



Corning | Mount Ayr | Stanton

Southwest lines

A monthly publication for members of Southwest Iowa Rural Electric Cooperative

November 2020

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.



Southwest Iowa REC offices will be closed Thursday, Nov. 26 and Friday, Nov. 27.

We wish all our members a safe and happy holiday!



COVID-19 updates available on our facebook page and website.

CEO's COMMENTS:

Safety

We all want the best for the people in our lives – our family, friends, community and others. That includes you, our members.

It's why we make safety a top priority at Southwest Iowa REC and devote time and energy to making everyone aware of how to stay safe around electricity.

For instance, if you're working with tall ladders, cleaning gutters or trimming trees, or undertaking other projects outside, we remind you to look up for and stay safely away from overhead power lines, especially those connected to your home.

If a project involves digging, be sure to call 8-1-1 a few working days in advance to get underground utilities marked.



Help children understand the importance of staying away from electric utility equipment, to never climb trees near power lines, and to fly kites in wide open spaces safely away from power lines.

Know how to prepare for and stay safe after storms and other natural

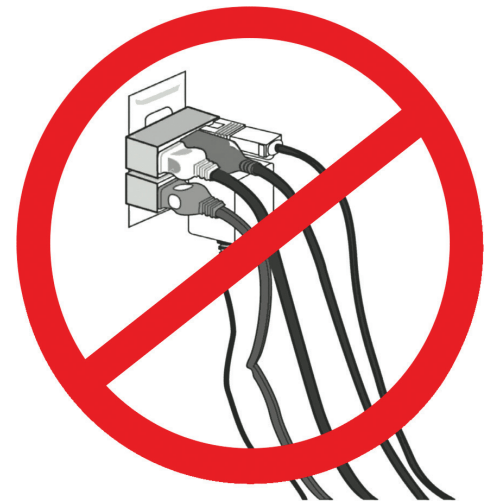
disasters that could leave behind hidden electrical hazards, such as downed power lines and submerged electrical devices.

These are just some of the safety measures that we want you and everyone to know.

We don't want anyone to take a chance that could end in tragedy, and to help, we're a partner in the Safe Electricity program. We encourage you to visit



Phil Kinser



SafeElectricity.org, where you'll find life-saving information presented in videos, interactive games for children, online teacher resources and much more.

We have the safest, most reliable electric system of any country in the world, but we aren't content to rest on those laurels. We value your safety and well-being and we'll continue working to educate everyone on important safety considerations.

After all, aren't you and the people you care about worth it? We think so. In fact, we know so.

Have a great, safe day!

Happy Thanksgiving, everyone!

For Sale by Sealed Bid



2006 Ford F350 XL Super Duty (chassis only)

- 92,470 miles
- 5.4L engine (locked up)
- 4x4 dually
- Automatic transmission (weak)
- Body and glass are good
- Tires are 50%

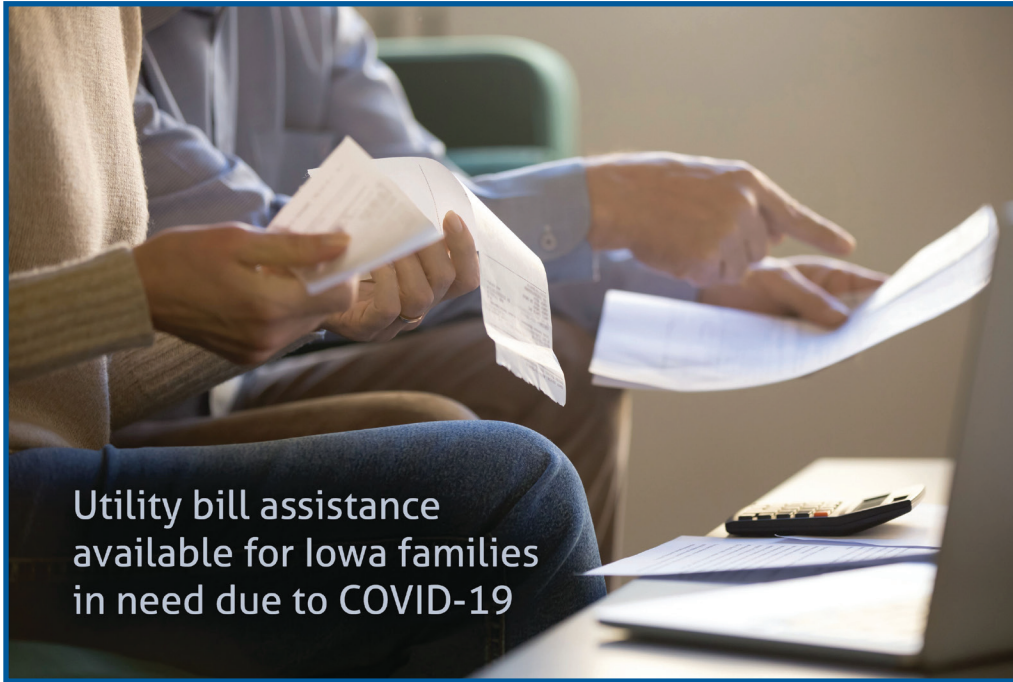
Sold as-is, where is, with no warranty Truck may be seen at our Corning office located at 1801 Grove Avenue, Monday – Friday, 7:30 a.m. to 4:00 p.m. by appointment.

Sealed bids are due by November 30, 2020. Please mark your envelope "F350 Bid" and mail it to the following address:

**Southwest Iowa REC
1801 Grove Avenue
Box 367
Corning, Iowa 50841
Attn: Phil Kinser**

Southwest Iowa REC reserves the right to refuse any and all bids.

Utility bill assistance available for Iowa households financially impacted by COVID-19



Utility bill assistance available for Iowa families in need due to COVID-19

Governor Reynolds recently announced a new program designed to provide eligible Iowa households up to \$2,000 towards their electric, natural gas and water bills if they are at risk of disconnection due to an inability to pay because of a COVID-19 related loss of income.

As part of the federal CARES Act funding allocated to Iowa, the Residential Utility Disruption Prevention Program is managed by the Iowa Economic Development Authority and the Iowa Finance Authority. Payments through the program will be made directly to utility providers and applied to the applicants' accounts.

Southwest Iowa REC General Manager/CEO, Phil Kinser states, "We're pleased to help spread the word about this state program, which will provide some financial relief to local families in need during the pandemic. Applicants are welcome to contact our office at 888-220-4869 for assistance with required documentation if needed."

To be eligible to receive assistance, a residential electric, natural gas and/or water utility consumer must have:

- A primary Iowa residence with active residential utility accounts (renters may apply as long as the utility account is in the applicant's name);
- An unpaid utility bill balance or have previously entered into a payment plan with their utility provider;
- An annual income that is 80% of the median family income, based on county and household size;
- Experienced a COVID-19 loss of income (job loss, reduction in hours, reduction in pay) on or after March 17, 2020, that resulted in hardship in paying bills for electric, natural gas, and/or water utility service provided between March 17, 2020, and October 31, 2020.



Applications will be accepted at www.iowahousingrecovery.com through November 20, 2020, or until funding is depleted, whichever comes first. Assistance will be awarded based on application completeness and eligibility in order received until all funds have been exhausted. The website includes answers to frequently asked questions and complete eligibility requirements. You can also call Iowa's Utility Recovery Hotline at 515-348-8976 or 877-463-3269 for more information about this program.

If you receive electricity from Southwest Iowa REC and need assistance with documentation for your application, please contact your local office at 888-220-4869.

Complaints Resolution Process

Southwest Iowa REC makes every effort to resolve all complaints brought to its attention. You can contact us at 1801 Grove Avenue Corning, Iowa; 1502 W South Street, Mount Ayr, Iowa or 415 Broad Street, Stanton, Iowa. Or you can call (888) 220-4869.

If your complaint is related to the Southwest Iowa Rural Electric Cooperative's service rather than its rates, and Southwest Iowa Rural Electric Cooperative does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515) 725-7321, or toll free 1-877-565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines IA 50319-0069, or by email to customer@iub.iowa.gov.

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.

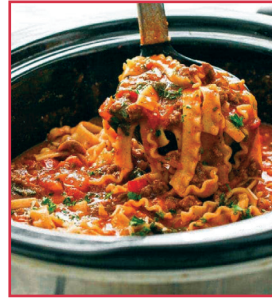
With SmartHub you will be able to:

- 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.

Lasagna Soup

- 1 lb lean ground beef
- 1 large onion diced
- 1 clove of garlic minced
- 1 can crushed tomatoes
- 1 can tomato sauce
- 1 can dices tomatoes
- 32 oz beef broth
- 1 red bell pepper diced
- 1 green pepper diced
- 2 cups sliced mushrooms
- 2 teaspoon dried basil leaves
- 2 teaspoons dried parsley
- ½ teaspoon salt
- ½ teaspoon black pepper
- 8 lasagna noodles broken in to bite sizes pieces (but any noodles work)



Toppings:

- 1 cup mozzarella cheese
- ½ cup parmesan cheese, grated
- 1 ricotta cheese

1. Cook beef, onion, and garlic over medium-high heat until no pink remains; drain. Place in slow cooker.
2. Add all remaining soup ingredients except pasta & spinach. Cover and cook on low 7-8 hours or high 3-4 hours.
3. Cook pasta al dente according to package directions. Stir in cooked pasta and spinach. Cover and cook an additional 10-15 minutes. Spoon into bowls and top as desired.



Energy Efficiency Tip of the Month

Keep cold air out to save energy. Seal air leaks around pipes and any gaps around chimneys and unfinished spaces behind cupboards and closets.

Source:www.energy.gov



MOBILE PHONES NEED WIRES, TOO.



2020 Energy Efficiency & Beneficial Electrification Program Delivery Costs = \$.0028/kwh



Corning
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Stanton
415 Broad Ave., Stanton, IA 51573

Phone Number: (888) 220-4869

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