



Corning | Mount Ayr | Stanton

Southwest lines

A monthly publication for members of Southwest Iowa Rural Electric Cooperative

November 2022

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, Kirksville, MO 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
Friday, November 11



Happy Thanksgiving

Our office will be closed in observation of Thanksgiving on Thursday November 24th and Friday, November 25th.

We wish all our members a safe and happy holiday!

Cost-of-Service Study to be Conducted in 2023



Phil Kinser

As I reported at the annual meeting in September, Southwest Iowa REC will be conducting a Cost-of-Service Study in 2023. What exactly does that

mean and how is it useful?

Understanding the Cost Allocation Process

At Southwest Iowa REC, we work hard every day to provide you with the best service possible while also striving to keep rates affordable.

However, just like many of the items you purchase have risen in cost, the costs to deliver electricity creep up over time as well. Southwest Iowa REC has not increased its base rate since 2011 but did implement a revenue-neutral rate structure change in 2015.

Regularly, a cost-of-service study is conducted to determine the cost of providing electric service to all of our member-owners. Once we analyze the costs to serve all members on a cooperative-wide basis, we study what it costs to serve certain groups of members. These groups are determined based on electric usage characteristics, and customers with similar electric usage characteristics are grouped together,

such as all single-phase residential members may be grouped together.

As part of the study, we determine if we can directly assign some costs to an individual member or group of members, such as:

- **Assigning to one member-owner.**

If a member-owner builds a home way back into the woods, he or she is responsible for the line extension costs above the average or normal amount built into the electric rates.

- **Assigning to a specific group of member-owners.** If a city ordinance requires that electric facilities must be buried underground, then those member-owners in that city are directly allocated the costs.

- **Assigning common costs.** This necessary multistep approach allocates common costs to those who benefit, recognizing that it is not always a black and white situation.

After the costs are allocated to the various groups, then the rates are designed to recover the costs to serve the groups.

Industry rate setting experts apply several key principles in the process, including:

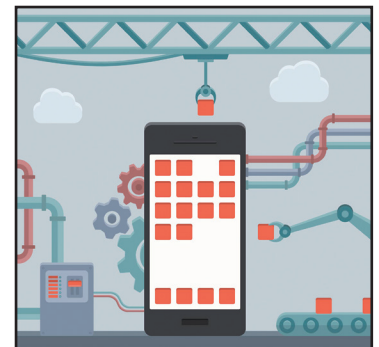
- 1) Providing rate stability.
- 2) Ensuring that rates charged by an electric utility for providing electric service to each class of electric consumers are designed, to the maximum extent practicable, to reasonably reflect the costs of providing electric service to the class.
- 3) Designing rates to reasonably approximate a pricing methodology for any individual utility that would reflect the price system that would exist in a competitive market environment.
- 4) Creating an ease of understanding about the rates for customers.
- 5) Developing an ease of administration of the rates.

Rate setting is a detailed process that your board of directors takes seriously. As the electric industry changes to include more member-owned on-site generation and electric vehicle charging, the rate setting process will need to evolve to ensure that those who directly benefit from service are paying an appropriate share of the costs. This protects all member-owners of Southwest Iowa REC.

Stay tuned to future editions of the Southwest Lines where we will keep you updated on the Cost-of-Service Study progress and results.

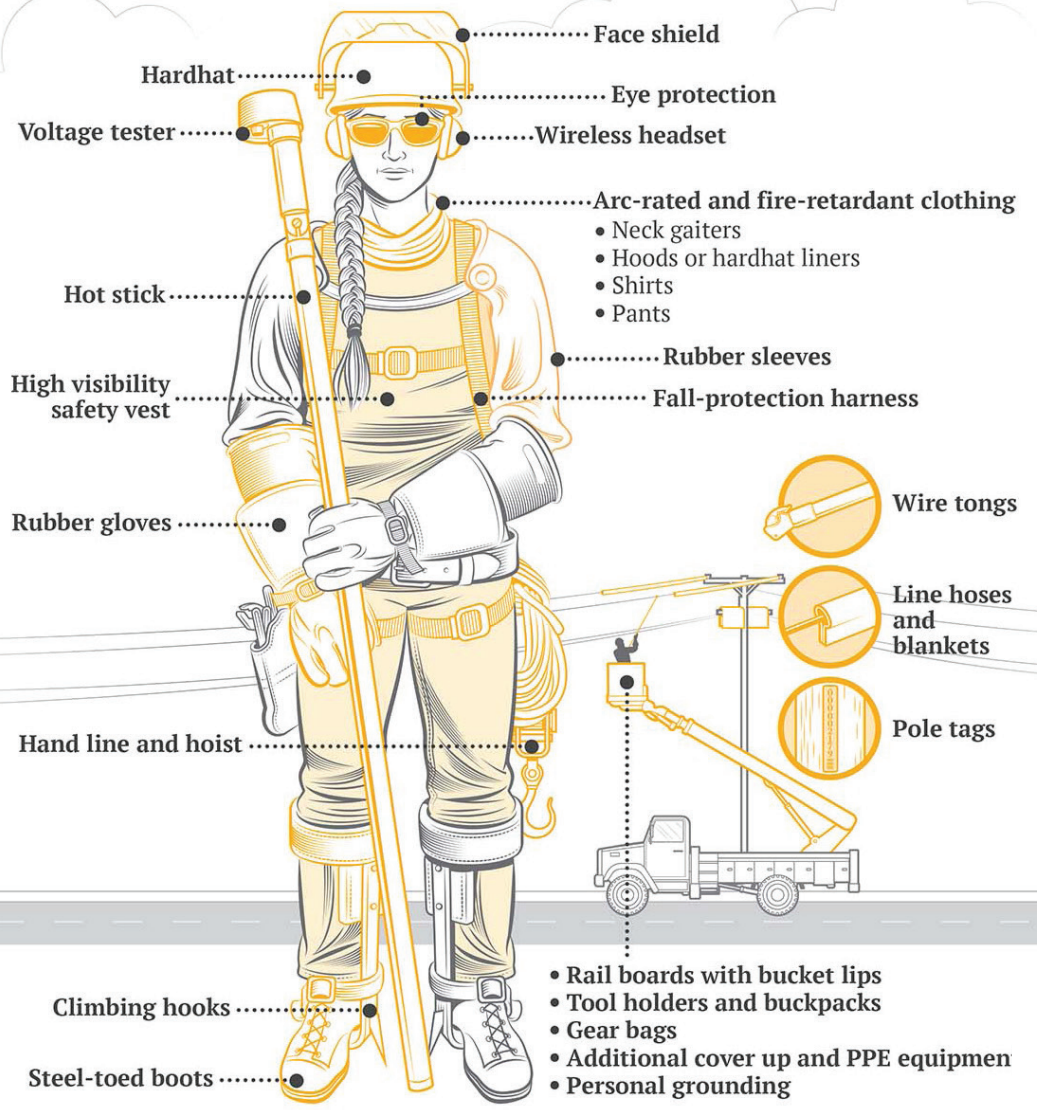
Changes to Payment by Phone

Starting December 1, 2022, you will be required to use a 4-digit pin to complete payments via our automated phone payment system. If you have not yet setup a pin number, you can pick option 3 after entering our automated phone payment system. You can reach our automated phone payment system by dialing 888-220-4869 and selecting option 5. If you have any questions or concerns please reach out to one of our offices during our business hours of 7:30 AM to 4:00 PM Monday through Friday.



Staying Safe

Lineworkers have a dizzying array of gear they carry and wear to safely do their jobs. Some items, like climbing hooks and hot sticks, have been around since the early days of electricity, though they've been updated and improved over the years. Others, like wireless headsets and arc-rated clothing, are more modern innovations. Here's a comprehensive (though not exhaustive) look at the tools line crews use to stay safe.



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 procedures.



Pictured is Luke Brockshus, apprentice lineman from the Stanton Office.



CRIME STOPPERS

TOGETHER, WE CAN CUT DOWN ON COPPER THEFT AND OTHER CRIMES AGAINST IOWA'S ELECTRIC UTILITIES!

800-452-1111

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

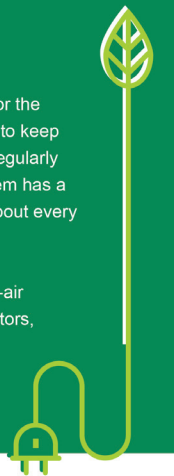
Once you're registered for SmartHub you will receive monthly e-mail notifications when the latest billing information is available on-line and when accounts are due. SmartHub is just another way your cooperative strives to provide the latest in convenience and technology for our members. SmartHub option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

Is your home heating system ready for the winter chill? One of the easiest ways to keep your system running efficiently is to regularly replace filters. If your central air system has a furnace filter, it should be replaced about every 90 days.

If your home is heated through warm-air registers, baseboard heaters or radiators, remember to clean them regularly to boost efficiency.

Source: energy.gov



Pecan Upside Down Cake

Pecan Topping

- 1/2 cup butter {melted}
- 1/2 cup brown sugar {packed}
- 1/4 cup corn syrup
- 1/4 tsp salt
- 1 cup chopped pecans

Cake Batter

- 1 box vanilla cake mix
- 3 large eggs
- 1/2 cup vegetable oil
- 1 cup water
- 3 tsp sour cream

1. Preheat oven to 350 degrees. Prepare your bundt pan by liberally spraying it with nonstick spray and set aside.

Pecan Topping

1. Combine melted butter, brown sugar, corn syrup and salt into a medium bowl and whisk until the brown sugar is slightly dissolved. Add pecans and stir until combined. Pour into the bottom of prepared bundt pan and set aside.

Cake Batter

1. Combine cake mix, eggs, vegetable oil, water and sour cream in a large bowl and mix according to package directions. Pour batter into prepared pan and on top of the pecan topping. Be sure to spread into an even layer.
2. Bake in a 350° oven for 40-45 minutes or until a tooth pick inserted into the center of the cake comes out clean. Remove from oven and place onto a cooling rack for 10 minutes. After 10 minutes run a knife around the edges of the cake. Then invert your Pecan Upside Down Bundt Cake onto a cake plate and cool completely. If pecans stick to the bottom of the pan just use your fingers to remove them and place them onto the cake.
3. Store your Pecan Upside Down Bundt Cake at room temperature or in the refrigerator for up to 3 days.



The RECipe



Did you know?

Electricity travels at the speed of light, more than 300,000km per second!

2022 Energy Efficiency & Beneficial Electrification Program Delivery Costs = \$.0028/kwh



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