



Lyon-Coffey Welcomes New Employee

Lori Gutsch is the new accountant at Lyon-Coffey Electric Cooperative, Inc.



Lori Gutsch

Her first day was November 19, 2008. She began just in time for the new software program and to be involved with the yearly audit. What an introduction!

Gutsch has solid experience in accounting and auditing, and is a great asset to the cooperative. She works in the Burlington office and is taking care of the accounts payable, as well as with many other accounting functions, along with Ardie Lauxman, Controller.

We appreciate not only her knowledge and skills but also her pleasant personality. Welcome to the cooperative family!

From the Manager... Do You Remember Mayberry?

Do you remember the town of Mayberry? The *Andy Griffith Show* was a favorite of our family when I was growing up. In Mayberry, everyone knew everyone. If someone had problems, the whole town rallied to help. It is the kind of town many people would like to call home. It is the embodiment of Lyon-Coffey Electric's motto: "Neighbors Serving Neighbors."



Scott Whittington

Have we become too busy in America to be "neighborly"? It seems more and more people don't take time to develop relationships with their neighbors. Barney's silly antics in Mayberry would not be tolerated in today's society, and Andy's deliberate pace would drive many people crazy.

Our mission this past year – and every year – is to make sure that we listen to you, our members. We strive to give you the type of member service found in Mayberry. You can still stop by the local office and talk to

someone you know about any part of your service. The staff understands that paying attention to the details and the little things are important. Whether it is to discuss the insulation in your home or providing information in co-op publica-

tions on how you can lower your electricity bill, our staff is available and dedicated to providing you with the Mayberry style of service.

Being committed to you and the communities we serve means making the determination that "service" must involve more than just making sure your electric service is reliable. When others are cutting back, we continue to go the extra mile on consumer and community service. And that's why we're different from other utilities.

"Neighbors Serving Neighbors" is more than a motto; it is a way of life for the employees at Lyon-Coffey, **your** electric cooperative.

Be Prepared for a Blast from Old Man Winter

Lyon-Coffey Electric Cooperative hopes to never see another severe ice storm or damaging snow storm, but fluctuating winter temperatures combined with heavy, and often unpredictable, accumulations of ice and snow can bring down trees, topple utility poles and disrupt power for days as utility companies repair damage. Falling trees and tree limbs covered in ice can bring down power lines, cause outages, and threaten property – even life.

“In a winter storm emergency, restoring power and heat to consumers is the highest priority, and our line crews work many hours to restore service, says Ray Hutson, Assistant Manager. “Severe damage to power lines and distribution systems may take days to repair, especially if the icing conditions are ongoing.”

Having the right supplies and knowing how to stay warm safely are keys to weathering a winter storm emergency.

- Always keep a battery-powered radio or TV, flashlights, and a supply of fresh batteries in case of an emergency.
- Know where to find extra blankets.
- Fill spare containers with water for washing, and keep a supply of bottled drinking water on hand.
- Keep a supply of non-perishable food items, along with a hand opener for canned food.
- Switch off lights and appliances to prevent overloading circuits and damaging appliances when power is restored.
- To prevent water pipes from freezing, keep faucets turned on slightly so that water drips

from the tap. Know how to shut off water valves just in case a pipe bursts.

- Check on elderly or disabled friends and neighbors

Maintaining warmth is a priority during a winter emergency. Loss of body heat or hypothermia can be life threatening. In order to avoid cold weather fatalities:

- Stay inside and dress in warm layered clothing.
- Close off unneeded rooms.
- Stuff towels and rags underneath doors to keep the heat in.
- Cover windows at night.
- Food provides the body with energy for creating its own energy.
- Drink plenty of fluids to stay hydrated.
- Move around to keep warm, but not enough to perspire. Perspiring causes the body to lose fluids which could potentially lead to dehydration.

If you use a standby generator, make sure it is set up properly to prevent electricity from traveling back through the power lines, which is known as “back feed”. Back feed creates danger for anyone near power lines, particularly crews working to restore power. It is a good idea to let Lyon-Coffey Electric know that you have a generator.

When outside, treat all downed and hanging lines as if they are energized electric lines: Stay away, warn others to stay away and immediately contact your utility company. Remember that downed power lines do NOT have to be arcing, sparking, or moving to be “live” and deadly.

Statement of Nondiscrimination

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