

NOVEMBER 2023

POWERLINES

A MONTHLY PUBLICATION FOR THE MEMBERS OF WHITEWATER VALLEY REMC

IN THIS ISSUE

PAGE 2

Serving Up Savings, Continued

Employee Promotions

Office Closings

PAGE 3

Deadline for Incentives

The Steps to Restoring Power

Sandy Cason Retires From Whitewater Valley REMC

PAGE 4

Energy Efficiency Tip of the Month

Bill Credit Winners

November Due Dates

The due dates for payment of electric bills are **November 19** and **26**.



wwwremc.com



MESSAGE FROM THE CEO

SERVING UP SAVINGS



MARY JO THOMAS
CEO

The holiday season is just around the corner and soon festive music will flood the airwaves, sparkling lights and decorations will adorn homes and businesses, and good tidings will abound.

The holidays also bring a frenzy of decorating, cooking and family gatherings, and amid the hectic hustle and bustle, you may receive higher-than-usual energy bills.

Keeping this in mind, this month is a good time to remind WWVREMC members of a few programs and efficiency tips to help lower your monthly energy use.

Programs designed to help you save.

Winter months typically bring some of the highest energy bills of the year. Making minor, low-cost improvements, like changing the filters in your heating system, weatherstripping exterior doors, and caulking around old, drafty windows, can positively impact energy bills. We also are wrapping up the year on our 2023 HVAC rebate program, which helps put money back in your pocket when purchasing heat pump water heaters, air source, dual fuel, geothermal, or mini-split heat pumps. We also have rebates for having an HVAC tune-

up done, which is one way to ensure your heating system is running great and working smarter. Even though our 2023 rebate program ends this year, we plan to continue new rebates in 2024, so look for information in upcoming powerlines for details.

Our team of member support representatives is available to help, so I encourage you to call us if you'd like to learn about specific programs and services that can lower your bills. Budget billing and time-of-use rates are two programs we offer that require zero-dollar investments to implement.

Be festive without breaking the bank.

Many people bring the Christmas decorations down from the attic faster than they can finish the Thanksgiving turkey. With holiday lights adorning homes for well over a month, to help save on energy, consider making the switch to LED lights.

LED holiday lights use 88% less energy than incandescent holiday lights. To put that into perspective, the Department of Energy estimates that with standard holiday decorations, LED lights typically increase energy bills by about \$5 to \$7. But with incandescent lights, energy bills will typically increase by \$33 or more. For homes that go above and beyond with incandescent holiday lighting (think Clark Griswold), energy bills could increase by as much as \$350. Beyond energy savings, LEDs

continued on page 2

continued from page 1

provide additional benefits, such as being shock-resistant, shatterproof and cool to the touch, making them safer for the home.

You can also lower energy use by conveniently managing holiday lighting. Smart light timers can help you save energy by connecting to a smartphone app or voice assistant to program lights to turn on and off at set times. If you don't use smart home technology, you can still save energy by using traditional timers.

Additional easy ways to save during the holiday season include turning off overhead lights and using your Christmas tree to illuminate your home. If you have a fireplace, remember to close the flue when you're not burning a fire to ensure heat doesn't escape through the chimney.

Cook up energy savings in the kitchen.

If you plan to have family and friends over this holiday season, you can cook up energy savings by using small countertop appliances like microwaves, air fryers and slow cookers when possible, as they use much less energy than the stovetop or oven.

When using the oven, bake multiple dishes at once for maximum efficiency. After all, it takes as much energy to cook one dish as it does to cook several. Turn the oven off a few minutes before the recipe ends and allow the residual heat to finish baking the dish. Once the food is done, leave the stove door ajar to allow the residual heat to warm the room. When using the stovetop, match the pan size to the burner to maximize the stovetop's efficiency.

Do you have a self-cleaning oven? I like to use this feature in the cooler months when I am not using my air conditioning. Please take advantage of our seasonal rates and do this chore in either November or March to avoid the winter energy rate.

These tips will be helpful as we approach the holiday season. Remember, we're here to answer any questions you have about managing energy use or your monthly bills. From your friends at WWVREMC, we hope you have a wonderful holiday season.

EMPLOYEE PROMOTIONS

We are thrilled to announce the recent promotions of two of our employees. Melody Lynch has been promoted to Chief Operating Officer, and Jennifer Scott has been promoted to Member Experience Manager and Brand Ambassador.



MELODY has worked in the cooperative arena for thirty-eight years and the latest eighteen of those years at Whitewater Valley REMC as Office Manager and most recently Director of Human Resources and Special Projects. Her dedication and hard work have not gone unnoticed. As COO, she will be responsible for overseeing the company's day-to-day operations.

Her experience and expertise will be invaluable in this role, and we look forward to seeing all she can accomplish.



JENNIFER has also been a valuable team member, and we are excited to see her take on this new role as Member Experience Manager and Brand Ambassador. In this position, she will be responsible for enhancing our brand image and ensuring our members have the best possible experience with our cooperative.

We are proud to have Melody and Jennifer as part of our team, and we are confident that their promotions will help the cooperative continue to grow and succeed. Please join us in congratulating them on their promotions!

OFFICE CLOSINGS

Our office will be closed in November for the following holidays:



VETERAN'S DAY
Friday, Nov. 10



THANKSGIVING
Thursday and Friday,
Nov. 23 and 24

Deadline for Incentives

The deadline for our 2023 incentives is quickly approaching. Members should submit their requests for equipment rebates that qualify under the WWVREMC 2023 Incentive Program by December 15, 2023.

Please be on the lookout for future incentives for 2024 in publications of the newsletter and our website. The hidden account number is 741407.

THE STEPS TO RESTORING POWER

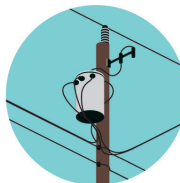
When the power goes out, line crews work hard to restore electricity as quickly and safely as possible. To ensure the process is done efficiently, line crews follow specific steps to restore power. Can you order the steps below to match how power is restored?

Hint: Check your work in the answer key.



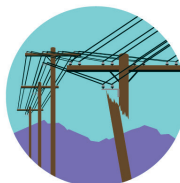
STEP

Tap lines are inspected. These lines deliver power to transformers that are either mounted on utility poles or placed on pads for underground electric service.



STEP

Distribution power lines are inspected. These are the lines you typically see on the side of the road that deliver power to communities.



STEP

Large, high-voltage transmission lines are inspected for damage. These power lines deliver large amounts of electricity over great distances.



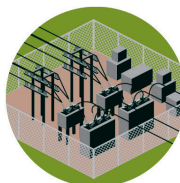
STEP

Service lines are inspected. These are the power lines that run **between the transformer and your home**.



STEP

Distribution substations are inspected. These facilities lower the voltage of power, then send power to distribution lines.



Answer Key: 4, 3, 1, 5, 2



Sandy Cason Retires From Whitewater Valley REMC

In October, we celebrated the retirement of Sandy Cason.

Sandy worked at WWVREMC for 34 years. She began her employment as our cashier in January 1989 and became a Member Services Representative in 1995. She continued to grow her career at the cooperative becoming the Director of Member Services and Corporate Relations in 2011.

Sandy was responsible for producing the Powerlines newsletter, website design, planning events such as the annual meeting and community day, processing and paying member rebates, and marketing. She managed the cooperative's youth programs and was a chaperone for both Youth Tour and Camp Kilowatt. As the industry landscape changed, she took on the role of overseeing emerging technologies which included member-owned distributed generation projects and electric vehicle charging.

She looks forward to spending time with family, traveling and just kicking back and enjoying her retirement. We wish her all the best.

Congratulations, Sandy!



Each month we hide an account number in the Powerlines. Did you find it?

NO SEPTEMBER WINNER

Keep reading your Powerlines each month because the next hidden account number could be yours!

Payment Options

US Mail

Whitewater Valley REMC, P.O. Box 350
Liberty, IN 47353

SmartHub

Log-on at wwwremc.com.

Pay-by-Phone

Call 844-827-4759. Set up your PIN. Follow prompts.

Liberty Office

In person or in the drop box.

Automatic Withdrawal

Simply request a form and submit it to our office.

FCN or Franklin County National Bank

In person or in the drop box. Bring payment stub.

VanillaDirect

Visit vanilladirect.com for payment locations and details.



For more information about payment options, please call us:

765-458-5171 or 1-800-529-5557

Helpful Information

Liberty Office Hours

7:30 a.m. to 4:30 p.m. Monday through Friday

CLOSED SATURDAYS, SUNDAYS AND HOLIDAYS.

To Report an Outage or Emergency

Call 1-800-776-0493, 24 hours a day, 7 days a week. Login to your SmartHub account and report your outage.

Be ready to provide the following information:

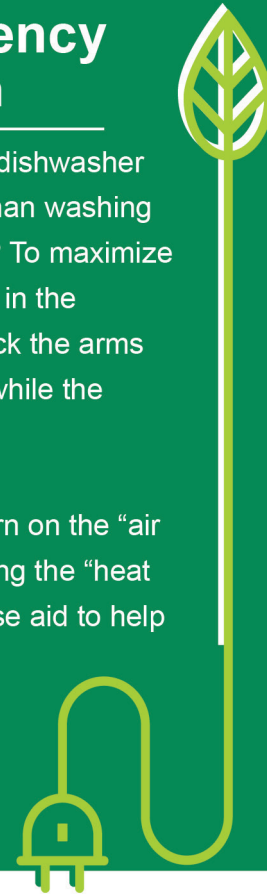
- The name and account number under which your electric service is listed.
- Map location number.
- Your phone number - needed to call back or confirm power restoration.
- The type of problem you are experiencing - flickering lights, complete power outage, etc.

Energy Efficiency Tip of the Month

Did you know using your dishwasher is more energy efficient than washing a load of dishes by hand? To maximize efficiency, wash full loads in the dishwasher and don't block the arms or other parts that move while the appliance is in use.

For additional savings, turn on the "air dry" setting instead of using the "heat dry" setting and use a rinse aid to help dishes dry faster without spotting and streaking.

Source: Dept. of Energy



Bill Credit Winners

Our monthly drawing for five \$20 bill credits from all voting members of the 2023 annual meeting continues. Here are the winners.

NOVEMBER

Shawn Corder, Connersville

Heather Brock, Liberty

Gerry M. Horner, Williamsburg

Barbara Smith, Centerville

James W. Brattain, Centerville



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