

PHONE NUMBERS & HOURS

Local..... 765-473-6668
Toll Free..... 800-844-6668
Fax..... 765-473-8770
E-mail mcremc@mcremc.coop
Website www.mcremc.coop
Call Before You Dig..... 811
Office hours: 7:30 a.m.-4:30 p.m.
Monday-Friday

CUSTOMER CONTACTS

James Yates
Chief Executive Officer

Robert Schwartz
Director of Operations

Charles Lewis
Director of Office Services

Jody Long
Director of Finance and Accounting

Susan Wagoner
Director of Marketing

TO REPORT AN OUTAGE

- Check circuit breakers or fuses first.
- If possible, check to see if neighbors' lights are also out.
- Phone 765-473-6668 or toll free 800-844-6668 24 hours a day and report the outage. Give the name the service is listed under. If possible, give map location and account number from bill.
- Give us your phone number in case we need to call you back. State the problem, such as loss of power, partial power, dimming or flickering lights.
- Please be patient. Our crews will restore service as quickly as possible.

BOARD OF DIRECTORS

Charles W. Wilson, president
Donald E. Willson, vice president
Paul D. Childers, secretary-treasurer
Mark B. Hahn
D. Marion Hopkins Jr.
Dennis Jim Savage
Fred Warner

Are you a winner this month?

Here on these blue-edged pages, four account numbers are hidden. Find your account number, and call us during office hours by the last working day of the month, and a \$20 credit will appear on a future month's bill. Wondering what your account number is? Check your Miami-Cass REMC bill. It's on there twice. Every month, four members have a chance to win!

CEO COMMENTS

Devastating storm hits us

In my 40-year career with Miami-Cass REMC, I can't recall a more freakish snow storm than the one that devastated our service area Tuesday afternoon, Nov. 29. In fact, one of our more seasoned linemen, Mike Long, noted it may have been the worst storm he's worked in his 35 years at the co-op.

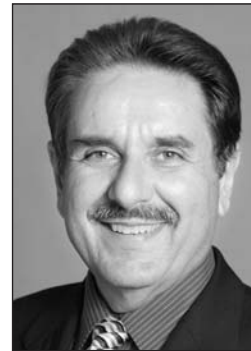
Many reading this article were unaffected by this storm, for which I am thankful. However, lots of others weren't as fortunate. Some experienced outages lasting only a couple hours, while others were in the dark for up to four days.

Before I comment further, I want to sincerely thank every REMC employee — from the linemen in the field, to the office staff who worked many extra hours, to our management team. I especially want to recognize Rob Schwartz, our director of operations, for the countless hours he worked to make sure everyone got to where they were needed to restore power as quickly as possible. I am also pleased to report all of the emergency restoration work was completed safely, without as much as a scratch on any of the workers!

At the peak of the storm on Tuesday night we experienced our largest number of members without power when Duke Energy's transmission lines to three of our seven substations failed, resulting in 1,955 members being plunged into darkness. During that same time, we estimate another 1,000 members lost power due to broken power lines and poles. The primary cause of the problems stemmed from extremely wet snow collecting on our power lines, wherein the smaller wires couldn't withstand the weight and broke, also causing some poles to break as well. Our engineer estimates it takes 1,500 to 2,000 pounds of force to break these lines — which gives you some idea of what we experienced.

By 3 a.m. Wednesday morning, we had successfully restored power to all of our substations and main feeder lines. However, this still left over 1,000 members without power for an extended time. Starting at daylight Wednesday morning, we began seeing linemen and bucket trucks from other utilities coming to assist us with the restoration process. At one point, we had 13 additional bucket trucks and 31 linemen, in addition to our own employees, working to get your electricity restored.

Restoring power, in severe cases like this, requires that our operations staff utilize all the resources at its disposal. It also requires



James Yates
Chief Executive Officer

concentrated attention to safety when so many linemen who are working are not familiar with our distribution system.

One comment heard over and over was, "I saw REMC trucks drive by my home, and they didn't get my lights back on." In all storms, not just this one, we prioritize restoration service. In other words, we start at the substation (the source) and work our way out — main lines first, secondary lines next and small tap and individual lines last. Working this way, we return power to the largest number of members in the shortest amount of time.

This also means our crews may drive by your home during our efforts to restore service to the maximum number of members.

Another concern we heard is that our phone always rings busy. There are many reasons for this. Primarily, it is because it is impossible to have enough phone lines or people to answer calls when you have nearly 3,000 REMC members calling simultaneously to report an outage. Our after-hours answering service has up to 30 lines for our use. But in extreme cases like this, even the local phone system can get overwhelmed with the sheer number of calls.

We realize communications is very important on a day-to-day basis, but imperative during these extreme situations. We have scheduled a meeting with our after-hours answering service to discuss this issue and to see if there is a reasonable and affordable solution. We plan to replace our existing telephone system in the REMC office the first quarter of 2012 to make better use of new technology. This was already budgeted prior to the November storm. 1410

Along with more traditional methods, we utilized social media as a way of updating our membership. We updated our Facebook page daily along with our REMC website. We also gave live updates on WARU, WSAL and WWKI radio stations, and several of you sent e-mails to let us know you were without power.

We realize that we'll never arrive at the perfect solution to the problems that arise during these unusual circumstances, but we will investigate all reasonable solutions to improve our communications process during these worst case scenarios. Even though this was an unusual situation, let me assure you we will do everything within our power to use

please turn to page 9D

How co-ops prioritize repairs after a major storm

Whenever the electricity goes out, we've come to expect service will be restored within a few hours at most. But when a major ice storm or tornadoes cause widespread damage, longer outages cannot be helped. Line crews work long, hard hours restoring service, but it's a task that needs to be done methodically to be done safely. 2802

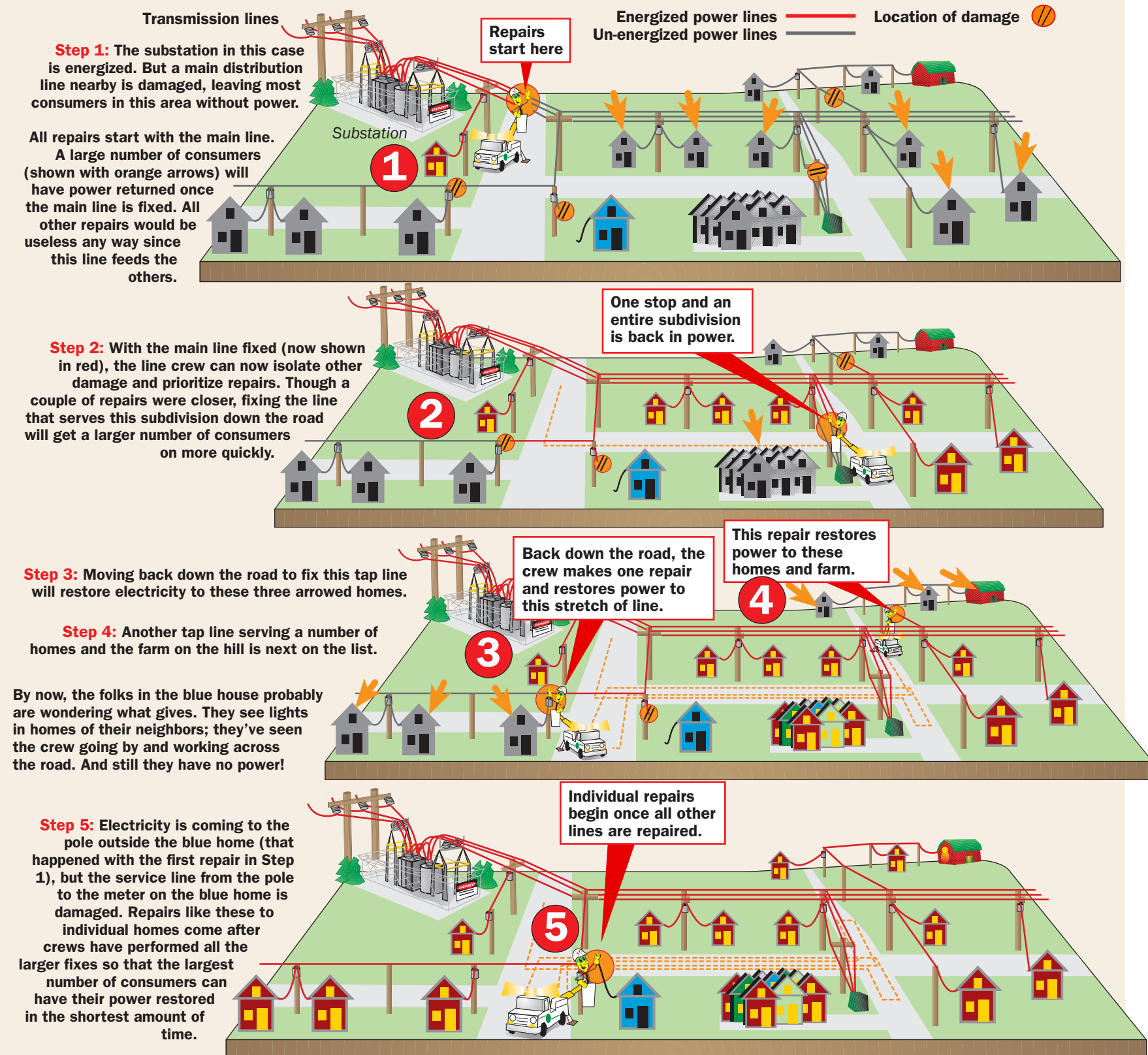
Here's a refresher course, reprinted from a few years ago, on how electric cooperatives go about the task of restoring service.

Every co-op follows a basic principle when it comes to restoring power: priority goes to the lines that will get the most people back in service the quickest. This usually begins with main lines and continues out to tap lines and then to individual service lines.

Exceptions may be made for people on life-supporting medical equipment. Notify your co-op immediately if someone in your family uses such equipment, and always have a backup generator ready.

A major storm has just hit the countryside.

Here's a simplified look at how your electric co-op typically goes about the task of restoring power.



November snow storm damage photos



Heavy snow blanketed power lines causing them to sag and eventually break.



Ice and snow accumulated on power lines between five and six inches thick making restoration difficult.



Crews from across Indiana came to help restore power to our members. 274900

For more photos of the November storm, visit our website at www.mcremc.coop or our Facebook page at www.facebook.com/mcremc



Linemen worked from 6 a.m. to midnight for four days to restore power to all our members.



Forty poles were broken and at least 200 miles of power line were damaged during the storm.

CEO COMMENTS

continued from page 7D

this opportunity to learn how we can better improve our response to your needs during these difficult times, as well as during other times. This storm also helped us focus on some weak spots in the electrical distribution system. Most of these areas are currently being addressed, and we'll continue to address them in the future.

I realize this was a very trying time for many of you, and we sincerely appreciate your patience during those extended outages. We are also very grateful for the thank you notes and well wishes we received during this storm.

CLIP AND SAVE!

Where can you obtain information during extended power outages?

Miami-Cass REMC will provide updates through the following sources:

Peru Tribune
Mi Tunes 101.9 FM
WARU 1600 AM
WLHM 102.3 FM
WHZR 103.7 FM

Logansport Pharos-Tribune
The Bash 105.9 FM
WWKI 100.5 FM
WSAL 1230 AM
WROI 92.1 FM



Miami-Cass REMC's website — www.mcremc.coop
Miami-Cass REMC's Facebook page — www.facebook.com/mcremc

BOARD UPDATE

Your board of directors at work: Results from the November meeting

1. Counted seven board members present.
2. The November 2011 WVPA board report was presented by Fred Warner.
3. The board discussed the Indiana Statewide annual meeting activities.
4. The legal report was presented by REMC attorney Jeremy Fetty.
5. The CEO's monthly report was presented by Jim Yates.
6. Reviewed annual pole testing report.
7. Minutes of the previous board meeting were approved.
8. October monthly operating, marketing and safety reports were reviewed and approved.
9. The October 2011 monthly director's summary and budget were reviewed and approved. 212600
10. Continued REMC building renovations discussions.
11. Approved CEO compensation for 2012.
12. Reviewed employee benefits for 2012. No change in benefit levels were proposed for next year.
13. Set the next board meeting for Thursday, Dec. 22, at 9 a.m.

Sixth graders, energize your summer!

Four FREE days of fun camp activities are available to sixth graders at:

Touchstone Energy Camp June 6-9 at Camp Tecumseh



- Learn about leadership and the cooperative spirit
- Horseback riding
- Make new friends
 - Archery
 - Canoeing
- Arts and crafts
- Rock wall climb
- Swimming
- Best of all, have fun!

Applications available at
Miami-Cass REMC and online at
www.mcremc.coop.

Applications are due Feb. 24.
765-473-6668 or 800-844-6668

ELECTRIC WATER HEATER PROGRAM effective 1/1/2012

FREE service is provided on electric water heaters during normal business hours, excluding plumbing repairs.

Miami-Cass REMC has discontinued stocking water heaters. Instead, we now provide our members with a bill credit on the purchase of a new electric water heater that meets the following guidelines:

- Replacing an existing electric water heater qualifies member for \$100 bill credit.
- Replacing a gas water heater with an electric water heater qualifies member for a \$125 bill credit.
- Installing a new electric water heater in a new qualifying building qualifies member for a \$125 bill credit.

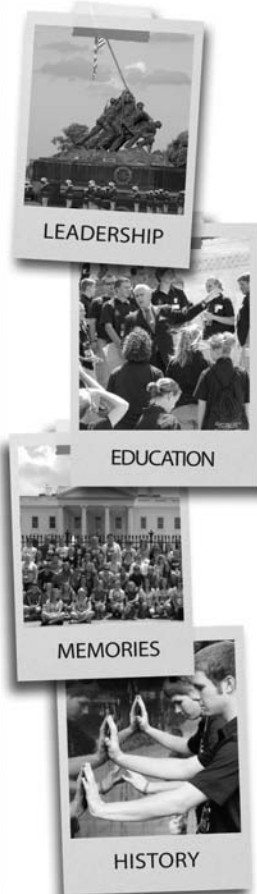
To qualify for a second water heater and earn a \$50 bill credit, a member's home must meet one of the following guidelines:

- Have six or more people living in the residence.
- Have 3,000 square foot or more of living space.
- Have a geothermal system with desuperheater.

Qualifications for bill credit:

- Member must allow us to install a load management switch if needed.
- Water heater must be inspected by REMC personnel after installation.
- Member must submit invoice within six months of purchase.
- Member can have no more than two water heaters per account.
- Member must sign a water heater agreement form.
- Water heater must be new and 40 gallons or larger with at least a six-year warranty on the tank and be a minimum efficiency rating of .90 EF.
- Water heater must not be installed in a mobile home.
- Water heater must be installed within our service territory.
- Water heater must be fueled only with electricity. If any other fuel source is used, the water heater does not qualify for bill credit.

Prior approval is required on the replacement of a current electric water heater unless it is more than 20 years old or leaking.



JUNE 13-21 2012 WASHINGTON, D.C.
APPLY NOW FOR THIS ALL-INCLUSIVE TRIP OF A LIFETIME

Indiana's electric cooperatives want to spark the imagination of the state's best and brightest high school juniors by sharing a little history, a little knowledge and a little inspiration during the annual Rural Electric Youth Tour to Washington, D.C.

Delegates will join thousands of high school juniors from across the country in an all-inclusive trip to Washington, D.C., to see our nation's capital. If interested:

- Completed application and essay must be submitted to the cooperative by Feb. 24.
- Applications available at Miami-Cass REMC or online at www.mcremc.coop.
- For more info, call 473-6668 or 800-844-6668.

miami-cass remc
A Touchstone Energy Cooperative

