



From the Manager... Taking a Look at Our Economy

It seems like every time America discovers it has a crisis on its hands, our government wakes up and proposes a crash program to fix it. Henry Ford was one of the first to observe it and even coined a name for it: “the crisis-crash syndrome.”

Sometimes, a crisis pushes us to great heights – literally. In 1958, when the Soviet Union launched Sputnik, the first orbit-

ing satellite, President Kennedy responded by launching a “crash program” to commit all necessary U.S. talent and resources to putting an American on the moon by the end of the decade.

And, amazingly, we did it. Neil Armstrong set foot on the moon July 1969, well within the Kennedy’s proposed timeline.

Like many of you, I hear conflicting reports about the current economic situation. Some experts are calling this a crisis of global proportion and forecast that immediate action is required if we are to prevent a complete financial meltdown. Others say we should take a hands-off attitude and let the market work it out. Doing anything rash, these experts say, will just prolong the situation. It seems no one has the definitive answer to the question, “What should we do now?”

People predict the future poorly. That’s because there are so many variables beyond the knowledge and, yes, imagination of the human mind. And unfortunately, I don’t have a crystal ball. However, I believe the industrial economy is a lot stronger and

more resilient than I think people give it credit for.

And there’s an enormous amount of money in China, in the Middle East, as well as here in the United States that has to be invested. It can’t just be placid and remain on the sidelines. So after a period of trauma and readjustment, my guess is that the economy will come around.

In the 1930s, electric co-ops demonstrated their vision for a more productive rural America by committing to delivering electricity to the very last house on the line. Their vision – and the work of those who followed in their footsteps – built a generation and distribution network that reliably serves 40 million Americans in 47 states today.

A thimbleful of their vision will be enough to guide us through the current challenge. May we be worthy of their legacy.



Scott Whittington

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Neighbors Serving Neighbors!

Consumer Owned Security Light Fee

Many members own security lights, that are maintained by the cooperative.

Repairing member-owned lights is a service we provide because of safety concerns that arise when repairing a light without the proper equipment or knowledge to protect oneself.

Effective July 1, the Lyon-Coffey Board of Trustees approved a \$20 service fee, plus parts to repair member-owned security lights.

With the increased costs of operating – including the price of fuel and trucks; it was decided that we were not being financially responsible if we continued this practice without a service fee. Twenty dollars does not pay the expenses involved but we do not want our members jeopardizing their safety trying to repair a light.

As in the past, this service is provided when the lineman is in the surrounding area; a special trip is not made for the repair.

Please be aware that your invoice will include a \$20 fee for this service.

The service fee does not apply to repairing rental lights, which are owned by the cooperative rather than the member.

Computer Software Conversion Underway

For the past month, along with all the daily tasks, Lyon-Coffey employees have been learning the functions and processes of a new computer software program.

National Information Solutions Cooperative (NISC) in St. Louis, MO, is our data center and has been for many years. As technology continues to advance, we depend on NISC to provide the software we need to better serve our members.

Lyon-Coffey Electric uses NISC software for both electric and WildBlue Internet billing and all the business functions of our cooperative.

We will be live on the new software this month. It should be a seamless transition for our members, except perhaps when

you call in with a question about your account it could take the person answering the phone a minute longer to find the information.

Our current system has been in place since 2003. During conversion, information might be in a different place and processes are performed a little differently so there is a definite learning curve for employees as they navigate the new software.

One of the benefits of this new software is in the near future we will offer E-Bill service to our members who prefer to pay their bills online.

Watch for information in this magazine, in messages on your bills and on our website www.lyon-coffey.coop regarding the availability of this service.

Energy Saving Gift Ideas for the Holidays

Why not consider giving presents that use less energy and create less trash? Some suggestions:

- Give energy-efficient small appliances like kitchen aids and grooming devices.
- Stuff stockings with compact fluorescent light bulbs.
- Look for clothes and products made from recycled materials.
- Bestow blankets, sweaters or scarves that help to hold down heating costs.
- Create a hand-made gift, like a basket of baked goods or

fruit, a collection of your family's favorite recipes, a DVD of family members sharing their favorite stories, or a wreath strung with holly and pine cones.

Buy something you know the recipient will use: tickets to a ball game or concert; a gift certificate to the video store or grocery store; or a membership in a health club.

As you celebrate the season of joy and giving, give and use wisely. Who knows how far the benefits will spread!



Lyon-Coffey Electric would like to wish everyone a happy Thanksgiving.

Our office will be closed on November 27-28.

Funding Climate Change Solutions

Research and development can find solutions to problems that seem unsolvable with current technology. Vast amounts of government funding went into the Manhattan Project to build the atomic bomb and the Apollo moon missions. A current issue – climate change – could benefit from the same attention.

The Electric Power Research Institute (EPRI), a utility consortium based in Palo Alto, CA, that includes electric co-ops, has outlined a framework in which \$30 billion would be invested in climate change research, development, and demonstration projects between now and 2030. Some funding would come from the government, and the rest from utilities and private investors.

The research would aim to reduce carbon emissions by improving technology employed in electricity distribution, transmission, and nuclear and coal generation. Nuclear and coal power form the backbone of the nation's electricity supply, and make up 77 percent of the electric cooperative fuel mix. A central focus of study would be on capturing carbon dioxide gas from coal-fired power plants before it goes up a smokestack, compressing it, and then permanently storing it deep underground.

Such goals are lofty but achievable. Revis James, director of EPRI's Energy Technology Assessment Center, remains confident in the approach. "I think there's no question we're going to pull it off," he contends.

Cold Weather Rule *Effective November 15*

The provisions of the Cold Weather Rule establish the disconnection procedures for any qualifying Kansas Residential member of the cooperative throughout the cold weather period, which extends from November 15 through March 15.

The cooperative will not disconnect a member's residential service between November 15 and March 15 when the local National Weather Service office forecasts the temperature will drop below 35 degrees Fahrenheit within the following 24-hour period unless:

1. It is at the member's request;
2. The service is abandoned;
3. A dangerous condition exists on the member's premises;
4. The member violates any rule of the cooperative which adversely affects the safety of the member or other persons, or the physical integrity of the cooperative's delivery system or;
5. The member causes or permits unauthorized interference with, or diversion or use of (meter bypass) of the electric service situated or delivered on or about the member's premises.

In any of these situations, the cooperative may discon-

nect the service immediately. Services disconnected under 3, 4 or 5 above may be restored as soon as possible after the physical problems have been corrected and any required payments are made.

At least one day prior to disconnection, the cooperative will make at least one telephone call attempt with the member of record or make one attempt at a personal contact with the member of record prior to disconnection.

Members sometimes have the mistaken idea that their electric service cannot be disconnected between November 15 and March 15. The Cold Weather Rule only applies to those days when the temperature is forecasted to be below 35 degrees Fahrenheit. The member's responsibility includes:

1. Pay your electric bill on time.
2. If you are having difficulty paying your bill, call early to make arrangements with the cooperative billing personnel.
3. After making payment arrangements, make sure you keep your commitments.

Providing reliable electric service to our consumers is our business and we desire to serve our customers well. We must also work to keep our cooperative financially sound so please work with us to keep your electric power on.



Energy Efficiency Tips FROM DOUG RYE

Why Is YOUR House COLD?

How many of you have had this situation? As the wind blows outside and the temperature drops, you get chilled even while you are standing in the middle of your house. How does this happen?

The answers are simple. The three biggest problems with the comfort of your house are 1) air infiltration, 2) air infiltration, and, you guessed it, 3) air infiltration.

The total air infiltration in an average house is the equivalent of having a door or window open every day of your life.

Now, you've probably heard it said that a house needs to breathe. In all my years in this work, I've never had anyone really explain why a house needs to breathe or even what that statement really means. Another word for house breathing is, simply put, leaks.

Just think with me for a moment. If you can keep the cold air from getting in, it won't take as much to heat your house, not to mention the fact that you would be a lot more comfortable in your home. So where does the air come in? Think of it this way. Anywhere an ant can get in, air can get in. Here are a few major problem

areas:

- Where your wall touches your slab.
- Cracks between the wood framing in your home's walls.
- Around electrical receptacles and light switches in your house, even on interior walls.
- Holes and leaks around your sink plumbing. To heck with the ants, sometimes a mouse can get through these holes.
- Gas and fireplace flues.
- Recessed can lights that are not IC-rated. Between three and 10 cubic feet per minute of air will pass through one of these lights. A typical plastic garbage bag is three cubic feet. So that means that three garbage bags full of air can leak out of one of those lights every minute.
- The return air system of your heating/cooling unit. In the average house, gigantic amounts of air enter through this system.

So how are you going to stop the cold air from penetrating your home this winter? The solution is mostly labor and a little bit material. Now, say this with me. "Caulk it. Caulk it. Caulk it."

For big holes, such as those under the sink, simply use expandable foam. For the smaller cracks, use a clear siliconized caulk.

For electrical outlets and light switches, install the insulated foam gaskets and childproof plug inserts. Installing cellulose insulation in your attic will also help reduce air infiltration from your attic space.

These products can be purchased at most home centers. There are also professionals who can test your home and correct the problems. The surest way to find the leaks is through a blower door test, which reveals where all the leaks are, even those you can't see.

Doug Rye, is a licensed architect and the popular host of the "Home Remedies" radio show. You can contact Doug at 1-888-Doug-Rye. Source: Arkansas Electric Cooperatives Corporation.



Doug Rye