



**Editor, Patsy Whitehead, CCC**  
Featured above: Nolin RECC Line Tech Diana Hawkins-Sullivan, 26 years of service.

## Comments from the President and CEO

# Working the Santa shift

You may not know it, but we have employees who work Santa's shift each year to make sure your Christmas stays bright.

Although our cooperative offices will be closed on December 25 and 26, some employees will report for duty—or be on call—to ensure the power flows to keep your home warm, the eggnog stays cold, the Christmas tree lights continue twinkling and your holiday meal can be cooked for the whole family.

One of our system operators will work in Nolin's energy control center on Christmas Day. He will monitor our system to look for any problems that might affect your power. Thanks to modern technology, our dispatchers can often restore service quickly without calling in extra help. They are also prepared to dispatch our skilled technicians to make needed repairs.

These technicians are willing to step away from their own holiday celebrations to make sure you get to

enjoy yours, because serving you is the reason we exist.

If ice prevents motorized switches from working, employees will travel to remote areas and open them manually. If any automated systems detect alarms or malfunctioning equipment, employees will drive out to physically check our lines and system equipment. If there is a major outage, Nolin employees will be ready to respond.

We all know storm related outages can pop up with little warning. If we do have outages during the holidays, you can count on our team to work like Santa's elves to restore your power as quickly as possible—even on Christmas. This is no festively wrapped gift but rather our everyday commitment to you. At Nolin RECC, the best interest of our members always comes first.



Nolin RECC Staking Technician Sonny Woodson has worked many storms during his 37-year career at the co-op.

Here's hoping you won't need us, but know that those employees working Santa's shift will be ready to spring into action if the power goes out. From all of us at Nolin RECC, happy holidays one and all.



Mickey Miller  
President & CEO

## At your service, 24/7

Should you experience an electric outage, cooperative employees are standing by to respond 24/7—even during the holidays.

To report an outage call (270) 765-6153.

# Programs that put money in your pocket

The ENERGY STAR Appliance Rebate Program provides rebates to members who purchase and install ENERGY STAR certified appliances. Rebates range from \$50 to \$300.

ENERGY STAR Appliances	Rebate
Refrigerator	\$100
Freezer	\$50
Dishwasher	\$50
Clothes Washer	\$75
Heat Pump Water Heater	\$300
Heat Pump (15 SEER 8.5 HSPF)	\$300
Central Air Conditioning (15 SEER)	\$300



Visit Nolin’s website and click on “Rebate Programs” for more information on this great program.

## Appliance Recycling Program

Nolin’s Appliance Recycling Program offers you a chance to recycle that old refrigerator or freezer you have sitting in your garage or basement. Your reward for getting rid of your inefficient, working appliance is \$50!

- Qualifying refrigerators and freezers must be between 7.75–30 cubic feet and in working condition.
- They must be plugged in and the compressor must be running at the scheduled pick-up time.
- Refrigerators/freezers must be empty, defrosted, and water lines disconnected.

Visit our website and click on **Rebate Programs** to make sure your unit will qualify for this program. Call 1-844-HAUL4ME to schedule your pick-up.

Contact the Nolin RECC Member Services Department at (270) 765-6153 ext. 3357 or visit [www.nolinrecc.com](http://www.nolinrecc.com) for more information on these rewarding programs.



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# COOPERATIVE RELIABILITY



## Reliability means keeping your electricity on.

Enjoy your holidays knowing that Nolin RECC  
is working to keep you energized!

Your cooperative is looking out for you this Christmas and  
every day of the year by providing safe, reliable electricity!

If you need us during the holidays, just call us—we'll be there!

**Emergency number: (270) 765-6153**

Nolin RECC, serving our members all day, every day.

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## Capital credits claimed by estates

Members of Nolin RECC earn capital credits based on the amount of electricity consumed. Capital credits can be released to executors or administrators of co-op members' estates at a discounted rate. The executor or administrator of a member's estate can fill out an application for capital credits.

Along with the application, Nolin requires a copy of the death certificate, and a copy of the court order appointment as executor or administrator. The deceased member's account must be closed before the funds for payment paperwork is processed. Applications for capital credits are approved by the Nolin RECC board of directors. After approval, a check for accrued capital credits is mailed to the executor or administrator of the estate. For more information, please contact the Nolin RECC office at (270) 765-6153.



## Christmas Light Displays

Be sure to travel through Freeman Lake Park in Elizabethtown to experience more than 100 lighted Christmas displays. You can't miss the Nolin RECC arched display with a motorized bucket truck and elf at the entrance of the park. Also visit Christmas at Creekfront in Hodgenville (Hwy. 210 just before you reach the square). Nolin RECC will have a lighted display along with many other Christmas scenes.

*Nolin RECC offices will be closed Monday, December 25 and Tuesday, December 26 in observance of the Christmas holiday and Monday, January 1 for New Years Day.*

### Manage your account

SmartHub provides you with a secure way to manage your electric bill online. You can also make payments, report a service interruption, and compare monthly and yearly electricity usage. Visit [www.nolinrecc.com](http://www.nolinrecc.com) and click on SmartHub.

### New Member Credits

All members signing up for new service with Nolin receive a short survey. Members who return the completed survey to Nolin are automatically eligible to win a \$30 credit on their electric bill. Each month, one name is drawn and a lucky Nolin member receives a bill credit on their next statement.

**Congratulations to our latest winner, Katrina Johnson, of Elizabethtown.**

**We've Got Your Number!** **\$25**  
**WIN \$25 Worth of FREE Electricity**

*Nolin News* features a contest called "We've Got Your Number." Hidden inside this issue are two randomly selected member account numbers. If you spot your account number, contact the Member Services Department at (270) 765-6153, and **win a \$25 CREDIT on your electric bill.** You must identify your number and call by the 15th day of the month's issue containing your number. Account numbers could be anywhere in your *Nolin News!*

### HOW TO REACH NOLIN RECC

#### ELIZABETHTOWN OFFICE

411 Ring Road, Elizabethtown, KY 42701-6767  
 8:00 a.m.–5:00 p.m., Mon-Fri • (270) 765-6153

#### RADCLIFF OFFICE

101 West Lincoln Trail Blvd., Radcliff, KY 40160  
 8:00 a.m.–5:00 p.m., Mon-Fri • (270) 351-2199  
 (Office closed from 12:30-1:30 daily)

**TOLL-FREE BUSINESS CALLS** — 1-888-637-4247  
**PAY DIRECT BY PHONE TOLL FREE** — 1-855-356-6359  
**FOR EMERGENCIES** — (270) 765-6153

Website: [www.nolinrecc.com](http://www.nolinrecc.com)  
 email: [comments@nolinrecc.com](mailto:comments@nolinrecc.com)

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RURAL ELECTRIC COOPERATIVE CORPORATION

A Touchstone Energy® Cooperative 

