

## Cooperation among cooperatives

Six Butler County REC linemen demonstrated the cooperative principle of Cooperation Among Cooperatives after a mid-July storm. July 19 John Groen and Jon Oltmann helped Heartland Power Cooperative, located in Thompson and St. Ansgar, and July 20-21 Seth Bram, Paul Luecke, Tanner Wangsness, and Chris Wehling helped Allamakee-Clayton Electric Cooperative, located in Postville.

Thank yous were received from both:

Heartland Power Cooperative—"Thank you for the assistance your crew gave Heartland. Really appreciated the extra help in getting the power back on to members. Kudos to John and Jon and Butler County REC. Thanks again."

—Jon Learer, CEO/General Manager

Allamakee-Clayton Electric Cooperative—"I just wanted to drop you a note and express our sincere gratitude for your assistance in the aftermath of last week's storm. In particular, please extend our thanks to employees Chris Wehling, Tanner Wangsness, Seth Bram and Paul Luecke. Without their help, timely restoration of service would have been extremely difficult."

—Paul Foxwell, Exec. VP/General Manager



(From left) Seth Bram, crew chief, Allison; Chris Wehling, crew chief, Horton; Tanner Wangsness, first class lineman, Horton; Paul Luecke, first class lineman, Allison; Jon Oltmann, coordinating crew chief, Allison; John Groen, crew chief, Allison.



**BE BRIGHT**

Touchstone Energy Cooperatives

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Cedar Falls Utilities THE POWER OF SERVICE

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**BENEFITS:**

- ★ Last 25 times longer
- ★ Use up to 75 percent less energy
- ★ Great for task lighting

## Light up your rooms with Energy Star LED bulbs

Buying light bulbs can be confusing. Let the BE BRIGHT program help. When shopping for new light bulbs this fall and winter, look for the BE BRIGHT logo at participating retailers. Not only will you be buying energy-efficient bulbs, you will receive an instant in-store rebate.

To find a retailer near you, visit [www.iowabebright.com](http://www.iowabebright.com) or call 800.339.6856.

# Cooperatives = commitment

No matter which utility brings electricity to a customer's home, it has made a huge commitment to you: to keep your lights on, your appliances running, your electric heater and air conditioner running when you need them most.

But you don't get your electricity from just any utility; you get yours from an electric cooperative. And you are not a customer; you are a member.

Electric cooperatives commit to much more than sending power to your house. They are committed to serving their communities, through economic development and job-creating programs. They are committed to being consumer-first. In the cooperative business model, the utility's consumers actually own it. Consumers are on every cooperative's board of directors, and those directors are elected by consumers.

October is National Cooperative Month, and appropriately enough, the theme for this year's celebration is "Cooperatives Commit."

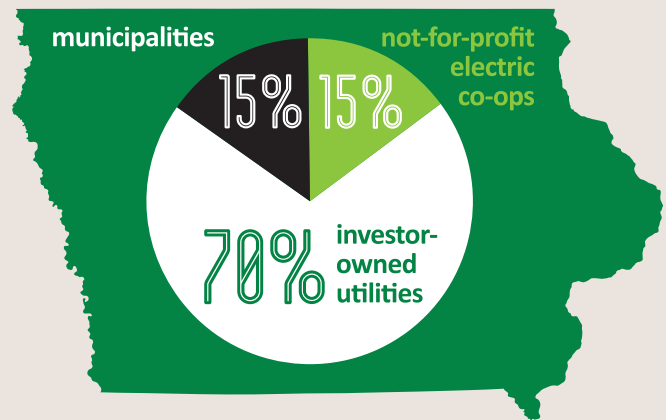
More than 40,000 U.S. businesses are organized as cooperatives, and their consumers, like you, are loyal. Surveys have shown that consumers want to do business with organizations that share their values.

Like all electric cooperatives, yours knows what its community wants and needs because it is locally owned and operated. Cooperatives don't sell stock on Wall Street, so they don't have to answer to shareholders.

Celebrate with your electric cooperative this October. Make a commitment to give someone who works there a nice pat on the back for honoring the cooperative commitment.



Iowans are served by 3 types of electric utilities:



## Helping members in need

Your Touchstone Energy Cooperative has always extended a helping hand to those needing it. In response to actions by the Iowa General Assembly, your REC has established RECare, a program of members helping members.

RECare will provide funds to be distributed by local community action agencies to help pay winter heating bills and to assist in weatherization of homes of low-income consumers. You may make a monthly pledge that will be automatically added onto your monthly electric bill or a one-time contribution. Even a dollar a month pledge will help others.

### RECare Consumer Authorization Form

- I will contribute \$\_\_\_\_\_ per month. I understand this amount will be automatically added to my monthly electric bill.
- I will make a one-time contribution of \$\_\_\_\_\_ to RECare. My check is enclosed.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Account Number \_\_\_\_\_



Return to your local  
Touchstone Energy®  
Cooperative

## Check for air leaks before cold weather arrives

They may seem small, but air leaks can cost a bundle on your heating bill and make it harder to keep your home comfortable. Sealing those leaks will help prevent wasting energy and improve comfort. In addition, you will have a strong barrier from noise, insects and moisture.

Air gaps are often found around doors and windows, attic hatches, basements and floor joists. Other potential problem areas include recessed lighting, outside water faucets, outlets and doorframes. Leaks are also common where gas piping, chimneys or plumbing enter the home.

According to the Department of Energy, you can cut up to one-fifth of your heating bill by reducing drafts and sealing leaks around your home. Energy Education Council provides the following tips on how to identify air leaks to have a more energy-efficient home:

- Dirty spots in your insulation or carpet may indicate external air leaks.
- At night, shine a flashlight through all potential gaps to see if you can see any light. This will show larger cracks where air may be escaping.
- Shut your door or window on a dollar bill. If you can pull out the dollar bill, you are losing energy.
- Have a home energy assessment performed to provide a comprehensive check.

After you have located any leaks, apply caulk or weather stripping around leaking windows, doors and fixtures. Caulk application is most effective if the temperature is more than 45 degrees Fahrenheit.

**For a free home energy assessment or more information on energy efficiency, contact your electric cooperative.**

### Weather Stripping Basics

While you should always consult specific instructions on weather stripping packages, here are some basic facts to keep in mind.

- 1** Weather stripping should be applied to clean, dry surfaces in temperatures above 20° F.
- 2** Measure the area to be weather stripped twice before you cut anything.
- 3** Apply weather stripping snugly against both surfaces. The material should compress when the window or door is shut.

Source: National Rural Electric Cooperative Association



## State fair Nest thermostat winner announced



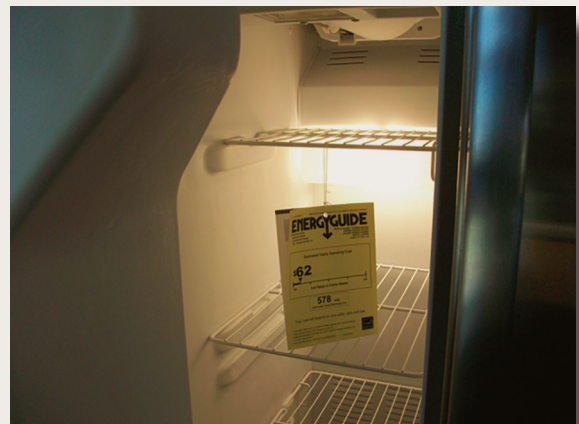
*Congratulations to William and Mary Jane Holck, members of North West REC. Their entry was drawn as the grand prize winner of the Nest Learning Thermostat from all entries received at the Touchstone Energy Cooperatives of Iowa booth, located in the 4-H Exhibits Building at the Iowa State Fair. Pictured is Mary Jane Holck with Lee Galles, energy advisor, North West REC. Mary Jane (left) looks forward to incorporating a smart thermostat as a part of her family's overall energy-efficiency efforts.*

## Energy Star Appliance rebates

Check out our rebates for new, ENERGY STAR rated appliances installed at members' locations:

- Clothes Dryers – \$50
- Clothes Washers – \$50
- Dishwashers – \$25
- Freezers – \$25
- Refrigerators – \$25

**Contact us for details**



*Be sure to check the Energy Guide for the Energy Star label on the bottom right of the guide.*

# Your power is out. Now what?

Losing power can be frustrating. But knowing what to do can take a way some of the frustration. First, even if our office is closed, call us. Our after-hours answering service, Security and Response Services (SRS), will answer. SRS is a 24-hour dispatching service provided by Basin Electric Power Cooperative of Bismarck, ND.

## How the process works

To report a power outage after hours, always call the same phone number you would during our business hours: 319-267-2726 or 888-267-2726. You will need to have either the phone number on your REC account or your meter number on hand. When your call is answered, you will hear an automated message thanking you for calling Butler County REC. You will then hear the following:

- **If you are calling to report an electrical outage, press 1.** You will be asked to use your phone number on your account or meter number to report the outage and if your neighbors are out of power. You may also be asked if you have checked your breakers. SRS will then ask you to stay on the phone while your records are checked. Please note that:

*If you have multiple meters* and entered your phone number to report the outage, SRS's automated service will ask you to enter the meter number associated with the outage.

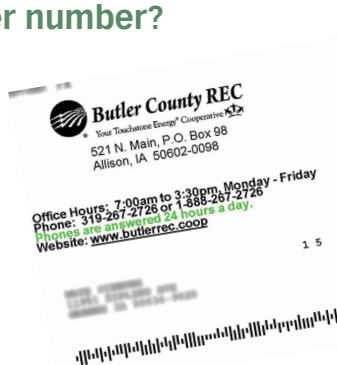
*At any time during this process, you can press 0 to speak to an agent.* You can then use your your physical address, account number, map location number, or meter number to report the outage.

*Whether you have one or multiple meters, SRS may need additional information to assist our linemen.* If this is the situation, you will be asked to respond by pressing a number that provides SRS with the information or to be transferred to an agent.

- **If you have a billing question, press 2.** You will hear a message to inform you that for billing our offices are closed. You will be asked to please call back during our business hours of 7-3:30 p.m., Monday thru Friday. Beginning this fall, you will also have the opportunity to pay your bill using this option. We will provide more information as it becomes available. Watch the newsletter and our website, [www.butlerrec.coop](http://www.butlerrec.coop).
- **For all other calls, press 0.** If you press 0, your call will be answered by an agent and remember, you can then report your outage using your physical address, account number, map location number, or meter number.

Please contact our office if you have any questions or want to verify your phone number or the meter number on your account.

## Where can you find your meter number?



Account #		116.49
Map Location		-116.49
Service Desc.		0.00
Previous Bill Amount		0.00
Payment Received		162.35
Bill Adj-Deposit-Penalty		
Balance Forward		162.35
Current Charges 09/06/2017		164.79
<b>Amount Due</b>		<b>164.79</b>
Past Due After 09/28/2017	Pay	

FARM/RESIDENTIAL			
NEW READING	08/31/17	35659	
PRIOR READING	08/01/17	903	23.75
USAGE MULTIPLIER	1		111.44
FACILITY CHARGE			10.82
	800 KWH @ \$	.13930	
	103 KWH @ \$	.10500	

Every account has a nine-digit meter number, which can be found on your electric bill and on the meter serving your property.



## During a power outage, follow these safety procedures:

- Use flashlights, not candles, which can start a fire if you drop one.
- Keep your refrigerator door closed. Your food will stay cold for four hours; a closed freezer will stay cold up to two days.
- Dress in layers indoors when it's cold outside and your heater has stopped.
- Never heat your house with the oven or a charcoal grill. See if a family member or friend can take you in temporarily.
- Unplug appliances and electronics in case of a sudden power surge.

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521 North Main • PO Box 98 • Allison, IA 50602  
PHONES: 319.267.2726 or 888.267.2726 • FAX: 319.267.2566  
OFFICE HOURS: Mon. - Fri., 7:00 a.m. to 3:30 p.m.  
WEBSITE: [www.butlerrec.coop](http://www.butlerrec.coop) • E-MAIL: [butler@butlerrec.coop](mailto:butler@butlerrec.coop)  
Craig Codner, CEO • EDITOR: Anne Siemons, CCC



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