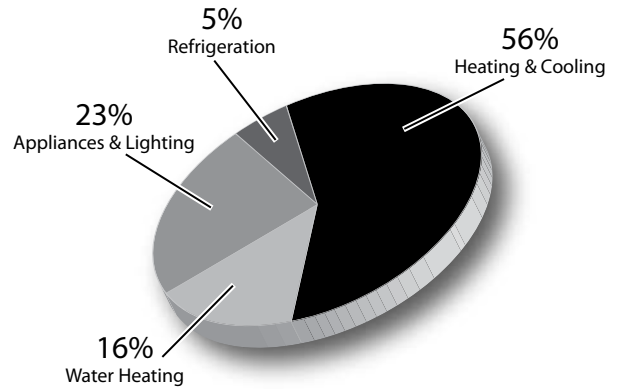


## Be a Wise Energy User

*Small savings opportunities can add up to big savings on your energy bill.*

At Boone Electric Cooperative we continue to educate members on ways to make their homes more energy efficient. Just last month an article in this space talked to members about using weather stripping around windows and doors.

The opportunity for savings doesn't end with Energy Star appliances and sealed window frames. Consider these energy saving tips, where small changes can add up to big savings:



Home Energy Costs -- National Average

### Did you know...

you can reduce your heating bill by three percent just by lowering your thermostat one degree in the winter. Likewise, in the summer, raising your thermostat by only one degree can reduce cooling bills by two percent.

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- Turn off office equipment when not in use, especially overnight and weekends.
- Seal around pipe penetrations coming through walls.
- Seal attic fans tightly during the winter.
- Make sure your outside dryer vent door closes when the dryer is not in use. (This requires cleaning away lint accumulation periodically.)
- Clean the inside lint filter before each dryer cycle and don't over-dry your clothes.
- Turn down your water heater to 120°.
- Match the water level to the load size in the washing machine. Using more water than necessary wastes energy.
- Make sure refrigerator and freezer seals fit tightly when the doors close.
- Set your freezer at 0° and the refrigerator between 37°-40°. Temperatures lower than these waste energy.
- Keep refrigerator coils clean. Dirty coils make your refrigerator compressor work longer to remove heat.
- Seal duct leaks throughout your HVAC system.
- Have an HVAC technician check your system to verify it is moving the correct amount of air.
- Check your furnace filter monthly. Change it as needed.

*Boone Electric Cooperative will be closed Monday, January 18, for an all-employee training session.*

### Community Support Programs You Can Add to Your Bill

**Operation Round-Up**  
Helps fund the Boone Electric Community Trust, which provides financial assistance to charitable organizations in BEC's service territory.

**C.A.S.H.**  
Provides utility assistance to low-income senior citizens and persons with disabilities. Funds administered by City/County Health Department.

**H.E.L.P.**  
Provides utility assistance to low-income families with children. Funds administered by City/County Health Department.



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## Outage FAQ

Answers to some of the most frequently asked questions regarding a power outage.

**B**oone Electric Cooperative employees work hard to keep power flowing to members at all times. But sometimes Mother Nature, or some other unforeseen incident, has other ideas.

Certainly we hope there are no major outages this winter season, and as winter turns to the spring storm season. In case there is an outage, here are the answers to some frequently asked questions regarding power restoration:

**Q -- I tried and tried to call BEC and all I got was a busy signal. Do you take the phone off the hook during an outage?**

**A --** Definitely not. When we experience a high volume of phone calls that outnumber the employees answering the phones, the calls go into a "queue" and are put on hold to be answered in the order in which they were received. Callers will hear an automated message while they wait for an employee to become available. During large outages, the number of calls may even outnumber the number of phone lines that we have to our headquarters. When this happens, callers will get a busy signal. Lines will free up as other calls are answered so please try back.

**Q -- Why does my neighbor have power and I don't?**

**A --** There might be damage to the service wires to your home, which will not affect your neighbor's power supply.

Or, your home may be served by a different circuit or feeder than your neigh-

bor's home, even though you are right next door.

**Q -- A Boone Electric truck just drove by my house, but didn't stop to restore my power. Why?**

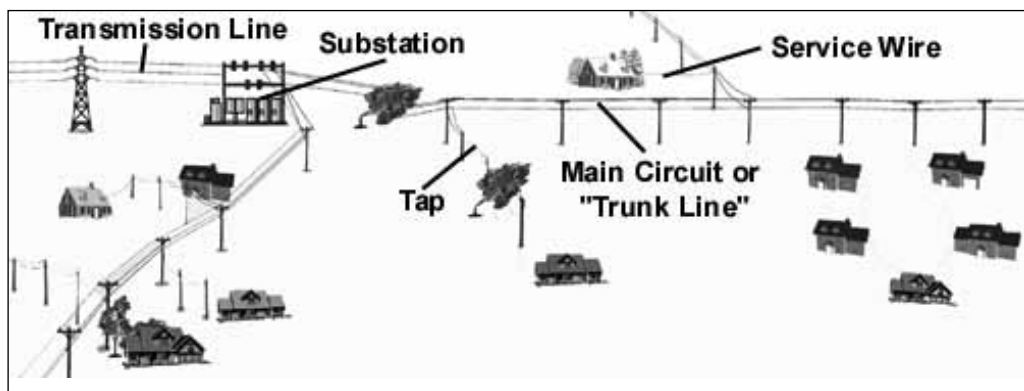
**A --** Our first priority is to get the substations and main circuit feeders back in operation. Without those, no one receives power. From there, crews make repairs that affect the most members at one time. Crews will restore each outage as quickly and safely as they can.

**Q - I have underground service to my home. Why did my power go off?**

**A --** Even though the wires to your home are underground, overhead wires bring the electricity out of the substation. The problem area could have been miles away and each cooperative member beyond that problem lost power. As our crews repair the initial problem, power will begin to be restored.

**Q -- I notified Boone Electric of a medical condition that requires electrical equipment. Why isn't my power restored first?**

**A --** The cooperative cannot guarantee power to any home. Most outages are beyond our control. Therefore, members who rely on electrical equipment should always have an alternate plan in case the power goes out. Crews must repair the backbone of our system before they can turn their attention to individual outages.



Power restoration must begin with the backbone of the system, the substation and main circuit lines. After those repairs, crews restore power to the largest groups of members. Single service wires or tap lines are generally the last outages restored.

# 1,000 Trees Strong

*Tree planting programs reach a milestone, providing more than 1,000 trees to members.*

**B**oone Electric Cooperative's Right-of-Way Department reached a milestone in 2009. Through various means, the department distributed more than 1,000 trees throughout the service territory.

Nearly half of the trees were saplings passed out to Renick and Sturgeon elementary students to celebrate Arbor Day, as well as to attendees of Columbia's Home & Garden Expo.

The other half were planted as part of Boone Electric's Tree Replacement Program. If Boone's right-of-way crews need to remove a tree growing too close to a power line, the cooperative will replace the tree with a shorter-growing variety.

"We've been more aggressive with the program this year," said Richard Blumer, BEC's Right-of-Way Coordinator. "Providing reliable service is our main priority, so any tree that grows too close to the power line is trimmed or removed. If it's a tree that will continue to grow back into the power line, we go ahead and remove it."

Once the tree is removed, the member is given a choice of trees to replant in a different location away from powerlines. Boone Electric Cooperative is a Tree Line USA Utility through the National Arbor Day Foundation. Distributing trees to our members is one of the ways the cooperative retains the Tree Line USA distinction.

Please call Boone Electric if you see a tree close to power lines. Trimming or removing the tree now might avoid an outage later.



*Right-of-Way Coordinator Richard Blumer presents a tree sapling to a Renick Elementary student. Behind them is the Redbud tree the cooperative planted on school grounds to help celebrate Arbor Day.*



For more information on the Tree Replacement Program, call the Right-of-Way Department at (573) 449-4181.

### Technical Training

*Linemen study four years and spend thousands of hours on the job before they can officially carry the title.*



Todd Culley  
General Manager/  
CEO

Utility line work is a dangerous job and one that our employees do not take lightly. Boone Electric Cooperative employs 27 linemen who work each day to repair utility lines or construct new services. Essentially, each day they work to keep your lights on.

Because of the difficulty and the danger involved in working with electricity, linemen spend years training, both with books and on-the-job.

The "apprentice" lineman program for Missouri cooperatives is four years. During this time the apprentice linemen study the various aspects of the job through text books, followed by periodic tests. Over the course of the four years, the apprentice must pass 40 such tests.

The apprentice also attends a number of mandatory training schools hosted by our statewide office.

At the same time, the apprentice must log 8,000 hours of on-the-job training. The apprentice must spend a predetermined number of hours performing line tasks, all under the supervision of an experienced lineman. Apprentices are given increasingly more difficult and advanced assignments as their skill level and knowledge increases. Each apprentice keeps a log of hours spent completing these tasks, which include safety and accident prevention, climbing skills, line construction, equipment operation, setting and replacing poles, transformer installation and underground service specifics.

A lineman graduates to a "journeyman" after passing all the necessary paper and field tests.



*Mike Wilcoxson, Jeremy Dreschel and Jeff Marren recently completed the requirements to advance from an apprentice lineman to journeyman. David Haun (far left), BEC's Assistant Manager of Operations, presented the linemen with their certificates.*

The learning doesn't end when an apprentice graduates to journeyman. All linemen attend classes both for refresher and to learn the latest techniques and equipment in the industry. In addition, the cooperative hosts monthly safety meetings for linemen and right-of-way tree trimmers.

The goal at Boone Electric is to bring reliable power to our members. The linemen who work for you every day are highly trained individuals working in dangerous settings. I am proud to have each and every one of them.



*Linemen work each day with a dangerous product. These linemen have used every precaution, including wearing insulated sleeves and gloves, as well as covering and wrapping the energized lines with insulators and rubber covers.*



### Touchstone Energy

Boone Electric Cooperative is a member of Touchstone Energy, a national alliance of local, member-owned electric cooperatives providing a high standard of service to customers large and small.

In order to qualify as a Touchstone Energy partner, electric cooperatives must be active members of their community and be dedicated to serving all customers with integrity, accountability, innovation and commitment to their community.