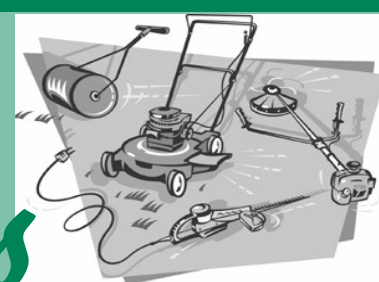




A Touchstone Energy® Cooperative

# West Central *Electric News*

April 2011



West Central Electric Cooperative, Inc. ~ Serving our members' needs since 1939

## WCE loses employee, friend, James 'Tut' Tuttle

West Central employees were saddened to learn of the sudden death of fellow employee James "Tut" Tuttle on Feb. 27, 2011.

Tut began working as a part-time meter reader at WCE in December 2005, and was hired full-time in September 2006 as custodian. He

had just received his 5-year service award from the cooperative.

Although his official title was "custodian," Tut also served as courier, landscaper, maintenance man, and in any other capacity in which he could lend a hand to his co-workers.

Tut always wore a smile that was infectious to those around him, and will be sorely missed by his extended cooperative family.

Tut is survived by his wife, Carolyn, and their five children Adam, Andrew, Laura, Sara and Jamie.



## Various payment options are convenient for members

For our members' convenience, West Central Electric offers several payment options for taking care of the electric bill:

**By Mail:** Members may mail in checks or credit card payments using the billing slip at the bottom of the monthly bill.

**In Person:** Payments may be made in either of WCE's two office locations -- in Higginsville at 7867 S. Highway 13, or in Oak Grove at 506 N. Broadway. Drop boxes are available at both locations for payments after hours or on the weekends.

Members may also drop payments at First Central Bank, 1310 S. Maguire in Warrensburg. The bank lobby and drive-through are available during normal banking hours for accepting payments, and members may also use the bank's night depository located in the drive-through area. **(This is NOT a marked West Central Electric drop box -- see photo at right.)** Billing slips **MUST** be included with payments.

Members in the Holden area may drop payments at F&C Bank on Highway 58 in Holden.

**Online:** Online payment options are available for members to pay by check, credit or debit card. Visit our website at [www.westcentralelectric.coop](http://www.westcentralelectric.coop).

**By Phone:** Members may call payments in to the Higginsville and Oak Grove offices to pay by check, debit or credit card.

**Auto Pay:** Another option available to members is to have their account set up to be automatically withdrawn from a bank account, or charged to a credit card each month.

Bankdraft payments are withdrawn from the account on the 15th of each month (or the next working day if the



**WCE PAYMENT DROP...**A reminder to members who prefer to hand deliver their monthly payments: Payments may be dropped off at First Central Bank in Warrensburg, 1310 S. Maguire (southern location). Members may deliver their payments via the bank lobby, drive-through, or the bank's drop box located in the drive-through area. The drop box is **NOT** a marked West Central Electric drop box like the one located at the former Service Center, but the bank's night depository.

15th falls on a weekend). Credit cards are charged the same way.

Members opting to participate in the auto pay program will continue to receive a bill each month, however, it

will state either "BANKDRAFT -- DO NOT PAY" or "CREDIT CARD -- DO NOT PAY."

To sign up for auto pay by credit card each month, return the billing slip with

your information and mark the "EVERY MONTH" box. To sign up for auto bankdraft each month, contact the cooperative at 800-491-3803 for a bankdraft form.



West Central Electric allocates capital credits for those purchasing electricity in 2010...page 2



WCE employees are honored for years of service, Miller & Rinne mark 30-year careers...page 3

**Take Control & Save**  
A Cooperative Effort for Energy Efficiency

Cooperative's Board of Directors approves rebate program changes to take effect April 1... page 4



**Headquarters:**  
7867 S. Highway 13, P.O. Box 452  
Higginsville, MO 64037  
1-660-584-2131 or 1-800-491-3803

**District office:**  
506 N. Broadway  
Oak Grove, MO 64075  
1-816-625-8211

**Website:**  
[www.WestCentralElectric.coop](http://www.WestCentralElectric.coop)

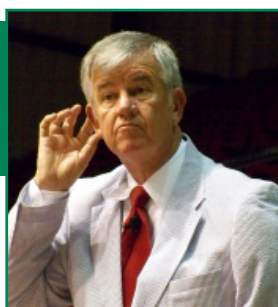
**24-Hour Number:**  
1-800-491-3803

**General Manager:**  
Mike Gray

**Board of Directors:**  
Donna Matthews, President  
Max Swisegood, Vice-Pres.  
Paul Nolte, Treasurer  
Robert Simmons, Secretary  
Dale Jarman, Asst. Sect.  
Charles Baile, Director  
Clark Bredehoeft, Director  
Ron Steelman, Director  
Stan Rhodes, Director

## Doug Rye Says...

### Conservation, energy efficiency and ‘going green’ are the right things to do



Everywhere I go people are talking about conservation, energy efficiency and just about anything “green.” Well, I say it’s about time because your electric cooperatives and I have been teaching you about those things for years.

Regardless of one’s thoughts about global warming or cap and trade, I think that all of us would agree that conservation, energy efficiency and going “green” are the right things to do. We work hard every day to help you have the most comfortable house possible and the lowest utility bills feasible.

We honestly believe that we can teach you how to make your existing house as energy efficient as possible. And we know we can show you how to build your new house to be the most energy efficient possible and at a feasible cost. Please understand that we want you to have the very best and we are not trying to sell you anything. But understand that we don’t fix your house nor do we build your house. You have to do it or see that it gets done.

At a “green” conference recently I

heard some members of the audience say that the government or the utility company should provide the funds for people to fix their houses. Well folks, it is our houses that need improvements and we are the ones who will benefit from making those changes so just “git ‘er done” and quit whining.

I guess I had better ease off a little bit by telling you how we can help you. We have proven through the Arkansas electric cooperatives’ Energy Efficiency Makeover program and the model home program that existing houses can be greatly improved and new houses can be built to be energy efficient.

It is interesting to note that all of the 20-plus model homes have operated at less monthly heating and cooling cost than projected. We doubt that it is possible to build a house any more efficient than these houses and we did it by using the available common-sense techniques that we have been teaching for years.

Just ask us and we will be glad to help you do the same. As always, you

can call me at my home office at 501-653-7931 or contact your local electric cooperative and we will be glad to point you on your way to making your home energy efficient.

P.S.: Remember, the greenest BTU of all is the one that you don’t use. And, yes, the crappie are biting.

Doug Rye, a licensed architect living in Arkansas and the popular host of the “Home Remedies” radio show, works as a consultant for the Electric Cooperatives of Arkansas to promote energy efficiency to cooperative members statewide. To order Doug’s video, call Doug at 1-888-Doug-Rye. More energy-efficiency tips can also be found at [www.ecark.org](http://www.ecark.org)

Listen to Doug Rye’s  
“Home Remedies” show  
Saturday mornings from  
9 a.m. to 10 a.m. on KXXK  
Radio, 105.7 FM.

## West Central allocates capital credits for 2010

West Central Electric Cooperative’s margins have been allocated to each member/owner who purchased electric energy in 2010, according to General Manager Mike Gray.

Because rural electric cooperatives’ business structure differs from investor-owned utility companies, the money WCE makes as margins (profits) is returned to the member/owners who use the service, rather than to unknown investors. The money is used as equity in the cooperative, and is returned to the members over time as determined by your board of directors.

West Central Electric tries to balance the system by staying financially strong while also returning the profits to its members over time. Each year, the board of directors decides how this will be accomplished.

You can calculate your own allocation for the year by using the formula in the box below.

The percentage used in the formula was determined by the total margins (profits) of the cooperative, and the total cost paid for our wholesale power in 2010. This year, your allocated amount for 2010 appeared on the electric bill you received the first part of March 2011.

If you have a non-rural/residential account, any questions regarding how to calculate your allocation, or if you do not know your year-to-date patronage, contact Sandy Starke at the Higginsville office at 660-584-2131 or 1-800-491-3803.

Total paid for electricity in 2010  
(Beginning with the amount due Feb. 15, 2009,  
and ending with the amount due Jan. 15, 2010.)

0.17743421264

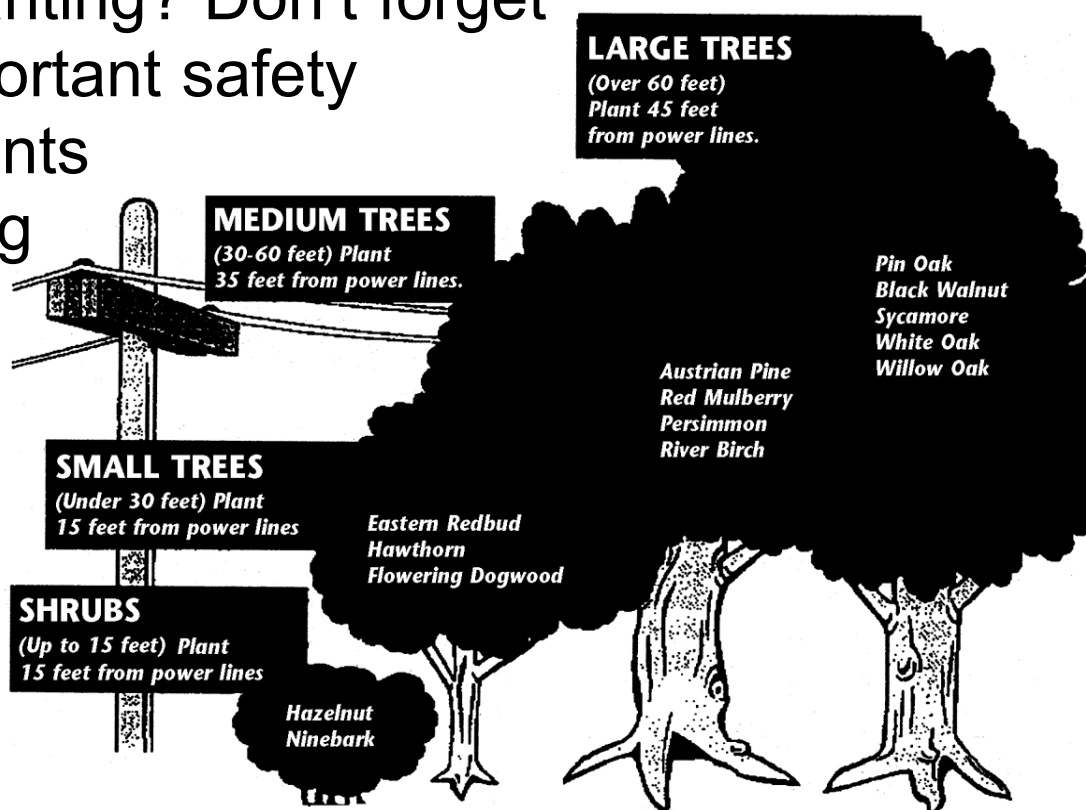
2010 allocation  
(Applies to rural/residential rate only.)

Example:

\$1,000 total billing for 2010

\$1,000  
X  
0.17743421264 =  
\$17.43  
2010 allocation

Spring planting? Don’t forget  
these important safety  
requirements  
for planting  
trees &  
shrubs  
near  
power  
lines!





# Rinne and Miller are honored for 30 years of service

In 1981, Ronald Regan was the new president, the L.A. Dodgers defeated the New York Yankees in the world series, West Central Electric membership numbered less than 6,000, and Jeff Miller and Sharon Rinne reported to their first day at work at the cooperative.

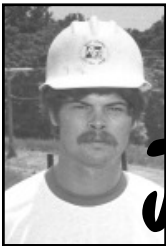
Over the next 30 years, the way they performed their jobs changed drastically with the development of new and better ideas and equipment. Rather than handwriting every service order on pre-printed pads, computers are now utilized to process service orders. Every office has a computer, and almost every truck sports a laptop. Most trucks have a bucket so not every pole has to be climbed. And, members are now paying their own bills over the Internet using readings taken by computer at the headquarters office.

Although many things have changed over the past 30 years, the dedication that Jeff and Sharon have to WCE and its members has remained constant.

WCE congratulates Jeff and Sharon on the milestone of 30 years of service to West Central Electric Cooperative.



DISTINGUISHED SERVICE...WCE General Manager Mike Gray (right) recognizes Line Foreman Jeff Miller (left) and Billing Supervisor Sharon Rinne for 30 years of service to the cooperative.



Jeff Miller, Line Foreman

*Hire Date:* Oct. 19, 1981  
*Hired As:* Groundman

Jeff began his career with WCE as a groundman at the Holden location. In November 1982, he was promoted to apprentice lineman. In October 1983, Jeff was transferred to the Oak Grove location where he advanced through his apprenticeship and became a journeyman lineman.

On July 26, 2001, Jeff became the foreman for the Oak Grove crew, the position he holds today.

Jeff and his wife, Bonnie, have three children, Holly, Amanda (Josh) and Kyle (Lizzie), and seven grandchildren. Tatien, Kiah, Jadis, Austin, Ty, Samantha and Logan.



Sharon Rinne, Billing Supervisor

*Hire Date:* Oct. 13, 1981  
*Hired As:* Receptionist & Cashier

Sharon's career at WCE began at the front counter of the Higginsville location greeting walk-in members, taking payments and fielding phone calls. Over time, she began processing employees' insurance claims and sending out material bills. In October 2003, Sharon was promoted to billing supervisor. She is responsible for returning daily service orders and sending out the monthly electric bills.

"I have seen a lot of changes in 30 years," she said. "When I began in 1981, the members had just stopped reading their own meters, and we hired meter readers. Now we no longer have meter readers because of a new system which allows us to read meters from the substations. Billing and record-keeping is no longer done manually. With all the new technology, everything is automated. Also, I have worked for seven different general managers."

Sharon and her husband, Tim, have two sons, Kyle (Amy) and Brett and a grandson, Spencer.



DISTINGUISHED SERVICE... Several WCE employees and directors were honored recently for their years of service to the cooperative. Front row (l-r) Linemen Zac Wallpe and Brandon Steffen--5 years of service. Back row (l-r) Director Paul Nolte--20 years of service, Serviceman Jeff Campbell--20 years of service and Custodian James Tuttle--5 years of service. *Not pictured:* Member Service Advisor Janette Blakely--10 years of service, Lineman Tim Frerking--10 years of service, Line Superintendent Randy Burkeybile--25 years of service and Director Clark Bredehoeft--20 years of service.



# After a long winter, it’s time to think spring safety

There’s no musical talent required to tune up for spring electrical safety. Just use your common sense and follow a few guidelines to enjoy the spring season safely.

- ◆ When you use electrical appliances and tools outdoors, make sure they are properly grounded and that your work area is dry.

- ◆ Make sure outdoor outlets each has its own waterproof cover.
- ◆ Remind your children never to climb utility poles or play near substations, pad-mounted transformers (you know, those “big green boxes,”) or any fence, building or equipment marked “Danger: High Voltage.”

- ◆ Don’t post or attach signs or flyers to utility poles. They create a safety hazard for our linemen who may need to climb the pole for routine maintenance or repairs.
- ◆ When power lines are nearby, use fiberglass ladders, not metal.
- ◆ Fly kites with dry string only. Never

fly kites or model airplanes near power lines. If a kite gets caught in a power line, drop the string immediately and call us.

- ◆ When planting trees or installing a fence, make sure to call before you dig at 1-800-DIG RITE.

Make it a safe spring!

## Show-Me Green Sales Tax Holiday...

# April is a great time to update appliances for energy efficiency

Once again, Missouri will have its Show-Me Green Sales Tax Holiday April 19-25 for the purchase of qualifying Energy Star appliances.

- ◆ Clothes washers
- ◆ Water heaters
- ◆ Dishwashers
- ◆ Air conditioners
- ◆ Furnaces
- ◆ Refrigerators and freezers

Some cities, counties and districts also may observe the sales tax holiday, adding to your savings.

Note that certain appliances are not in

the above list, specifically clothes dryers; trash compactors; and conventional ovens, ranges and stoves. The reason is these appliances are not currently rated under the Energy Star program.

### Tips on buying energy-efficient appliances:

If you plan to take advantage of the Missouri sales tax holiday April 19-25 for certain Energy Star appliances, here’s a refresher on features to look for and other considerations. Consider these

tips from the Missouri Department of Natural Resources, Energy Star and U.S. Department of Energy:

Look at life-cycle cost – In addition to the selling price of the appliance, consider its operating costs. The operating cost of a refrigerator over 15 to 20 years will be two to three times as much as you paid for the refrigerator. The purchase price plus the energy cost of running the appliance over its lifetime is the life-cycle cost.

Check out the formula for estimating energy consumption of appliances at [www.energysavers.gov/your\\_home/](http://www.energysavers.gov/your_home/)

appliances.

Study EnergyGuide labels – The yellow and black EnergyGuide label can help you select the most efficient model you can afford. The label will tell you the appliance’s annual usage in kilowatt hours of electricity or therms of natural gas.

Study Energy Star labels – All appliances must have an EnergyGuide label, but only energy-efficient ones qualify for an Energy Star label. Energy Star appliances typically use 30 percent less energy than other similarly sized models.

## \*\*Rebate Program changes take effect April 1, 2011\*\*

Several changes in West Central Electric Cooperative’s rebate program will take effect April 1, 2011 according to Member Services Manager Steve Moore.

Amounts of some rebates will change, as well as the qualifications on certain types of equipment.

Basic requirements for members to qualify for rebates continue to be:

Rebates shall be offered to members

of West Central Electric Cooperative who reside in a permanent residential structure constructed on a solid foundation on property owned by the member and served by the Cooperative. No rebates will be given for equipment which does not meet the criteria for this program, as established by West Central Electric Cooperative and Associated Electric Cooperative, Inc.

Applications for rebates must be

submitted to West Central Electric Cooperative **WITHIN 60 DAYS OF PURCHASE**, along with a copy of the original dated and paid receipt for the item(s) to be rebated, and any other required information listed for specific equipment. (For example GSHP rebates require a Manual J calculation.)

Mail completed application, receipts and any other required documents to

West Central Electric Cooperative, Attention: Rebate Department, P.O. Box 452, Higginsville, MO 64037

West Central Electric Cooperative reserves the right to conduct on-site verifications of equipment to determine compliance.

Complete details and applications are available at:

[www.westcentralelectric.coop](http://www.westcentralelectric.coop)

### Electric Water Heaters

***Rebate: \$50***

Eligibility Requirements:

- ◆ Rebates are available for new and existing homes or structures.
- ◆ The efficiency of the new unit must be .90 or greater.
- ◆ If the new unit replaces an old unit, the efficiency of the old unit must be less than .90.
- ◆ Tankless water heaters are not eligible. Hybrids are not eligible.
- ◆ No rebates for replacement of a gas unit
- ◆ Limit two (2) rebates per address

### ENERGY STAR-rated Room Air Conditioners

***Rebate: \$50***

Eligibility Requirements:

- ◆ Rebates are available for new and existing homes or structures.
- ◆ Rebate will apply for the purchase of a new ENERGY STAR-rated unit or for the replacement of an existing unit
- ◆ Limit one (1) rebate per address

### Ground Source Heat Pump

***Rebate: \$750/ton***

Eligibility Requirements:

- ◆ Rebates are available for new and existing homes or structures.
- ◆ Minimum EER rating of 17.1
- ◆ Minimum insulation requirements are: R-13 walls, R-38 ceiling (Manufactured, double-wide mobile homes and modular homes may not meet the insulation requirements and may not be eligible.)
- ◆ Maximum tonage eligible for rebate is: 50 tons commercial, 10 tons residential
- ◆ Manual J calculation is required with Delta T of 70
- ◆ For replacement of the indoor GSHP unit ONLY (no loops) rebate is \$150 per ton

### Dual Fuel Heat Pump

***Rebate: \$150/ton***

Eligibility Requirements:

- ◆ Rebates are available for new and existing homes or structures.
- ◆ May replace electric resistance heat
- ◆ May replace existing dual fuel heat pump
- ◆ Dual fuel heat pump must have back-up automatic thermostat-controlled, natural gas, propane or fuel oil heating system for supplemental heat. NOTE: Wood-burning systems are NOT eligible as back-up for heating.
- ◆ Add-on heat pumps will qualify for rebates.
- ◆ Unit must be a minimum ENERGY STAR rating of 15.5 SEER.

### ENERGY STAR-rated Clothes Washer

***Rebate: \$100***

Eligibility Requirements:

- ◆ Rebates are available for new and existing homes.
- ◆ Electric water heating must be present in the home.
- ◆ Rebates will apply for the purchase of a new ENERGY STAR-rated clothes washer, or for the replacement of an existing unit with an ENERGY STAR-rated unit.
- ◆ Limit one (1) rebate per address

### ENERGY STAR-rated Dishwasher

***Rebate: \$50***

Eligibility Requirements:

- ◆ Rebates are available for new and existing homes.
- ◆ Electric water heating must be present in the home.
- ◆ Rebates will apply for the purchase of a new ENERGY STAR-rated dishwasher, or for the replacement of an existing unit with an ENERGY STAR-rated unit.
- ◆ Limit one (1) rebate per address

**\*Rebate program is subject to change periodically. Please contact WCE prior to purchase to verify qualifications.**

