

Boone Electric Sets Record Month

Boone Electric Cooperative's performance is based on the ability to provide energy to the membership. Over the last few years, the cooperative has looked at every possible place where improvements can be made in that performance.

January 2011 month-end numbers say the efforts are paying dividends. In January, Boone Electric recorded the lowest number of outage hours and the least members affected by outages in one month in more than 22 years. Throughout

the month only 184 members incurred an outage, totaling only 306 hours without power. Considering the nearly 29,000 meters on BEC lines, the low total is outstanding. Statistically, the Boone Electric membership received power in its entirety 99.9 percent of the time.

Several factors led to the increased service availability, including an increase in line maintenance, equipment upgrades and a more defined tree trimming schedule to clear power line rights of way.

New date, new location

Annual Meeting 2011

Friday, June 3

University of Missouri

Hearnes Center Fieldhouse



Help celebrate the 75th anniversary of Boone Electric Cooperative at the 2011 Annual Meeting. One member will walk away with \$1,000 in cash.

Free meal begins at 5 p.m.

Business meeting begins at 6:45 p.m.

Enjoy door prizes, stage entertainment and a game area for kids.

ON THE INSIDE

Programmable
Thermostats 2

Home Performance
with Energy Star 3

Manager's Message 4

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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Programmable Thermostats

Take care when installing programmable thermostats.

Programmable thermostats, when used correctly, have the potential to save up to \$180 a year on your heating and cooling costs, according to ENERGYSTAR.gov. If you are considering purchasing a programmable thermostat, it's important to install and program it correctly to save the most energy and money.

Installation

First, your thermostat should be situated on an interior wall, about five feet above the floor and away from heating and cooling vents and other drafty places, such as doors and windows. Also keep it away from skylights, direct sunlight or lamps. If your thermostat is not properly situated, consider having an electrician move the location.

Shut off the electricity before you begin the replacement. Programmable thermostats require a low-voltage installation and will have two to 10 wires.

"As with any home-wiring project, safety should be the number one priority," says Chris Rohlfing, Boone Electric's Manager of Member Services. "Be sure to read all instructions carefully and exercise caution throughout the installation."

If the project is more complicated than a basic replacement, contact a certified HVAC technician to make sure the thermostat is installed properly and safely.

Choosing the right thermostat

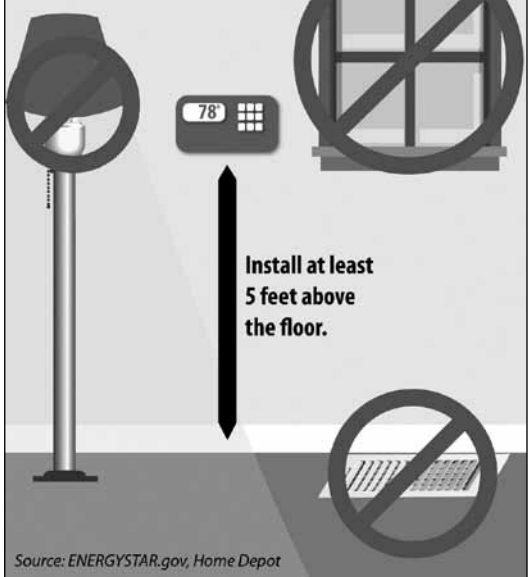
Programmable thermostats are not for everyone. They are best for people who are away during the day and homes with HVAC systems other than heat pumps. When a heat pump works in its heating mode, setting back the thermostat can cause the unit to operate inefficiently, thereby canceling out any savings achieved by lowering the temperature. Maintaining a moderate setting is the most cost-effective practice for homes with heat pumps.

If you decide a programmable thermostat is right for your home, consider which type best suits your lifestyle:

- 7-day models allow you to set different programs every day and provide the most flexibility.
- 5+2 day models follow the same schedule during the week and a dif-

Installing a Programmable Thermostat

Keep these tips in mind when installing a new thermostat: Stay away from doors and windows, lamps, heating and cooling vents, and make sure it's mounted about five feet off the floor.



ferent one for weekends.

- 5-1-1 models keep the same schedule during the week and different ones for Saturday and Sunday.

Many units come with multiple features, such as telling you when to change your HVAC's air filter, settings for vacations and voice programming options.

Getting the most savings

Programmable thermostats enhance your home's efficiency only when set properly. To be sure to save, set the temperature back for at least eight hours at a time -- for example, when you're at work during the day or asleep at night. You can save 5 percent to 15 percent per year on your heating bills by setting your thermostat back 10 to 15 degrees over that period.

Program the thermostat to begin warming or cooling to your desired temperature shortly before you get home or wake up so your home is comfortable when you need it to be.

"The most important thing is to set the thermostat, then leave it alone," says Rohlfing.

Energy Efficiency Rebates

Home Performance with Energy Star program helps offset energy efficiency upgrades.

Boone Electric Cooperative has a program designed to help pay for important home energy upgrades. Home Performance with Energy Star is a joint program with Columbia Water & Light that targets the areas of most need in a member's home, then helps to offset the changes.

The first step in the process is to have a contractor perform an assessment on the home. (Contact Boone Electric for a list of Home Performance contractors.)

The contractor will evaluate the home using state-of-the-art equipment and recommend improvements that will yield the best results.

Rather than focusing on a single component, such as leaky windows, the contractor will assess how improvements to several different components can work together to make the home more comfortable and save energy.

Following the assessment, the contractor will develop a comprehensive report, providing a copy to the homeowner and to Boone Electric.

Common recommendations

Sealing air leaks & adding insulation

Many home air leaks are obvious, such as around windows, doors and electrical outlets. Others, like those in the attic and around chimneys are often overlooked. Blocking these overlooked leaks is critical to the overall efficiency of the home.

Adding insulation is another common recommendation, particularly in older homes. Many older homes have little, and sometimes no insulation.

Heating & cooling systems

Heating and cooling is the largest component of most, if not all, energy bills. If the home's furnace or air conditioning unit is more than 10 years old, the contractor may recommend a more efficient replacement.

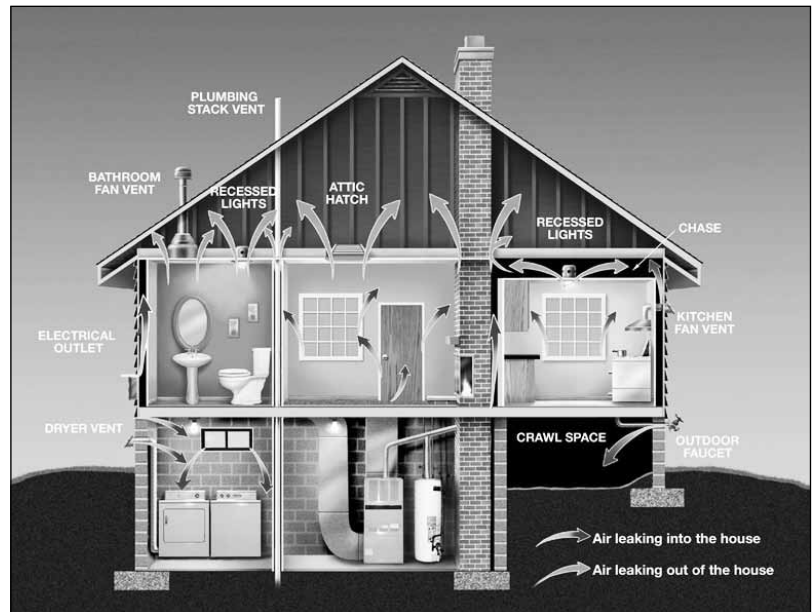
Upgrading lighting & appliances

The Home Performance Contractor may rec-

ommend Energy Star-qualified products, such as refrigerators and dishwashers. A switch to compact fluorescent lighting is also a frequent recommendation.

Completing the work

Recommended improvements from the initial assessment must be completed within six months of the date of inspection. A second thorough audit will follow the improvements.



The Home Performance with Energy Star program offers rebates to help correct energy inefficiencies like these.

Rebates

Boone Electric offers rebates for a number of energy efficiency upgrades, including adding insulation, replacing windows and doors or blocking air leaks.

Additional rebates are available for Energy Star-qualified heating and cooling systems, as well as dishwashers and clothes washers if the home has an electric water heater.

For more information about the Home Performance with Energy Star program or any of the mentioned rebates, call Boone Electric's Member Services Department at (573) 449-4181. There may be fees involved with the initial assessment. Call Boone Electric for details.

New Phone System On its Way

Member satisfaction is priority in all areas of the cooperative.



Todd Culley
General Manager/
CEO

Like any business or organization, Boone Electric Cooperative strives for member satisfaction on a daily basis. So, when some segment of our service isn't meeting your satisfaction, that's a problem.

On Sunday, February 27, we had a problem. That evening a storm rolled through, bringing rain and high winds, which brought trees down onto power lines. In a two-minute time frame, the cooperative went from zero members without power to nearly 1,500 members. Many of you were watching the Academy Awards and other popular Sunday night television shows when your power went out.

To add to the situation, member needs with regard to answering outage phone calls that evening were not met

to satisfaction. In the past, as the volume of calls increased due to an outage, more and more members received a busy signal. In fact, we know there were 872 phone calls we were unable to answer during the first hour of the outage. Not optimum, but at least members understood quickly that an outage must be occurring.

A recent change in the phone system allowed more callers to hear an automated answer when they called in after hours. However, a confusing message did not offer our best member service on February 27.

For the time being, the message has been updated to a less confusing one. If you call to report an outage after hours, you may still hear the automated message. But now that message will be more easily understood.

To assist even more members during an outage, BEC will install an Integrated

Voice Response (IVR) system later this year. This IVR system is designed with some great features. For instance, the system is tied to Boone Electric's current outage management system to provide outage feedback to callers.

Calls to the IVR outage system will average about 30 seconds. Currently, calls involving person-to-person interaction average 90 seconds. A 24-line IVR will handle 48 calls per minute. The IVR system is much more economical and efficient than a 24-person, after-hours phone bank.

Beyond the outage calls, the IVR will also allow members to pay their bill with a simple phone call at any hour of the day.

There are a few things we need you to keep in mind as this new system is implemented:

First of all, just because the IVR is

"smart" enough to know there is an outage in your area, it is still important that you call when your power is out. Each phone call helps identify how widespread the outage is.

Secondly, if you still wish to speak to a live person once the IVR is in place, you will definitely have that option. Whether you are calling with an outage or simply to pay your bill, the automated system will always have a prompt that takes you to a human voice.

And lastly, as efficient as the new IVR system is, cooperative employees are always prepared to answer outage calls in the event of a major incident, whether that occurs during or after regular working hours.

Member satisfaction, across every aspect of the cooperative, is a priority. We are confident the new Integrated Voice Response system will increase satisfaction in many different areas.

Beyond the outage calls, the IVR will also allow members to pay their bill with a simple phone call at any hour of the day.



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.