



Corning | Mount Ayr | Stanton

Southwest lines

A monthly publication for members of Southwest Iowa Rural Electric Cooperative

November 2019

Southwestern Community College (SWCC) Instructor and Students Tour Southwest Solar Farm



On Wednesday, October 16, 2019, Central Iowa Power Cooperative (CIPCO) Electrician Wayne Nelson (far right in first photo) and Southwest Iowa REC CEO Phil Kinser (not pictured) provided a tour of the 2-megawatt Southwest Solar Farm near Corning, Iowa to an Environmental Science class from SWCC. SWCC Biology Instructor Clint Williams (fourth from left) and six (6) students learned about the development of the solar farm and the role that solar power plays in providing a safe, affordable, and environmentally-responsible electric generation resource. Mr. Williams and his students asked a number of questions regarding solar power but were also interested to learn about other sources of electric generation such as wind, nuclear, natural gas, coal and hydro. Emerging technologies like battery storage and electric vehicles were also discussed.

Deadline Extended!

Chance to win one of 2-\$100.00 bill credits!!

We want to hear your voice – visit this link <https://www.surveymonkey.com/r/8929D3M> to participate in our member feedback survey. **The deadline has been extended to November 22nd.** 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.

Southwest Iowa REC offices will be closed Thursday, Nov. 28 and Friday, Nov. 29.



We wish all our members a safe and happy holiday!

We're Thankful for Our Sister Cooperatives

When you think about Southwest Iowa REC, you probably associate us with the local community. And you would be right. Our leadership team, board of directors and employees all live and work right here in the community we serve. But you may not realize that Southwest Iowa REC is actually part of a much larger cooperative network that brings additional value, tools and knowledge that benefit you, the members of the co-op.

Cooperation Among Cooperatives

When a severe weather event is predicted for our region, we call on our sister co-ops in areas unaffected by the approaching storm. Through this system of mutual aid, we coordinate with other co-ops to bring additional trucks, equipment and manpower to our area. We work together and share resources in order to restore power to our community. And Southwest Iowa REC reciprocates by assisting other electric co-ops when they request help.

A defining characteristic of a cooperative is "cooperation among cooperatives." This is a way that co-ops work together to meet bigger challenges such as power restoration after a severe weather event.

Another area in which Southwest Iowa

REC benefits from cooperation among cooperatives is cybersecurity. Through the National Rural Electric Cooperative Association's (NRECA) "Rural Cooperative Cybersecurity Capabilities Program" (RC3), we are able to access training, resources and tools to strengthen our efforts to combat cyber threats.

Southwest Iowa REC's ability to tap into the larger electric cooperative network and access tools, products, resources and leading practices from across the nation ultimately makes our co-op and our community stronger.

Bright spot

The Solar Utility Network Deployment Acceleration (SUNDA) project is another example of an area where Southwest Iowa REC has benefitted from collaboration with other electric co-ops.

Through the SUNDA project, electric co-ops were able to collect data and case studies that provide insight into challenges and solutions related to solar energy technologies. Now, electric cooperatives across the country, including Southwest Iowa REC, have access to a set of knowledge and resources to more efficiently tailor our renewable energy mix to meet the needs of our local communities.

Global impact

Lastly, communities across the globe have benefitted from the lessons learned and experience of co-ops in electrification of rural areas in the U.S.

NRECA International has provided access to reliable and affordable electricity to 120 million people in 43 countries. This effort is made possible through the support of electric co-ops in this state and across the country.

Hundreds of lineworkers, engineers and other co-op employees have served as volunteers to bring first-time access to electricity and train local partners to help utilities be sustainable in their own communities.

November is a time of year for reflection and giving thanks. I am grateful for our sister co-ops who enable us to better serve you and our broader community. When electric co-ops collaborate, we strengthen each other and the communities we serve – and that is something in which to be truly thankful.

Happy Thanksgiving, everyone!



Phil Kinser

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 450 electric utility members and associate members in 45 states, representing over 8 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.

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 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 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.



Operation Round-UP[®] Summary

Disbursements and pledges for the second half of 2018 first half of 2019 from Southwest Iowa REC's Operation Round-UP[®] totalled \$25,284.00. This brings the total disbursements paid and/or pledged from Operation Round-UP[®] since its inception to \$221,634.

\$3,500.....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.

\$21,784.....Community Support – Lenox Neighborhood Center (Building expansion), Adams County Kids Care Council (Kids day at fair), City of Corning Park & Rec. Board (Lake Binder electricity expansion), Ringgold Outdoor Alliance (Peggy Whitson Rock project), City of Lenox (Trail project), Friends of Mt Zion Cemetery (directory), Crisis Intervention & Advocacy Center (curriculum & supplies), Corning Opera House Culture Center (turret sign repair), Corning Presby. Church Fostering Hope Program (storage totes & clothing), CHI Health Wellness Center (equipment upgrades),

Southwest Iowa Squadron of Heroes (costumes & transportation), Main Street Corning (picnic tables), Southwest Valley Spanish Club (Costa Rica trip), SWV Future Business Leaders of America (trip to nationals), Southwest Iowa Relay for Life(American Cancer Society) , Stanton Senior Center (heating project), Relay for Life of Montgomery County (American Cancer Society), Princess Theater Troupe (building repairs project), Ringgold County Conservation Board (interactive exhibits), Feed the Pack (after school meals for students), Mt Ayr Lions Club (flight squad basketball game)

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

Of our 5,912 accounts, we're excited that 3,901 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 to the right 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 # _____

"I'm a REC Guy!"



Mount Ayr
Lineman,
David Head's
son, Kasen,
dressed up
as his dad for
career day.

In Kasen's
words,
"I'm a
REC guy!"

Bravo!

Your generous
donations
& support
are making a difference in the
lives of cancer survivors and
their families in Creston and surrounding
communities. Thank you!

- The 2019 Relay for Life of Southwest Iowa
Committee

We really appreciate the opportunity to win
a \$50 gift card at the Annual Meeting. We
were very pleased to win. Thank you, REC
for the gift card.

-Marvin and Roberta Reents

The Adams County 4-H Endowment Board
would like to say a big "thanks" for being a
mile sponsor for the tractor ride on Aug. 24th.
Thanks again,

-Chris Nelson

Pumpkin Bars



- 1- 15 oz can pumpkin
- 2 eggs
- 1 cup sugar
- ½ cup oil
- ¼ cup ground ginger
- 1/8 tsp ground cloves
- 1 tsp cinnamon
- 1 tsp vanilla
- ½ tsp salt
- 1 tsp baking powder
- ½ tsp baking soda

1. Preheat oven to 350°F. Line a 9x9 inch pan with parchment paper and spray lightly with non-stick cooking spray. Set aside.
2. In a large bowl whisk together flour, sugar, ground ginger, baking soda, baking powder, salt, ground cloves and cinnamon. Create a well in the center of the dry ingredients.
3. In the bowl of a stand mixer combine the eggs, vanilla, oil and pumpkin on medium speed until light and fluffy. Stir gently, just until combined.
4. Pour into a pan and bake for 30-35 minutes or until a toothpick inserted comes out clean. Transfer to a wire rack and allow to cool completely.
5. When completely cooled, frost.
6. Combine the cream cheese and butter in a medium bowl with an electric mixer until smooth. Add the sugar and mix at low speed until combined. Stir in the vanilla and mix again.
7. You may need to add a little milk to make it spreadable if your butter wasn't soft enough.
8. Spread frosting evenly on top of cake. Cut the bar into any size you like.



The X RECipe

Frosting

- 4 oz cream cheese
- 3 tbsp butter (softened)
- 1 tsp milk
- 1 tsp vanilla
- 1 cup powdered sugar

To all of you at REC, thank you for the great
meal, good meeting and program.

Thank you for all you do.

-Ann Moore

Thank you for the crock pot that I won at the
annual meeting. I enjoyed the program and
format of the 2019 annual meeting.

-Marie Weddle

SWIAREC- Thanks for the prizes we won
at the annual meeting. The 6 months of free
electricity is an amazing prize. We appreciate
all that you do.

-John F & Mary Overholtzer

Thank you for the wonderful party to
celebrate my retirement. It was a fun

afternoon and one I will always remember
fondly. I appreciated it so much.

-Ginny Eighmy

Energy Efficiency Tip of the Month



Trim your holiday energy
costs by choosing energy
efficient LED lights!

LED holiday lights use

less energy and can last up to 40
seasons. They're also easier to
install – you can connect up to 25

LED strings without overloading a wall socket!

Source:energy.gov

2019 Energy Efficiency & Beneficial Electrification Program Delivery Costs = \$.0029/kwh



SOUTHWEST IOWA
RURAL ELECTRIC COOPERATIVE
Your Touchstone Energy Cooperative

Find us on
Facebook

Corning
1801 Grove Ave., Corning, IA 50841

Mount Ayr
1502 W. South St., Mount Ayr, IA 50854

Stanton
415 Broad Ave., Stanton, IA 51573

Phone Number: (888) 220-4869

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