

Save Energy. Save Money.

Let the experts teach you how to make your home more energy efficient at the first Energy Efficiency Expo.

2010 Energy Efficiency EXPO

No Admission Charge

Saturday, October 30
Noon - 5 p.m.
Boone County Fairgrounds

Meet the energy experts at Boone Electric's first Energy Efficiency Expo. Co-sponsored with neighboring electric cooperatives and Columbia Water & Light, this free event offers the chance to visit with area professionals in heating and cooling, insulation and water heating.

"The main focus of the Energy Expo is to give residents the chance to learn how to make their homes more energy efficient," says Chris Rohlfing, BEC's Manager of Member Services. "We want to bring all the energy experts together so

residents can receive energy saving, thus money saving, tips for all areas of their home."

Seminars throughout the afternoon will help educate residents in a variety of ways to make their homes more energy efficient and lower their utility bills.

Seminar Schedule

- Noon -- Commercial Lighting
- 1 p.m. -- Residential Lighting
- 2 p.m. -- Sealing Your Home's Envelope
- 3 p.m. -- Heating/Cooling/Insulation
- 4 p.m. -- Energy Efficient Landscaping

ON THE INSIDE

- Capital Credit Info 2
- Do-it-yourself home energy audits 3
- Manager's Message 4

Enjoy free hot dogs, soda and popcorn!

Member Information

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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The Choice is Yours

Boone Electric members can choose how they wish to receive this year's capital credit retirement allotment.

One of the benefits of being a cooperative member is that any profit, or margin, is returned to the members as capital credits. Members who were served by the co-op in 1992 and/or 2009 will receive a capital credit amount that corresponds to his or her kilowatt-hour usage that year.

As reported at this year's Annual Meeting, Boone Electric Cooperative will return capital credits to members in December. As in the past several years, members can choose how to receive their allotment.

Most members have a choice of options:

- receive a check in the mail
- automatically apply the refund to your bill
- automatically deposit into your bank account
- gift it to BEC's CASH/HELP program
- gift it to the Boone Electric Community Trust

Members whose allotment does not exceed the minimum check amount of \$19.70 have three options:

- automatically apply the refund to your bill
- gift it to BEC's CASH/HELP program

- gift it to the Boone Electric Community Trust

Please choose which option you prefer by checking the corresponding box on the enclosed billing statement. You will receive confirmation of your choice on next month's bill statement.

Many of you made your selection on last month's billing statement. It is not necessary for you to choose again.

The choice each member makes is only valid for the 2010 capital credit retirement. You will have the opportunity to choose how to receive your capital credit prior to each retirement.

If you choose to have your capital credit amount automatically deposited into a bank account, please provide a voided check to our office.

Please notify our office of your choice by Friday, November 5, to allow plenty of time to process your request. Any member who doesn't make a choice will automatically receive a check in the mail if their allotment is more than \$19.70. Amounts less than that will be applied to the member's account.

If you have any questions about the capital credit retirement or the choices available, contact our office at (573) 449-4181.




Who knew a fresh layer of insulation would help me weather the economy?

There was money hiding in my attic. Not anymore. I'm saving \$240 a year just by adding insulation. What can you do? Find out how the little changes add up at TogetherWeSave.com.

TOGETHERWESAVE.COM

 **Boone Electric Cooperative**

Your Touchstone Energy® Partner 

Do-It-Yourself Home Energy Audits

A basic home energy audit can help find trouble spots that are adding to your energy bill each month.

Get a jump on the winter heating season and tighten up your home with a basic home energy audit. A basic, but diligent walk-through can open your eyes to a number of trouble spots and give you time to fix them before cold weather arrives.

When auditing your home, keep a checklist of areas you've inspected and problems you find. Find full lists of things to inspect at www.touchstoneenergysavers.com and at the Alliance to Save Energy Home Energy Checkup (www.ase.org).

Locating Air Leaks

Make a list of all obvious air leaks (drafts). The potential energy savings from reducing drafts in a home may range from 5 to 30 percent per year. Check for indoor air leaks, such as gaps along a baseboard or edge of the flooring and at junctures of walls and ceilings.

Inspect windows and doors for air leaks. If you see daylight around a door or window frame, there is a leak. Most of those leaks can be sealed with caulking or weather stripping.

On the outside of the home, inspect all areas where two different building materials meet, including all exterior corners, siding and chimney junctures and areas where the foundation and the bottom of exterior brick or siding join. You should plug or caulk any holes or penetrations for faucets, pipes, electric outlets and wiring.

Also, look for cracks and holes in the mortar, foundation and siding and seal them with the appropriate material. Check the exterior caulking around doors and windows to make sure they seal tightly.

Insulation

Heat loss through the ceiling and walls in your home could be very large if insulation levels are less than the recommended minimum. When your house was built, the builder likely installed the amount of insulation recommended (if any) at that time. Today your insulation might be inadequate, especially if you have an older home. Online energy audits will provide more details on checking insulation levels in the attic, walls and basement.

Heating/Cooling Equipment

Inspect heating and cooling equipment annually, or as recommended by the manufacturer. If you have a forced-air furnace, check filters regularly and replace them as needed. Generally, you

(mini) Home Energy Audit

Clip this list and check each area of your home to see if you're using energy efficiently. Every nook and cranny holds potential inefficiencies, so it pays to be thorough! Visit www.energysavers.gov for more information on what's listed below.



INSULATION and DUCTWORK



Attic

- Insulation spread evenly
- Insulation in good condition
- Attic vents are unblocked by insulation
- Attic access doors properly insulated and sealed

Walls and floors

- Minimum R-value of 19 for perimeter walls
- Minimum R-value of 25 for under-floor insulation

Basement

- Ductwork insulated and sealed
- Hot water pipes insulated
- Water heater insulated, if in unconditioned space

R-Value indicates an insulation's resistance to heat flow (the higher the better). Insulation should meet R-values recommended for your specific climate.

HEATING and COOLING



- Air supply vents are unblocked by furniture or curtains
- Return air registers are unblocked by furniture
- Return air handler filters are clean
- HVAC system has had annual maintenance check-up
- Programmable thermostat installed and programmed

AIR INFILTRATION



Windows and Doors

- Windows close and lock properly
- Window gaskets in good condition
- Window trim sealed and painted
- Doors properly weather stripped
- Doors close and latch properly

Exterior Penetrations

- Plumbing and wire openings sealed:
- Kitchen cabinets
 - Bathroom cabinets
 - Utility room
- Fireplace damper sealed tightly

APPLIANCES and LIGHTING



- Refrigerator condenser coils clean
- Refrigerator door gasket tight
- Unused refrigerators and freezers unplugged
- Water heater set to 120 degrees or below
- Dishwasher energy-saving feature turned on
- Washing machine loads run with cold water when possible



Well Pump

- Operating properly
- Good pressure
- No leaks

Lighting

- Compact fluorescent bulbs (CFLs) used
- Outdoor lighting automatically triggered by motion or dark

Source: National Rural Electric Cooperative Association

should change them about once every month or two, especially during periods of high use. Have a professional check and clean your equipment once a year.

Lighting

On average, lighting accounts for about 10 percent of a home's energy bill. Examine the wattage size of the lightbulbs in your house. You may have 100-watt (or larger) bulbs where 60 or 75 watts would do. You should also use compact fluorescent bulbs in every place possible.

October is Co-op Month

We continue to work hard for you.



Todd Culley
General Manager/
CEO

Earlier this year several hundred Boone Electric members, chosen at random, participated in a telephone survey about the cooperative. An outside, non-partial company conducted the survey for BEC and numerous other co-ops across the country.

The main objective of the survey was to gauge how we are doing. Members were asked questions such as does BEC meet your expectations as a utility? How does BEC compare to your idea of an ideal cooperative?

I am pleased to report that Boone Electric scored an 84 on this American Customer Satisfaction Index (ACSI), which is nine points above the industry average.

It's great to know that our members understand the "Co-operative Difference" of reliable service, higher quality and good value. Every BEC employee works hard to maintain the cooperative's credibility and increase member loyalty.

Please understand, though, that we don't do all the things we do just to score high on a customer satisfaction survey. We know that offering reliable service and spending your money wisely is the right thing to do, satisfaction survey or not.

A major focus over the last several years has been our effort to upgrade the entire system in order to improve reliability. Now, that's an incredibly broad statement. Many different components make up this system upgrade, including:

- upgrading miles of aging line, both overhead and underground
- engineering plans and designs that help minimize outages and outage times
- a new outage management system
- increased tree-trimming efforts

BEC had an average service availability of 99.984 percent in 2009. That meant the cooperative provided power to every single meter on the system 99.984 per-

cent of the time. It's an incredible number and one that makes us proud. But it isn't good enough. In 2008, we brought power to you 99.973 percent of the time. 2009 was an improvement. Hopefully 2010 is even better. We realize it's impossible to reach 100 percent -- Mother Nature speaks too loudly sometimes -- but we strive to achieve it regardless.

You might wonder why we spend money to upgrade the system when we already have such high reliability. Leaving things as they are could cause that reliability percentage to drop significantly in the future.

As I mentioned earlier, some sections of the system are aging and need an upgrade before they become problematic. Our engineering department has worked hard to include loop feeds and multiple connections on the

system so that as many members as possible can receive power "from the other direction" or maybe from a completely different substation during an outage.

Our new outage management system helps co-op personnel pinpoint the source of an outage more quickly. It is a valuable tool when the cause of an outage isn't obvious.

The BEC Right-of-Way Department has battled faster-than-normal growing seasons the past two years, meaning there are some trouble spots with trees on the system. However, the department increased the amount of clearing around power lines, which creates a longer span of time before those trees begin to encroach on power lines again.

These efforts will help "trim" ROW costs by postponing the date necessary for a crew to return to that same spot for another trim.

Many things are taking place here at Boone Electric to make sure we bring the safest, most reliable, most affordable power to the members. We don't do these things so that you'll give us high marks. But we're sure excited when you do.

BEC provided power to every single meter on the system 99.984 percent of the time in 2009.



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.