

THE MESSENGER

A Publication for North Arkansas Electric Cooperative Members



Prepare in event of winter outages

Ice, snow and changing temperatures can bring down utility poles, trees and limbs and cause widespread power outages.

NAEC works to restore power to our members as quickly as possible, but severe damage can take days or weeks to repair. The co-op wants you to know how to stay safe and comfortable if that occurs.

An essential way to do that is to gather an emergency kit now. It needs flashlights, a radio, batteries, nonperishable food, water and medicines.

When you are without power, please keep the following in mind:

- Treat downed lines as energized and dangerous. Downed power lines do not have to be sparking, arcing or moving to cause harm.
- Switch off appliances and all but one light to prevent damaging appliances and overloading circuits when power returns.
- 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 in case a pipe bursts.
- Check on elderly or disabled friends and neighbors.

See **OUTAGE** on back.



The Energy Efficiency Conservation Loan Program can fund weatherization improvements, such as added insulation in an attic.

Loan program allows members to improve home's efficiency

North Arkansas Electric Cooperative's Energy Efficiency Conservation Loan Program allows members to borrow money from the cooperative at low interest to improve the energy efficiency of their homes. Not only do energy efficiency upgrades improve the comfort of your home, but they also can lower energy costs.

The interest rate for these fixed-rate loans is 3 percent; however, this rate is subject to change. All loans require an application process, which does include a credit check. Also, board approval is required for loans exceeding \$20,000. Please note that new construction is not eligible.

Below are the types of loans available:

- **Air Source Heat Pumps** — All air source heat pump loans require a SEER rating of at least 14 and an HSPF of 8.2 with an amortization schedule for eight years. A \$100 blower door test is required and can be financed.
- **Geothermal Heat Pumps** — All geothermal heat pump loans will have an amortization schedule for 12 years. A \$100 blower door test is required and can be financed.
- **Weatherization** — Weatherization loans can apply toward Energy Star windows, Energy Star doors, insulation (ceiling, floor or wall) and electric water heaters with efficiency of 91 percent or greater. The amortization schedule is five years with a required minimum loan of \$500.

See **LOAN PROGRAM** on back.

ENERGY EFFICIENCY TIP OF THE MONTH



Looking for an easy way to make your home cozier? Try using an area rug to increase the insulation levels of your floors. Area rugs are stylish and can keep cool air from entering through your floors. Your toes will thank you!



Safety vital if using portable generator

Portable generators are widely used when power lines are down, but they can be hazardous if safety guidelines are not followed.

A generator improperly connected to a home's wiring or plugged into a regular household outlet can cause backfeeding along power lines and electrocute anyone who comes in contact with them — even if the line seems dead. A licensed electrician can install the equipment necessary to safely connect emergency generators to your home. Otherwise, appliances need to be plugged directly into the generator to prevent dangerous backfeeding.

Before operation, generators should be grounded, filled with fuel and covered under an open structure outside on dry ground.

For more information on safe generator use, please visit the Outage Center at naeci.com.

Portable generators can be helpful during outages, but NAEC urges users to follow all manufacturer safety guidelines for their operation.

– OUTAGE continued from front

- Stay inside and dress in warm, layered clothing.
- Close off unneeded rooms.
- When using an alternative heat source, follow operating instructions, use fire safeguards and ventilate properly. Always keep a multipurpose, dry-chemical fire extinguisher nearby and know how to use it.
- Stuff towels underneath doors to keep the heat in.
- Keep a close eye on the temperature. Infants and the elderly are more susceptible to cold. You may want to stay with others if you can't keep your home warm.

NAEC employees will do our best to ensure you do not experience an extended power outage this winter, but we encourage you to be prepared.

– LOAN PROGRAM continued from front

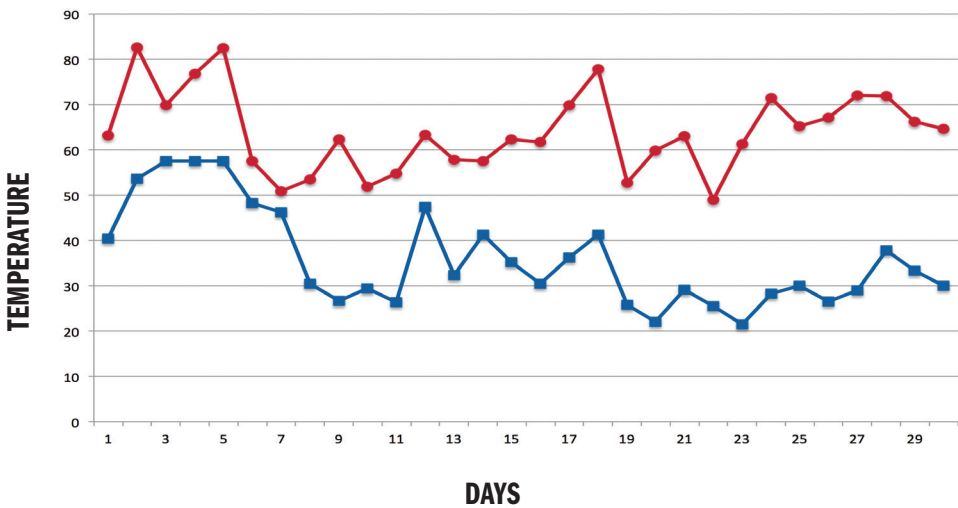
- **Energy Efficient Lighting** — Energy efficient lighting loans will cover LED installations with an amortization schedule for five years. The minimum loan amount is set at \$500 with no maximum amount set at this time.

You can have more than one loan and can combine weatherization measures with a heat pump loan.

The EECLP application is available at www.naeci.com/credit-application. A print copy may be picked up at NAEC offices.

For more information, please call NAEC at 870-895-3221 from 8 a.m. to 4:30 p.m. weekdays.

DAILY HIGHS & LOWS – NOVEMBER 2017



Average Daily High:
64.04 compared to 65.00 in 2016

Average Daily Low:
35.92 compared to 37.13 in 2016

Total Rainfall Amount:
0.53" compared to 3.04" in 2016

Warmest Days:
Nov. 2, 82.6 degrees at 3:30 p.m.

Coollest Day:
Nov. 23, 21.5 degrees at 6 a.m.

CONTACT NAEC

870-895-3221
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RIGHT-OF-WAY

West tree-trimming crews will be in the Franklin and Horseshoe Bend areas.

ON THE FRONT

Co-op crews replace a pole in Mountain Home on Dec. 7.

