

Northwestern Electric News

Vol. 68 Number 10

Your Touchstone Energy® Cooperative



August 2017

Inside

Reporting outages.....2

Youth Tour.....3

Recipe.....3

Capital credits.....4

Smart meters benefit both NWECC and members

Last September, NWECC announced plans to upgrade its system to a smarter grid by installing advanced meters. The project is near completion with only a handful of meters left to be installed.

The smart meters offer numerous benefits such as remote reads, access to real-time usage data, remote disconnect and reconnect, and quick outage identification. NWECC members directly benefit through access to detailed feedback on energy use and faster outage recovery.

Now that you have a new smart meter, what can you expect? Following is a breakdown of the top four key benefits the smart meters have to offer:

1. Increased Efficiency

With data from the meters coming to our offices, we will be able to read meters remotely. Remote meter reading, disconnects and reconnects mean co-op employees will spend less time on the road.

Older systems are less efficient at distributing power. Now, information coming from the new meters will allow us to monitor the system in near real-time and correct problems and inefficiencies.

2. Increased reliability

The new tools for diagnosing problems and disruptions help us improve reliability for our members.

With more detailed information about what is happening in the field,



The new smart meters transmit data wirelessly in near real time via the 450 routers NWECC has strategically placed across its system.

we will be able to respond faster to outages. The new meters tell us when and where there is an outage or disturbance. This helps us to provide more accurate information about outages and restoration times.

The real-time data can also help to improve power quality by reducing the number of spikes, blinks and surges.

3. Affordability

With the new meters, members can view their own usage data down to intervals as low as five minutes every day. The ability to closely monitor electric usage allows mem-

bers to improve usage habits and lower their electric bill. We can use the real-time data to help our members diagnose problems leading to high bills.

4. Theft prevention

The smart meters notify us when a theft (meter tampering) occurs.

The benefits the new meters offer will help NWECC serve our members better. For members, the meters make it possible to monitor and adjust energy use putting the control of how much they use in their hands. This is a win-win situation for both NWECC and our members.

NORTHWESTERN ELECTRIC COOPERATIVE, INC.

Operating In Beaver, Dewey, Ellis, Harper, Major, Woods and Woodward Counties in Oklahoma

TYSON LITTAU

CHIEF EXECUTIVE OFFICER

BOARD OF TRUSTEES

- Kenny Knowles, Pres..... Arnett
- Ray Smith, Vice-Pres..... Taloga
- John Bruce, Jr., Sec.-Treas. Sharon
- Marvin Wilkinson Buffalo
- Clair Craighead..... Woodward
- Wayne Hall..... Mooreland
- Duane Henderson..... Mooreland
- Darla Young Buffalo
- Gilbert Perkins..... Gate

- Jonna Hensley Editor
- John Meinders..... Attorney

**IN CASE OF TROUBLE CALL:
24 HOUR EMERGENCY
1-877-9NOPOWER (877.966.7693)**

**OFFICE HOURS
8 AM TO 4:30 PM
MONDAY-FRIDAY**

**ADDRESS
P.O. BOX 2707
WOODWARD, OK 73802
2925 WILLIAMS AVENUE
WOODWARD, OK 73801**

NOTICE

A copy of NWECC Bylaws will be made available for any member upon request.

**Web page: www.nwecok.coop
E-mail: nwec@nwecok.coop**



“NWECC is an equal opportunity provider and employer.”

NWECC offers three convenient ways to report outages

NWECC is committed to providing you with reliable electric service. Despite our best efforts, occasional power outages are bound to happen due to situations such as storms, accidents, fires, animals or construction-related incidents. (993739002)

When the power does go off, you can report your outage using one of these three convenient ways—phone, text message or mobile app.

PHONE: Report your outage by calling our dedicated outage number, 877.966.7693.

TEXT MESSAGE: Texting your outage requires a few simple steps. Open a new text message in your phone, enter the outage number **55050** in the **send to** field and type **outage** in the message field. Once your text is received and verified by NWECC’s outage management system, you will receive a message back stating your outage was reported successfully.

To sign up for the outage texting service, visit www.nwecok.coop and click on the outage texting icon. Follow the directions to set up your account.

MOBILE APP: Our mobile app is possibly the most convenient way to report an outage. Simply access your account through the app, tap the menu icon on the left side of the screen and select report outage from the drop down menu. Then enter your phone number and tap the report an outage icon. You’ll see a message stating the outage has been reported successfully.

To download the app, search for NWECC in your phone’s app store. You will need your account number to set up your login information.

If you need help setting up the texting service or app, give us a call at 580.256.7425.



May 2017 Operating Report

	2016	2017
Revenue - Billing	2,414,951	2,521,989
Cost of Power.....	1,455,975	1,482,437
Miles of Lines	4,992	5,001
Members Connected	11,863	11,854
Density per Mile	2.38	2.37
Average Member KWH	2,009	1,991
Average Bill	204	213
KWH Purchased.....	25,687,892	25,224,000
KWH Sold.....	24,832,770	23,607,000
Income per Mile.....	486	507
Expense per Mile	497	528

Washington Youth Tour: A life changing experience

Amber Clearwater and Jaqueline Guajardo experienced the sights and sounds of the nation's capital as NWECC's delegates during the Annual Electric Cooperative Youth Tour in Washington, D.C.

The tour began June 9, 2017, with a "Get Acquainted Banquet" in Oklahoma City. The 70 winners, representing 25 of the state's rural electric systems, departed for the nation's capital the next morning for their week-long adventure.

"This Youth Tour experience has been a trip of a lifetime," said Amber. "I made many new friends and memories and saw so many amazing memorials and monuments."

For Jaqueline, the trip was an amazing opportunity and a huge blessing to her life. "This trip has really opened my eyes and has really motivated me to get even more



Amber Clearwater and Jaqueline Guajardo made lots of unforgettable memories during the 2017 Rural Electric Cooperative Youth Tour.

involved in my school and in my community," said Jaqueline. "I am thankful to the cooperative for sponsoring me on this trip."

In addition to seeing all the historic monuments, the teens toured the U.S. Capitol, Mount Vernon and enjoyed a riverboat cruise on the Potomac.

Hidden account number contest

Congratulations to J. C. Larimore for recognizing his number in last month's newsletter. The other number belonged to Kelly Wallace.

We have hidden two account numbers somewhere in the articles in this newsletter. The numbers will always be enclosed in parentheses and will look similar to this example (XXXXXX).

If you recognize your account number, all you have to do is give us a call on or before the 8th of the current month and we'll give you a credit on your bill for the amount stated.

This month's numbers are worth \$25 each. Happy hunting!

Country cooking

Oreo Pudding Poke Cake

- 1 box chocolate cake mix + ingredients on package**
- 1 (4 oz) package instant Oreo Cookies 'n Creme pudding**
- 1 1/2 cups milk**
- 1 (8 oz) tub whipped topping**
- 1 row Oreo cookies (coarsely chopped)**

1. Preheat oven to 350 degrees.
2. Prepare cake batter according to package directions. Pour into greased 9x13 baking pan and bake according to package directions. Allow to cool for 10 minutes.
3. Using the handle of a wooden spoon, poke holes (about 1 inch intervals) over the cake.
4. In a medium bowl, whisk together pudding mix and milk for about 2 minutes or until the pudding just starts to thicken. Spread the pudding over the warm cake with a spoon and gently push down to help get pudding into the holes. Spread whipped topping on top of the pudding layer.
6. Sprinkle chopped Oreo cookies over cake and place in fridge for at least 1 hour before serving.

Got capital credits? We do!

It pays to be a member/owner of Northwestern Electric Cooperative

When you sign up for service with Northwestern Electric Cooperative, you become a member/owner. One of the benefits of being a member/owner is capital credits. When Northwestern Electric makes more money than it needs for operating costs, capital improvements and cash reserves, we return that money to you, our member/owners, in the form of capital credits.

Capital credits are allocated annually based on how much you paid to the co-op for electricity during the previous year. There are two ways capital credits are paid back to you: general retirement (when board approves) and estate retirements (when a member is deceased). The following addresses questions/scenarios we often encounter.

► **What's the difference between allocated and retired capital credits?**

Allocations are made annually based on NVEC's margins (profits) and reflect member equity/ownership. The funds have no cash value until they are retired. When capital credits are retired, a physical check is mailed to the member or credit is given on active electric accounts for the year(s) being retired.

► **How often do members receive capital credits?**

Northwestern Electric's board of directors decide every year whether or not to retire capital credits. When the Cooperative is strong enough, the board directs our staff to pay back a portion of past years' capital credits. In March 2017, our board approved a retirement of \$413,000 for the year 1997 along with \$920,000 from our power supplier, Western Farmers Electric Cooperative, for the years 1956-1976.

► **Do I lose my capital credits in the years the board decides NOT to approve a general retirement?**

No. All capital credits are allocated for every year members are served by NVEC and are maintained in individual member accounts until a retirement is approved.

► **What happens to capital credits when a member leaves the cooperative's service area?**

The allocated amount is held in the former member's capital credit account. When the retirement is approved for the year(s) the member received service from NVEC, a check is mailed to the forwarding address we have on file. It is important to leave a valid forwarding address when you move so you can receive your last allocation notice and your general retirement checks years down the road.

► **What happens to the capital credits of a member who dies?**

The capital credits of a deceased member can be approved to pay without waiting for a general retirement. However, these estate payments are not automatic. A representative from the estate must contact our office or visit our website (www.nvecok.coop Account Services-Capital Credits) to receive a proper form to complete on behalf of the deceased's estate. Along with the completed form, a certified copy of the death certificate and final decree of a will or a trust is required to complete the application process. These are approved and paid out monthly by our attorney and board of directors.

These legal documents are required because capital credits are considered to be personal property of the member (NOT whoever is paying the bill). They are distributed according to the will/trust provided for the member(s) whose name is on the account.

When a member passes away, we recommend the surviving spouse or family member contact our offices (Buffalo or Woodward) so a name change on the account can accurately end accruals and start the claim process for capital credits. (20549001)

► **Why is it important that my electric service account be in my own name?**

The name on the account is the person to whom the capital credits will be allocated and who will receive retirements in the future—whether they are paying the bill or not.