

# *the* Messenger

December 2017

A monthly publication of North Arkansas Electric Cooperative

## NAEC returning \$2.2 million in capital credits to members

North Arkansas Electric Cooperative will return \$2,289,427 in capital credits to members in December. This will mark the largest capital credits retirement in NAEC's history and bring the total returned to members to more than \$31 million since our founding in 1939.

### What are capital credits?

NAEC is owned by the members we serve. At the end of each year, the co-op subtracts operating expenses from the amount of money earned through rates. The remaining balance is called margins. The margins attributable to NAEC that are left over at the end of the year are allocated, or assigned, to each member's account based on the member's electric usage.

Every March, each member receives a capital credit certificate detailing how much was allocated to their account from the previous year's usage. The capital is then retained by the co-op to use as operating capital for a period of time.

### How does NAEC decide how much to return?

Each year the NAEC Board of Directors evaluates the overall financial condition of the cooperative. Based on multiple financial factors, the board then decides the amount of capital, if any, to refund. This amount fluctuates from year to year based on the financial circumstances at the point in time the refund is approved by the board.

### Will I receive a refund?

This year's capital credits retirement represents:

- 73.85 percent of the outstanding balance for 1995;
- 8.93 percent of the outstanding balance for 1996; and
- 3.69 percent of the outstanding balance for 2016.

Only members who purchased electricity from NAEC during the years above will receive a refund this year.

Refunds will be distributed after Dec. 1. Members with a refund of less than \$50 will receive a credit on their December statement. Members with a refund of \$50 or more will receive a check in the mail. Non-active members with a refund of more than \$2 will receive a check.

### Who can provide more information on my capital credits?

Please call NAEC at 870-895-3221 or visit a co-op office in Salem, Mountain Home or Ash Flat. We are open from 8 a.m. to 4:30 p.m. weekdays.

As a cooperative, NAEC abides by seven cooperative principles, one of which is members' economic participation. Refunding capital credits truly exemplifies this principle.

## Efficiency Tip of the Month

Do you plan on purchasing electronic gifts this holiday season?

Remember to buy ENERGY STAR®-certified electronics and give the gift of energy efficiency.

Visit [www.energystar.gov/productfinder](http://www.energystar.gov/productfinder) for a full list of products.

— U.S. Department of Energy

A screenshot of the NAEC Mobile App interface for reporting an outage. At the top, there are three icons: a person, the NAEC logo, and a power line. Below the icons, the text 'Report an Outage' is displayed with the number '001' to its right. Underneath, there is a section titled 'Outage Details'. This section includes a 'Contact Phone:' field with a placeholder for a phone number, a 'Confirm Power Out:' toggle switch that is currently turned on, and a 'Comments:' text area. At the bottom of the form is a large button labeled 'Report an Outage'.

The free NAEC Mobile App now allows members to report a power outage.

## Report outage via co-op's app

Members now can use the NAEC Mobile App to report a power outage in addition to paying their bill and viewing their usage.

Reporting an outage is easy:

1. Log in to the NAEC Mobile App.
2. Select the account experiencing an outage.
3. Tap the menu icon in the top left corner.
4. Tap the "Report an Outage" menu option.
5. Add your phone number and any comments, such as the cause, if known.
6. Tap the "Report an Outage" button at the bottom.

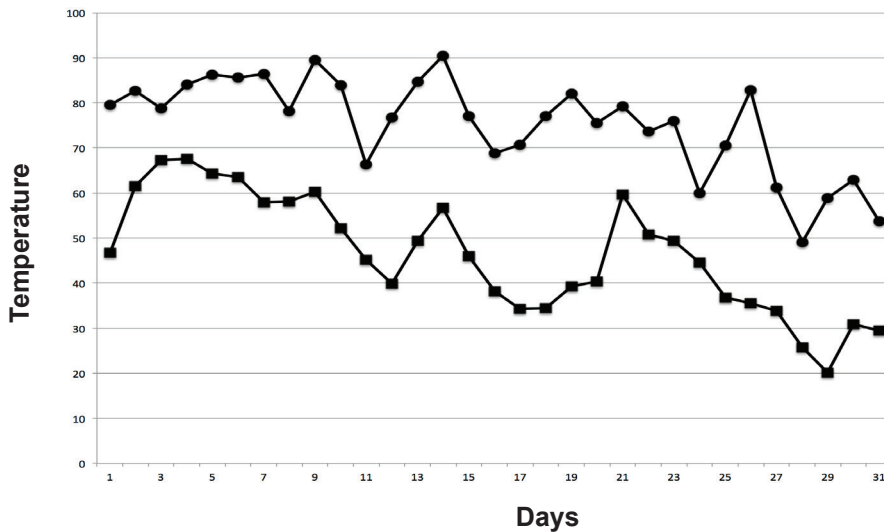
The app will confirm your outage has been submitted to our dispatch center.

### Downloading and using the app

The free NAEC Mobile App is available through both iTunes and the Google Play Store. The log-in information is the same as the NAEC Member Account Portal at [www.naeci.com](http://www.naeci.com).

If logging in for the first time, use your account number (found in top left of your statement) in the first field and the same account number minus the last three digits in the second field. If you have trouble logging in, please call 870-895-3221 for assistance.

# Daily Highs & Lows — October 2017



**Average Daily High:**  
75.2 compared to 78.3 in 2016

**Average Daily Low:**  
46.4 compared to 50.9 in 2016

**Total Rainfall Amount:**  
1.46" compared to 2.57" in 2016

**Warmest Days:**  
Oct. 14, 90.5 degrees at 2:30 p.m.

**Coolest Day:**  
Oct. 29, 20.1 degrees at 8 a.m.

## Deck your halls with these holiday lighting tips

This year is rapidly drawing to a close and that means the holiday lighting season is back. If your home space is in need of a decorative refresh, here are some tips to take your artistic stylings to the next level.

Safety is up first. If your lights are ground-mounted or can be installed standing on the floor or ground, you can skip ahead. However, since most decorations involve some installation at height, you need to do the following:

1. Have a ground crew (one or two people) to steady your ladder and pass up the decorations — an invaluable part of safety and for keeping you supplied with untangled light strings, fasteners and encouragement.
2. Remember to keep a safe distance from your overhead electric service.
3. Don't overreach. If you cannot get to a point with your body completely centered between the sides of the ladder, get down and relocate it.
4. Don't overextend the ladder. If your ladder is too short, rent or borrow a longer one. A ladder extended beyond its working limits is dangerous as is standing on rungs too close to the top.
5. Do not overload circuits by stringing more light sets together than the manufacturer recommends. Check the packaging for details.
6. Check your wires for breaks and cracks in the insulation that can lead to shorts.

Light selection is next. If possible, invest in LED lights this season. Unlike the first versions to hit the market that were characterized by rather harsh and unattractive colors, the newest generation's colors are reminiscent of incandescents.

Why go the LED route? Longevity and cost of operation are the two key reasons. Unlike incandescent lights, whether

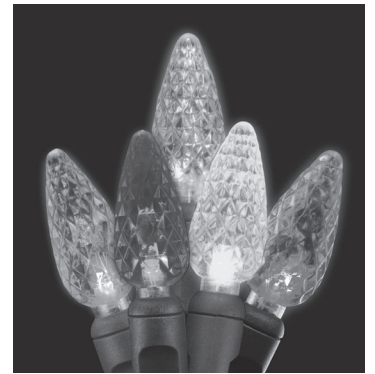
the large or mini bulb, LEDs will last for many years. LEDs have no filaments to burn out. Aside from physically destroying the bulb, the LED is amazingly robust. Given the modest number of hours of operation, you can expect LEDs to last seven or more years.

Then there is the cost of operation benefit from LEDs. These gems of technological advancement truly sip electricity. A reasonable estimate of power consumption is 7 watts per 100 lights. How does that compare to the old incandescents? Each of those bulbs used 12 watts, so a string of 100 devoured 1200 watts.

Truly want to manage the cost of operating holiday lights? Invest in timers to turn the lights on and off automatically. Really into gadgets? Invest in a smart plug for your lights you can program and control from your smart phone.

Once you have your design finalized and installed, it is my recommendation to leave as much of the outside portion of lights in place. No, don't be that person who leaves the holiday lights on all year. Simply disconnect them after the holidays, protecting the plugs and sockets from dirt and debris. Think of the reduced stress and risk if you set and forget your design. With the longevity of the LEDs, you can enjoy this freedom and practically eliminate the risks associated with high-wire seasonal gymnastics.

— Tom Tate/NRECA



LED Christmas lights cost less to operate than incandescent ones.

## Holiday Office Closings

North Arkansas Electric Cooperative's offices will be closed Dec. 25-26 for Christmas and Jan. 1 for New Year's Day. Crews will be on call in case of an outage. To report an outage at any time, please contact our dispatch center. You may use one of the following toll-free numbers:

- From Baxter County — 870-425-2141
- From Fulton County — 870-895-3221
- From IZard County — 870-670-5600
- From Sharp County — 870-994-2191

## Right-of-Way

West Tree Trim Crews:  
Salem, Sturkie, Horseshoe Bend and Franklin areas