



Corning | Mount Ayr | Stanton

Southwest lines

A monthly publication for members of Southwest Iowa Rural Electric Cooperative

November 2021

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

If you experience an outage or other electrical emergency you call Southwest Iowa REC for assistance during normal business hours. When our offices are closed, you 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, MN, Dunlap, TN, and Abilene, TX. They provide services to over 500 electric utility members and associate members in 47 states, representing over 10 million consumers. CRC provides a greater capacity to handle after-hours outage calls and provides an enhanced level of service to our member-consumers.

When you call CRC, they have access to our member database so they will request various account information to identify you and your outage location so a Southwest Iowa REC crew can be dispatched to restore your power. At times, CRC may be experiencing a large call volume due to outage events in other areas that they cover which can increase your on-hold time to speak to a representative. You also have the option to report your outage information in their 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 similar questions are designed to assist in determining 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 which 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.




VETERANS DAY
HONORING ALL WHO SERVED
Thursday, November 11

Happy Thanksgiving

Southwest Iowa REC offices will be closed Thursday, Nov. 25 and Friday, Nov. 26.

We wish all our members a safe and happy holiday!

It's a Matter of (Co-op!) Principles - Part Two

For me, this is a time of year for reflection, and topping my list of things I'm grateful for is our wonderful community. I know I speak for all Southwest Iowa REC employees when I say that we are thankful to be in such an incredible place. We are fortunate to live in the same place where we work, which makes our ties to this community that much stronger.

You may recall that last month, my column touched on the first three Cooperative Principles, so this month, I'd like to tell you about the remaining four principles. The Cooperative Principles are essential to the co-op business model and benefit all members of the co-op.

Autonomy and Independence

The fourth principal, Autonomy and Independence, means that the co-op operates in an autonomous way that is solely directed and guided by its members, reflecting the values and needs of our local community. This means the co-op is not being influenced by leaders or shareholders several states away. Instead, the co-op is led by the local members it serves.

Education and Training

The fifth principle, Education and Training, focuses on enhancing the knowledge of co-op employees and board members, which enables them to contribute to the development of the co-op.

By investing in continuous learning for our employees and board members, our co-op is making a commitment not just to individual professional and personal growth, but to the future of the co-op and the high quality of service our members expect and deserve. It's a win-win situation.

We also strive to inform our members (that's you!) and the public about the mission and operations of the co-op. In fact, that's why you receive this newsletter every month, so we can share the latest co-op news and updates, as well as energy efficiency and safety tips.

Cooperation Among Cooperatives

Cooperation among cooperatives is the sixth principle and fosters the way that co-ops work together to address bigger challenges. While this principle applies to all types of cooperatives, it is especially relevant in the energy industry. In our case, we put this principle in action after major storms and disasters that cause widespread power outages. When this happens, we call on nearby co-ops to come to our aid and assist with restoration efforts--and we of course extend the same help to them when they need us. I can't think of a better example of cooperation among cooperatives.

In addition, because we are part of the national electric co-op network, we can

connect and collaborate with other electric co-ops to tackle industry-related challenges, like cybersecurity and an everchanging energy landscape.

Concern for Community

The seventh principle, Concern for Community, is essential to who we are as cooperatives. We serve our community not only by being an essential service, but by helping to power our local economy. Whether through economic development, volunteerism or donations to local causes, we invest in this community because it's our home too.

I think you'll find that most cooperatives bring good people together to make good things happen in the community. We hope you feel that way about us, your local electric co-op.

On behalf of everyone at Southwest Iowa REC, we're thankful for your membership, and we hope you have a wonderful Thanksgiving.



Phil Kinser



Safety is always our first concern. Twice a year, our linemen practice pole top rescue and climbing competency. They train to rescue a lineman that could be injured while performing maintenance or construction activities on our power lines. Their goal is to get the linemen to the ground safely within 4 minutes in order to conduct the proper medical procedures.

Pictured is Corning Apprentice Lineman, Brycen Wallace.



Operation Round-UP® Summary

Disbursements and pledges for the second half of 2020 first half of 2021 from Southwest Iowa REC's Operation Round-UP® totaled \$31,045.99. This brings the total disbursements paid and/or pledged from Operation Round-UP® since its inception to \$279,845.99.

\$2,500..... Medical/Fire Emergencies – assist families with unusual expenses resulting from serious health problems and accident-related injuries and those that have experienced personal property damage due to fire.

\$28,545.99..... Community Support – American Cancer Society, Montgomery County Relay for Life, Boy Scout Troop 124 (fundraiser), City of Corning (building repairs), East Union Community Schools (facility upgrade), Red Oak Grand Theatre (building renovations), Stanton Child Resource Center (facility upgrade), Ringgold County Child Care Center (facility upgrade), Southwest Iowa Squadron of Heroes (safety equipment), Corning Gun Club (equipment), City of Blockton (playground equipment), Corning Opera House Cultural Center (building repairs), Ringgold County Conservation Board (park renovations)



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

Of our 6,000 meters, we're excited that 3,966 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 below and return to us!

Operation Round-UP® = Small Change That Changes Lives

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 # _____

**Community born.
Community led.
Focused on YOU.**

Eric Hensley



Eric Hensley started at Southwest Iowa REC on October 11th as the Member Service Technician. He grew up and graduated from Lenox High School. Eric and his wife, Kylie, live in Mount Ayr with their son, Elliott. In his spare time, Eric enjoys hunting, fishing and spending time with family. During the summer months, he drives a racecar at Adams County Speedway. Eric is looking forward to meeting REC Members.

Welcome Eric!

Make life a little 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 will be able to:

- Make a payment
- Access payment history
- View your bill
- View your electric usage
- Update your account or contact information
- Communicate directly with Southwest Iowa REC

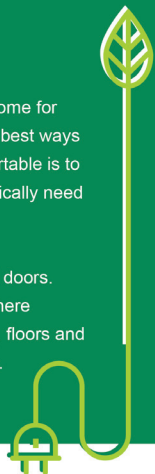
Once you're registered for SmartHub you will receive monthly e-mail notifications when the latest billing information is available on-line and when accounts are due. SmartHub is just another way your cooperative strives to provide the latest in convenience and technology for our members. SmartHub option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

Energy Efficiency Tip of the Month

Fall is the perfect time to prep your home for the upcoming winter chill. One of the best ways you can save energy and stay comfortable is to caulk and weatherstrip areas that typically need sealing.

Start by sealing around windows and doors. Seal plumbing, ducting, and areas where electrical wiring comes through walls, floors and ceilings for additional energy savings.

Source: energy.gov



Cream Cheese Apple Coffee Cake



Cake Ingredients:

- 1/2 cup (1 stick) butter, softened
- 1/2 cup brown sugar
- 1/4 cup white sugar
- 1 egg
- 1/4 cup vegetable oil
- 1/2 tablespoon vanilla
- 1 1/2 cups all-purpose flour
- 1/2 teaspoon baking soda
- 1/2 teaspoon baking powder
- 1/4 teaspoon salt
- 1 teaspoon cinnamon
- 1 1/2 cups chopped apples (chopped small)

Cream Cheese Layer Ingredients:

- 8 oz. softened cream cheese
- 1 teaspoon vanilla
- 3 tbs white sugar

Streusel Ingredients:

- 3/4 cup white sugar
- 1/4 cup brown sugar
- 1/2 cup flour
- 1 teaspoon cinnamon
- 1/2 teaspoon baking powder
- 1/8 teaspoon salt
- 6 tablespoons cold butter

- Preheat oven to 350°F and grease an 8x8 inch square pan.
- Combine the butter and sugars for the cake and mix until fluffy. Add the egg, oil, and vanilla and mix until combined.
- Stir together the flour, baking soda, baking powder, salt, and cinnamon and stir into the butter mixture, mixing just until combined. Stir in the chopped apples. Spread into the prepared pan.
- Mix together the cream cheese, sugar, and vanilla for the cream cheese layer and spread over the cake batter in the pan.
- Combine all the streusel ingredients using your hands or a pastry blender until well combined. Sprinkle over the cream cheese mixture.
- Bake for about 45 minutes or until the topping is browned.
- Can be stored in the refrigerator



Did you know?

Using electricity during peak times can be much more expensive. It can make up between 30% and 70% of your home's electric bill!

2021 Energy Efficiency & Beneficial Electrification Program Delivery Costs = \$.0030/kwh



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Southwest Iowa REC is an equal opportunity provider and employer.