

## Employees Honored for Job Well Done



Honored Boone Electric employees are, front row, left to right: Sherry Morse, Jessica Spencer and Dottie Ray; back row, left to right, David Haun, James Flenoid and Richard Blumer.

Each year Boone Electric Cooperative recognizes employees with awards that honor them for efforts both inside and outside the cooperative. The award winners are both nominated and voted for by their fellow coworkers.

The 2010 Boone Electric Cooperative Highline Award winners are as follows:

**Craig McBride Distinguished Service Award --**  
Richard Blumer, Right-of-Way Coordinator

**Outstanding Community Service --**  
Jessica Spencer, Communications Specialist

**Outstanding Customer Service --**  
Dottie Ray, Customer Service Representative

**Employee of the Year Office Support --**  
James Flenoid, Computer Programmer

**Employee of the Year in an Operational Field --**  
Sherry Morse, GIS Technician

**Supervisor of the Year --**  
David Haun, Assistant Manager of Operations

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## BEC Celebrates 75 Years with 75 Chances to Win



To help celebrate Boone Electric's 75th anniversary, the cooperative will randomly award a \$75 credit certificate to one member each day for 74 days. A grand prize of \$1,000 will be awarded at Annual Meeting on June 3. Following notification, members can expect to see the credit on their next billing statement. The contest began on February 21, with a winner named each weekday through June 2.

**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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## Member Information

# Spring into Energy Efficiency

*Five ways to get ready for summer heat and summer utility bills.*

The harshness of winter isn't even a memory yet, but you should already be thinking about ways to tighten your home and lower summer utility bills. Spring marks a perfect time of year to make your home more energy efficient.

**\* Seal cracks and gaps around your home.**

As you put away your storm windows, consider adding weather stripping around leaky doors and caulking around window frames. Visit [www.togetherwesave.com](http://www.togetherwesave.com) to see how easy it is to use a caulking gun to seal up leaks around vents, ductwork and windows. A typical Boone Electric member can save more than \$200 annually by taking this simple step.

**\* Change filters regularly.**

Change furnace and air conditioner filters monthly. Dirty filters restrict air flow and reduce the overall efficiency of your heating and cooling system by making it work harder on hot summer days.

**\* Clean the refrigerator inside and out.**

Now's a good time to not only throw out that leftover fruitcake from the holidays, but also to check the temperature settings on your refrigerator. Ideally, a refrigerator's temperature should be between 37 and 40 degrees for maximum operating efficiency.

When it's time to replace that old refrigerator, be sure to buy one that's Energy Star®- rated. These energy-efficient appliances can save members as much as \$100 a year based on calculations from [www.togetherwesave.com](http://www.togetherwesave.com).

**\* Think sun block.**

By pulling down the shades on your windows this spring and summer, you could save about \$35 a year. Your local hardware store likely carries several types of inexpensive window coverings. Blocking the sun will help keep your house cool and comfortable.

**\* Enjoy spring breezes.**

Use a clothesline during warmer months and let sunlight and breezes dry clothes naturally. This will reduce your electric bill by not running a dryer.

You can learn more about ways to lower your monthly energy bill by visiting [www.togetherwesave.com](http://www.togetherwesave.com) or calling the energy experts at Boone Electric Cooperative.

## TOGETHER WESAVE.COM

### Energy Efficiency Tip of the Month

*Ninety percent of the energy it takes to wash clothes is used to heat water. If you wash in cold water, you could save \$40 per year if you have an electric water heater and \$30 annually if you have one powered by natural gas.*

*Source: U.S. Department of Energy*

# Savings at the Pharmacy

*Use the Co-op Connections Card to help with prescription costs.*

**B**oone Electric Cooperative members can use their Co-op Connections Card to save money at businesses throughout the service territory and across the country. Hopefully you have taken advantage of those savings.

But did you know that you might be able to save on your prescriptions too? Boone Electric members saved nearly \$12,000 in pharmacy costs in 2010. Show your card at local pharmacies to see if you can save.

### How much will I save?

The discounts save you 10 to 60 percent on prescriptions at more than 48,000 pharmacies nationwide, including Walgreens, Wal-Mart, Target and more.

### How are these discounts different from traditional prescription insurance?

The plan is not insurance; it is a pharmacy discount offer. The card provides immediate discounts at the pharmacy. Upon presenting your card to the pharmacist, you will pay the lower of a discounted price or the pharmacy's regular retail price. There are no forms to fill out and no limit to the number of times you can use the card. These discounts are available only at participating retail pharmacies.

### Can I use the Co-op Connections Card with my current insurance?

Your card cannot be used in conjunction with insurance. However, use your card to purchase prescriptions not covered by your insurance plan at a discounted rate or instead of insurance if the discounted price is cheaper.

Take advantage of the opportunity to save with your Co-op Connections Card.



## Tips for using the pharmacy discount

To maximize the benefits of the discount pharmacy program, here are some tips on how to use the program:

1. Find a pharmacy near you by calling Rx Member Services at 800-800-7616, Monday through Friday, 7 a.m. to 7 p.m. and Saturday, 8 a.m. to 5 p.m. Or visit the website at [www.locateproviders.com](http://www.locateproviders.com). Use code 22203 as the group number under the "Groups" login section. Next, enter your zip code and a mile radius to search for providers near you.
2. Please do not call the pharmacy for price quotes. Prices may change from day to day and they cannot be given over the telephone. To look up drug prices by location, visit [www.rxpricequotes.com](http://www.rxpricequotes.com).
3. At [www.rxpricequotes.com](http://www.rxpricequotes.com) you will find frequently asked questions, savings examples, a list of participating chains and a Drug Pricing Lookup tool. The Drug Pricing Lookup tool allows you to find the cost of your medications before you visit the pharmacy and look up participating locations near you.
4. Present your Co-op Connections Card along with your prescriptions to the pharmacist. The pharmacy computer system will compare our contracted discount price with the pharmacy's retail price when the prescription is processed. You pay the lower of the two prices directly to the pharmacy at the point of sale.
5. If your pharmacy happens to be selling any maintenance medications prescribed to treat ongoing ailments, such as high blood pressure and arthritis, for less than the contracted price, you will receive the pharmacy's best price.
6. If you experience any difficulties in using the pharmacy program, please call or ask the pharmacist to call the Rx Member Services Department at 800-800-7616.

# Ready, Set, Snow

*We were prepared for a major outage event that luckily never happened.*



Todd Culley  
General Manager/  
CEO

We aren't supposed to use the phrase "dodged a bullet" anymore, but that's exactly what this electric cooperative did throughout the 18-inch snowfall in early February. We were fortunate and I'll get to those details in a moment. But the important thing in my mind after the fact is – we were ready.

Because the storm was so massive, we, and every other utility or public service provider, had time to plan. Beginning first thing January 31, a Monday morning, we held the first of many staff meetings to outline the duties of every employee should the impending storm wreak havoc on our system.

In addition, we sat in on the first of several conference calls with the National Weather Service to update us and other utilities on the severity and timing of the coming storm. Next we gathered the linemen and Right-of-Way crews

to outline a newly created schedule that would rotate crews to the office in shifts.

Unfortunately, ice led the storm system. As you might expect, ice is not a friend to a utility provider. How the ice forms makes a huge difference on how it affects overhead power lines. As strange as this is to say, we prefer sleet to freezing rain. Sleet just bounces off the power lines, while freezing rain turns to ice on impact on lines, weighing the lines down and potentially bringing them down.

A shift in the storm system sent the majority of the ice to eastern Missouri. Great news for us, but not for our sister

cooperatives in that area. At the height of the storm, some 6,000 cooperative members were without power, mostly in eastern Missouri. The worst outages were caused by high winds. Thankfully those well-built cooperative systems held their ground to the ice.

We made plans to keep employees at the cooperative overnight, or even over a matter of several days, depending on the severity of the storm and the number of outages. It wasn't long before our employee break room/kitchen was stocked with food to last for several days, with bedding supplies provided as needed.

By Tuesday afternoon, February 1,

when it was apparent that the system carried mostly snow, we scaled back to a skeleton crew of employees. The crews were called to only two outages during the heaviest snowfall. Neither of those outages was



*At 2 p.m. February 1, the snowfall creeps toward 15 inches. This photo is taken outside the employee break room, facing west.*

weather related and could have occurred on the clearest of spring days. Eighteen inches of snow and only two outages; needless to say, we were thrilled.

The cooperative office remained open for phone call traffic throughout the blizzard. We were back to full staff and business as usual on Thursday, February 3.

We are using the snowstorm as a good learning opportunity. There is no way we could simulate this kind of experience. If a "big one" really does come, we are confident we'll be ready just as we were this time.



## 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.