

M^{the}essenger

June 2017

A monthly publication of North Arkansas Electric Cooperative

We want to hear from you! Please complete the survey below. You can return it with your payment or drop it off at an NAEC office. You also may complete the survey by visiting www.naeci.com/naec17. In appreciation for our members' feedback, NAEC randomly will draw from completed surveys for two \$100 Visa gift cards and 10 \$50 Visa gift cards.

Name on account

Account number

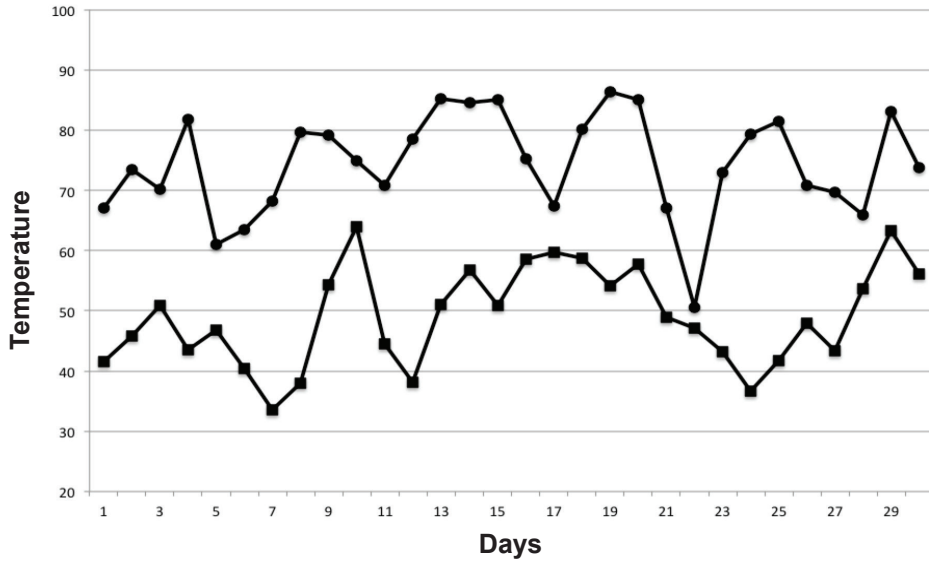
Address

Email address (Co-op use only)

- Do you own or rent your home?
 Own Rent
- How many square feet of living space do you have?
 Less than 1,000 1,500 - 1,999 2,500 - 2,999
 1,000 - 1,499 2,000 - 2,499 3,000 +
- Do you plan to build or remodel your home in the next 3 years?
 Yes No
- What fuel does your water heater use?
 Electricity Natural Gas Propane Other
- Approximately what year was your water heater installed?
 Before 1990 1990 - 1999 2000 - 2009 After 2009
- What is your primary type of heating system?
 Geothermal heat pump Wood furnace
 Air source heat pump Baseboard/ceiling cable
 Electric furnace Gas space heater
 Gas furnace Electric space heater
- What is your primary type of air conditioning system?
 Geothermal heat pump Window unit
 Air source heat pump None
 Central air
- Approximately when was your heating and cooling system installed?
 Before 1990 1990 - 1999 2000 - 2009 After 2009
- Which of these NAEC services are of interest to you? (all that apply)
 Home energy audit Secure online billing/payment
 Operation Round-Up Electronic paperless billing
 Marathon water heater leasing Blower door test
- What types of information from the co-op are most important to you? (all that apply)
 Energy efficiency or conservation
 Outage
 Renewable energy and the environment
 Legislative/government energy-related issues
- Besides the website, which of the following would you like the co-op to use to inform you about things like power outages, emergency situations and energy efficiency? (all that apply)
 Emails
 Text messages
 Radio
 Facebook or Twitter
- List cell number to give NAEC permission to send text message alerts:
- If offered, how interested would you be in purchasing a portion of a community solar program?
 Very interested Not interested
 Somewhat interested Need more information
- If offered, which services would you be interested in receiving from NAEC's fiber-to-the-home subsidiary NEXT? (all that apply)
 Internet TV Phone None

- If interested in receiving internet from NEXT, which level would you be most interested in? (Please note prices are for residential subscribers.)
 Entry Level (up to 10 Mbps up and down) - \$39.95 per month
 Basic (up to 100 Mbps up and down) - \$49.95 per month
 Advanced (up to 1 Gbps up and down) - \$79.95 per month
 - How important would each of the following be when deciding whether to switch internet providers? 1 = least important, 5 = most important
- | | 1 | 2 | 3 | 4 | 5 |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Price..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Internet speed..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reliability..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Good technical support..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Have you attended an NAEC Annual Meeting?
 Yes No
 - What influences you in attending the Annual Meeting? (all that apply)
 Door prizes Socialize
 Food Election/Co-op business
 Entertainment Other
 - Are you aware you can pay your bill at www.naeci.com?
 Yes No
 - Which bill payment options do you use? (all that apply)
 Office Phone
 Website Automated phone system
 Mobile app Bank draft
 - What is the age of the primary NAEC account holder?
 Under 25 35 - 44 55 - 64 75+
 25 - 34 45 - 54 65 - 74
 - Considering all your experiences, how satisfied overall are you with North Arkansas Electric Cooperative? Use a 10-point scale where 1 means not at all satisfied and 10 means very satisfied.
- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- To what extent has North Arkansas Electric Cooperative fallen short of or exceeded your expectations? On the scale, 1 means falls short of your expectations and 10 means exceeds your expectations.
- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Imagine an ideal utility company. How well do you think North Arkansas Electric Cooperative compares with that ideal utility company? On the scale, 1 means not very close to ideal and 10 means very close to ideal.
- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Assume you can choose your electric company. If you could choose today, how likely is it that you would choose North Arkansas Electric Cooperative again? 1 means not at all likely and 10 means very likely.
- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Any additional comments:

Daily Highs & Lows — April 2017



Average Daily High:
74.4 compared to 72.4 in 2016

Average Daily Low:
49 compared to 47.6 in 2016

Total Rainfall Amount:
7.57" compared to 3.1" in 2016

Warmest Day:
April 19, 86.4 degrees at 4:30 p.m.

Coolest Day:
April 7, 33.5 degrees at 76 a.m.

North Arkansas Electric Cooperative's offices will be closed Tuesday, July 4, for Independence Day. Crews will be on hand in the event of an outage. Please report an outage by calling 870-895-3221, 870-994-2191 or 870-425-2141.

Right-of-Way

West Tree Trim Crews:
Lakeview and Midway areas

Bids on four tracts due to NAEC by July 28

NAEC is offering for bid the following tracts of land, which consist of a total of 130 acres more or less, all located in S20, T20N, R8W, laying approximately three miles west of Salem in Fulton County. These tracts will be offered for sealed bid and will be offered as individual tracts or collectively, in any combination, with all appurtenances (such as right of way) thereunto belonging to the buyer. NAEC reserves the right to accept or reject any bid and will make this decision based on the best interest of the cooperative and our membership. Use the bid form below and send in an envelope marked "BID" to NAEC; P.O. Box 1000; Salem, AR 72576. All bids must be received by 1 p.m. Friday, July 28, 2017. For more information, including satellite images, contact the engineering department at 870-895-6213 or visit the Salem office.

TRACT 1

The SW 1/4 of the SW 1/4 and the S 3/4 of the SE 1/4 of the SW 1/4 of Section 20, Township 20 North, Range 08 West, Fulton County, Arkansas being subject to easements of record and usage. Tract contains 40 acres more or less in SW SW and 30 acres more or less in SE SW for an aggregate of 70 acres more or less.

Minimum Bid: \$80,000

Bid: _____

TRACT 2

The S 3/4 of the SW 1/4 of the SE 1/4 of Section 20, Township 20 North, Range 08 West, Fulton County, Arkansas being subject to easements of record and usage. Tract contains 30 acres more or less.

Minimum Bid: \$43,000

Bid: _____

TRACT 3

The E 1/2 of the W 1/2 of the SE 1/4, less and except the N 1/2 of the N 1/2 of the NW 1/4 of the SE 1/4, also less and except the S 3/4 of the SW 1/4 of the SE 1/4 all in Section 20, Township 20 North, Range 08 West, Fulton County, Arkansas being subject to a fifty (50) feet ingress/egress easement reserved along the east side of tract granted as well as easements of record and usage. Tract contains 15 acres more or less in NW SE and 5 acres more or less in SW SE for an aggregate of 20 acres more or less.

Minimum Bid: \$24,000

Bid: _____

TRACT 4

The N 1/2 of the N 1/2 of the NW 1/4 of the SE 1/4, of Section 20, Township 20 North, Range 08 West, Fulton County, Arkansas being subject to easements of record and usage. Tract contains 10 acres more or less.

Minimum Bid: \$13,300

Bid: _____