

## Those Hard-Hat Heroes Down Our Lane

*This poem was sent to Farmers Electric Cooperative by Lyle & Nadine Kading.  
Farmers Electric would like to thank them for the poem and all our members who sent Thank You's to us.*

"The ice storm cometh," the forecast read.  
"Why, we just had one!" we rural folks said.  
But 'twas of no matter what we thought or felt,  
It would be several days 'til that ice would melt!  
Our shrubs, trees, and wires festooned in hoar frost's  
glaze,  
Hid thick in fog – minus Sun's friendly rays.

All that night on the farmhouse window, the freezing  
rain spat,  
By morning a shine, a shimmer, and clear casings of  
ice, everywhere sat.  
Snap, crackle, and pop! Tree branches came down.  
"See those wires sag," we'd just said...and our  
power was GONE.

Back to survival mode, we went for the week.  
All it took for December's ice storm we truly did seek:  
Flash lights, gas heater, the generator routine,  
Chop ice, and do chores...  
Winter Twenty Ten's turned mean!  
Early to bed; catch a snatch of the news  
On weather radio as you fight off the blues.  
"Thousands without power." That doesn't give much  
hope;  
When you think of livestock farmers, you give a big  
gulp.

Mail delivery returneth. Hubby makes it to town.  
"Pole's splintered off down the lane; a second may  
come down."  
After two days. Then three. The temps do rise.  
All the ice above ground drops before our eyes.  
Ice chunks raining like hail stones in a summer storm.  
It's now less difficult to keep the house warm.

Another day passes, and we head out in the truck for  
supplies.  
We chop more ice from the ground and look for clear  
skies.  
Then Sunday, we spot them – those REC guys.  
"They're in our area," my glad heart cries.

Cherry pickers, wires, and augers, prepared for ice,  
snow and wind chills.  
A truck comes reporting. With joy my heart fills.  
"Tomorrow's you folks' day to come back from the  
past.  
Not the first back on, but you won't be the last.  
Were it only one pole, you'd be on today.  
It's an auger problem. That's why the delay."

Yet, there was an addendum: that night, unannounced,  
in roared Blizzard #3.  
Swooping in with a wallop – whistling "TEE, HEE."  
More snow. That whirling, blowing snow! It made  
our generator quit!  
Four foot drifts from four inches of snow? And all  
day! We could only sit.  
We piled on the layers. Did we dare hope?  
For warmth by bedtime? Good sense said, "Nope!"

But along about evening, Hubby caught the sound.  
It was that REC truck turning around.  
In bitter cold, with freezing, howling winds and  
spinning snow, THE CREW WAS AT WORK!  
And God bless `em. They sure did not shirk.  
Lights, HEAT, Answered prayer – God, do bless `em  
real good.  
We so thank and appreciate `em.  
EVERYONE SHOULD!

FARMERS ELECTRIC WILL BE CLOSED ON APRIL 2,  
2010 IN OBSERVANCE OF GOOD FRIDAY. IF YOU  
HAVE AN OUTAGE PLEASE CALL OUR OUTAGE  
SERVICE AT 641-743-6146 OR 800-397-4821.  
WE HOPE EVERYONE HAS A NICE EASTER.



# Manager's Comments

by Clarence Moshier Jr., General Manager



**T**HE PHONE'S WERE ON – During the January ice storm, there were many of you who tried calling the office only to find that the line was busy. We have 4 incoming lines, and yes, during the storm, especially the first few days; every line was in continual use from early morning until late into the evening. As soon as someone hung up, there would be another caller on the line. The phones were answered by our personnel 24 hours a day for the first 5 days of the storm, which included the weekend.

About the 6th day, we were answering the phone from 7-7 and then our after-hours dispatcher took over (by this time, most people had service restored). We will be looking into some type of phone system or device that can answer the additional calls and put the messages into a “voice mail” type system for later retrieval.

During the height of the storm, there were approximately 2,880 member meters without power. The first couple days of the storm, the outages continued to rise as ice went off the lines; this resulted in lines coming together, causing a burn down, despite our best efforts. We had 20 linemen from Missouri, 13 linemen from Kansas, 6 linemen from Southwest REC (Corning, Stanton & Mt. Ayr), 2 linemen from Chariton Valley EC (Albia), 3 linemen from Clarke EC (Osceola), 2 retired linemen, plus 18 of our employees in the field during the storm. We lost 211 poles during the storm and had numerous wire breaks and burn downs. There are still neutrals down (lower wire on a pole with 2 wires) that will take up to 2 months to get completely fixed. We estimate the storm will cost us slightly over \$1,000,000 when all the costs are accounted for. We will use some short-term borrowing to cover our cash needs for the immediate future and then wait and see if there will be any FEMA assistance.

The new lines that we have been building the last several years stood up well in the December and January storms. The new lines have shorter spans and stronger wire; thus they are able to withstand the ice loading better. We still have a long way to go before we will get some of the oldest lines rebuilt. Time and especially money are the driving factors—we try to balance the need for line replacements with the need to hold rates down the best we can.

We appreciate your understanding during times like the recent ice storm; we are out there working hard to restore service as quickly as possible while keeping our employees and outside crews safe. Our bulletin board is filled with thank you notes from the membership—the employees thank you for taking the time to write. I would especially like to thank those members who cleared roads for the line crews, those of you who brought in food and baked goods and those non-members that keep their restaurants open to feed everyone. Your kindness and generosity is greatly appreciated. Let's hope this is the last ice storm for awhile.



## Farmers Open Lines

A monthly publication of



**Farmers Electric Cooperative, Inc.**

A Touchstone Energy® Cooperative

**Office Hours:**

7:30a.m. - 4:00 p.m.  
Monday through Friday

**Address:**

102 S.E. Sixth St  
PO Box 330  
Greenfield, Iowa 50849-0330  
Phone: (641) 743-6146  
1-800-397-4821  
Fax: (641) 343-7187  
Home Page: [www.farmersrec.com](http://www.farmersrec.com)

**Board of Directors:**

Dan Westphal, President  
Steve Chandler, Vice President  
Bill Adams, Secretary  
Robert Newton, Treasurer  
Randy Christoffersen  
Betty Lents  
Ralph Lents  
Gary Ohms  
Lynn Thompson

**Manager**

Clarence Moshier, Jr.

To report a power outage call any of the above numbers.

## 2010 Farmers Electric Cooperative Residential Incentives

Effective 1/1/2010

12/14/09 Update

PROGRAM/MEASURE	CIPCO 2010 INCENTIVES (per unit unless specified)
<b>WATER HEATERS</b>	
Heat Pump Water Heaters	Add-on unit (separate tank)
	Integrated Unit
Solar Water Heaters (w/electric auxiliary tank)	\$300
High Efficiency Electric Water Heaters	\$500
	\$350
	40-49 gallon, EF 0.94
	50-79 gallon, EF 0.94
	80 gallon+, EF 0.92
Drainwater Heat Recovery Pipes	\$50
	\$100
	\$150
	\$300
<b>APPLIANCES / ELECTRONICS</b>	
ENERGY STAR Refrigerator	\$25
ENERGY STAR Freezer	\$25
ENERGY STAR Dishwasher (w/electric water heater)	\$25
ENERGY STAR Clothes Washer	w/ Electric Water Heater
	w/ Electric Dryer
	BOTH Electric Water Heater & Dryer
	\$35
	\$35
	\$70
ENERGY STAR Dehumidifier	\$25
High Efficiency TV (CEE Tier 4, Screen ≥40")	\$40
<b>INDOOR LIGHTING</b>	
ENERGY STAR Compact Fluorescent Lamps (self-ballast/screw-in, 9W min.)	\$2/lamp
ENERGY STAR CFL Fixtures (hard-wired)	\$8/fixture
ENERGY STAR Ceiling Fan (w/attached pin-type CFL lighting)	\$15/fixture
Energy Star LED/SSL Lighting (10 watt min.)	\$30/lamp or fixture
T8 and T5 Lighting Fixtures (ballast(s) and lamp(s), New or Replacement)	
	2 Foot Fixtures
	4 Foot Fixtures (46" for T5)
	8 Foot Fixtures
	\$4/lamp
	\$5/lamp
	\$7/lamp
<b>EXTERIOR LIGHTING/SECURITY LIGHTING</b>	
High Pressure Sodium (Ballast and Lamp, Replacement Only)	
	50-99 Wall Fixture (Replacement Only)
	≥100 Watt (Replacement Only)
	\$15/fixture
	\$30/fixture
Pulse Star Metal Halide Fixtures (Ballast and Lamp, no probe start)	
	70W to 249W (Replacement Only)
	≥250 Watts (Replacement Only)
	\$20/fixture
	\$30/fixture
Outdoor CFL (cold start ballast rated to -20°)	\$15/fixture
<b>HEATING AND COOLING</b>	
Heat Plus Rate	\$100 per home
Geothermal Heat Pumps	Closed Loop
	Open Loop
	Unit Replacement (existing loop)
	\$350/ton
	\$250/ton
	\$150/ton
Air Source Heat Pumps	Standard ASHP
	ENERGY STAR Bonus (add to standard ASHP rebate)
	\$150/ton
	\$250/unit
Heat Pump Compressor Replacement	\$100
Residential Contractor Rebate	\$200/home
ENERGY STAR Central AC	SEER 14.5 (and EER 12)
	SEER 16 (and EER 13)
	\$100
	\$150
ENERGY STAR Room Air Conditioner	\$25
Indoor Air Quality Devices (Whole house – Electronic Air Filter, UV, Radon)	\$50
Heat Recovery Ventilators	\$125
<b>NEW HOME CONSTRUCTION</b>	
All-Star Home (New Construction, Electric Heat & Water Heating)	\$500/home
Advanced Lighting Package (add to All-Star)	\$200/home

## Ag Day to be Held March 15, 2010



Stop by our booth at Ag Day and visit with us about our energy efficiency programs while enjoying a bag of popcorn. The event will be held at the Adair County 4-H building in Greenfield, Iowa.

*Hope to see you there!*

## COMPLAINT PROCEDURE

If you have a complaint concerning your electric service received from Farmers Electric Cooperative, Inc., you can contact us at 102 SE 6th Street, Greenfield, Iowa 50849. Or you can call us at 641-743-6146 or toll free 1-800-397-4821.

If your complaint is related to the Farmers Electric Cooperative service rather than its rate, and Farmers Electric Cooperative does not resolve your complaint, you may request assistance from the Utilities Division at the following address/numbers:

### IOWA UTILITIES BOARD

Toll Free 1-877-565-4450 or 515-281-3839

Fax 515-281-5329

E-mail: [iub@max.state.ia.us](mailto:iub@max.state.ia.us)

(in "subject" area note: "Consumer Service")

### REGULAR MAIL

Customer Service

Iowa Utilities Board

350 Maple St.

Des Moines, IA 50319-0069

Bring this coupon to Ag Day and receive a free CFL light bulb.

Our booth is located in the Adair County 4-H building located at the fairgrounds in Greenfield.



**NOTICE:** *Only send copies of rebate information. To save money, the Cooperative will not send any rebate information back to you. Also, any rebate amount for \$200 or less will be applied to your bill to save the Cooperative money, and in turn save our membership money.*

## Winter Moratorium Ends

The winter moratorium ends April 1, 2010. If your account(s) are past due, you need to come in or call the office to make arrangements to pay by March 31, 2010, to avoid disconnection of your electrical service.

After April 1, 2010, we do not have to post your premise with a 24-hour disconnection notice. Disconnection may occur immediately. Take necessary steps now to avoid this situation.