
(Requires qualified A/C replacement)

\$50/unit

Indoor Air Quality

Heat Recovery Ventilator (HRV)

\$250/unit

Equipment must serve the entire conditioned space of the home. Limit of two HRVs per home.

Operation Round-UP Gives \$11,625 Back to the Community

Southwest Iowa REC is proud to announce that disbursements and pledges for the first half of 2018 from Southwest Iowa REC's Operation Round-UP® totaled \$11,625! This brings the total disbursements paid and/or pledged to \$192,350 since the program's inception.

The money was used for the following:

\$2,000: Medical/Fire Emergencies – To assist families with unusual expenses resulting from serious health problems and accident related injuries and those who have experienced personal property damage due to fire.

\$9,625: Community Support – Corning Center for the Fine Arts (interior painting), Lenox Area Chamber of Commerce (chairs/tables for community center), American Cancer Society (Montgomery County Relay for Life), Stanton Viking Center (sand

volleyball project), Taylor County Emergency Management (Stop the Bleed Kits), Greenbelt Trail (Walking Trail Project), Lenox Neighborhood Center (building expansion), Adams County Kid Care Council (Kids Day at Fair), Ringgold County Conservation Board (Outdoor Learning Environment).

Operation Round-UP funds are generated through a voluntary rounding up of member-consumer's electric bill to the next nearest dollar.

Of our 5,884 accounts, we're excited that 3,866 meters are signed up for Operation Round-UP!

If you're not currently participating in Operation Round-UP® and would like to become a part of this worthwhile program, please call our office at (888) 220-4869 for information or fill out the registration form at right and return to us!

YES! I would like to be part of this worthwhile cause. Please add my name to the Operation Round-UP program. I am not currently signed up to donate, but wish to have my monthly electric bill rounded up to the nearest whole dollar and make a meaningful difference in my community.

Name _____

Address _____

Acct # _____

Phone # _____

Bravo!

Thank you for the one year free electricity I won at the annual meeting! Also, thank you for the electric service you provide for your members! We can always count on the best. —**Marlene Hardisty**

Thank you for another great annual meeting, excellent food, and the crock pot I won in the drawing! —**Ann Moore**

Thank you for the good supper and nice meeting. It's nice to meet some of my friends I don't see very often! —**Floy Davenport**

Thank you for your donation to the Battle of the BBQ. —**Marti Gebbie, Director of Main Street Corning**

Thank you for the T-shirts we received at the Iowa State Fair for the 4-H Communications Event. —**Peyton, Riley, and Emmet Long**

Pumpkin Cake Roll

3 large eggs, separated
1 c. sugar, divided
2/3 c. canned pumpkin
3/4 c. all-purpose flour
1 tsp. baking soda
1/2 tsp. ground cinnamon
1/8 tsp. salt

FILLING:
8 oz. cream cheese, softened
2 T. butter, softened
1 c. confectioners' sugar
3/4 tsp. vanilla extract
Additional confectioners' sugar, optional

Set oven to 375°. Line a 15x10x1 baking pan with waxed paper; grease the paper and set aside. In a large bowl, beat egg yolks on high speed until thick and lemon-colored. Gradually add 1/2 cup sugar and pumpkin, beating on high until sugar is almost dissolved.

In a small bowl, beat egg whites until soft peaks form. Gradually add remaining sugar, beating until stiff peaks form. Fold into egg yolk mixture. Combine the flour, baking soda, cinnamon and salt; gently fold into pumpkin mixture. Spread into prepared pan.

Bake 12-15 minutes or until cake springs back when lightly touched. Cool for 5 minutes. Turn cake onto a kitchen towel dusted with confectioners' sugar. Gently peel off waxed paper. Roll up cake in the towel jelly-roll style, starting with a short side. Cool completely on a wire rack.

In a small bowl, beat the cream cheese, butter, confectioners' sugar and vanilla until smooth. Unroll cake; spread filling evenly to within 1/2 in. of edges. Roll up again. Cover and freeze until firm. May be frozen for up to 3 months. Remove from the freezer 15 minutes before cutting. Dust with additional confectioners' sugar if desired.



The RECipe

Make Life Easier with SmartHub

Southwest Iowa REC offers another convenient way to pay your electric bill – it's SmartHub. All you have to do is visit our web-site (www.swiarec.coop) – click the green Pay Online link, and you can pay your bill online. The payment site is fully secure – using state-of-the-art encryption.

With SmartHub you can:

- Make a payment
- Access payment history
- View your bill
- View your electric usage
- Update your account/contact information

- Communicate directly with Southwest Iowa REC

Once you're registered for SmartHub you will receive monthly e-mail notifications when the latest billing information is available online and when accounts are due. SmartHub is just another way your cooperative strives to provide the latest in convenience and technology for our members.

SmartHub option is available for you to use to pay your electric bill online. It will cost you \$3.95 per transaction for up to \$500 maximum with a credit card (Visa/MasterCard/Discover) or by check.



All you need is your REC account number, an email address and then create your own password.



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Board of Directors
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Dennis Meier, Vice President
Richard "Dick" Ballantyne, Secretary
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Jason Smith

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Southwest Iowa REC is an equal opportunity provider and employer.