

PHONE NUMBERS & HOURS

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Toll Free..... 800-844-6668
Fax..... 765-473-8770
E-mail mcremc@mcremc.coop
Web Site..... 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

Miami-Cass REMC earns good grades from members

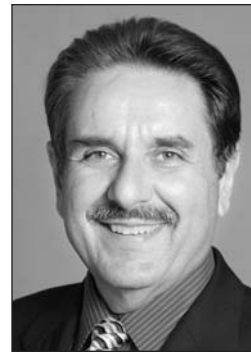
It's always great to see those good report cards your kids bring home from school. Here at Miami-Cass REMC, just like those young folks, we like to see good grades from you, our members.

Like your kids, I'm happy to report that we received some "good grades." As a member-owner of Miami-Cass REMC, you should expect that to be the norm, just like you expect it from your kids. When it comes to providing you with quality service and making sure you're satisfied, you should receive nothing but the best from the Miami-Cass REMC team.

The "report card" Miami-Cass received was actually the result of a survey our power provider, Wabash Valley Power Association (WVPA), conducts annually with a portion of its members. The primary purpose is to help determine future power supply needs. However, the opportunity is also taken to see where Miami-Cass REMC falls in the American Customer Service Index (ACSI). The ACSI report is a national economic indicator that measures the satisfaction of consumers across the U.S. economy.

The ACSI interviews about 80,000 Americans annually and asks about their satisfaction with the goods and services they consume. Respondents are screened to cover a wide range of business-to-consumer products and services, including utilities. By including these ACSI questions in its survey, WVPA can compare its member cooperatives to other cooperatives across the country, as well as comparing the service standards of WVPA co-ops to those of investor-owned or municipal utilities across the country.

Respondents to WVPA's survey of Miami-Cass REMC members were asked to indicate how satisfied they were with their utility and how well their utility measured up to their expectations and to their image of the ideal utility company. The survey also asked how likely the respondents would be to stay with their utility in a deregulated environment. Ratings



James Yates
Chief Executive Officer

were made using a 10-point scale, with "satisfied" ratings comprised of the combined scores of 8s, 9s, and 10s.

What were the survey results? With an ACSI index score of 83, eight points higher than the 75 score for investor-owned utilities, Touchstone Energy cooperatives nationwide outperformed other utilities significantly in customer satisfaction.

For Miami-Cass, our members' ratings results were just two points below the national average for member satisfaction at 81 percent. And not only were we six points

above the national average for investor-owned utilities, but we were also in the top third of the member satisfaction scores for all of the Wabash Valley Power Association systems. And for that, we thank you.

It's rewarding to see our members recognize the hard work that Miami-Cass employees have been doing to provide you with the reliable and affordable electric service you deserve. This co-op has a dedicated, hard-working staff that truly cares about our members. 663018

It's even more rewarding to see that you're satisfied with our efforts. We do everything we can to be a good provider of electric service. We do everything we can to demonstrate our commitment to the communities we serve. We do everything we can to help educate and inform our members – one of the seven key principles that cooperatives follow. From trimming trees, to Operation Round Up, to Touchstone Energy Camp, Miami-Cass REMC is an actively involved cooperative that cares about what our members think, and we do our best to achieve the goals our members set for us.

Just like you enjoy seeing those good report cards from your kids, we like to see this good "report card" from you, the members. However, rest assured, we won't be satisfied with just a "good report card" but will continue to strive to bring home a perfect report card in the eyes of you, our member-owners.

The truth about tankless water heaters

Many of us have seen the advertisements for tankless water heaters. The ads promise big savings. But are they accurate?

Unlike a traditional water heater, a tankless model does not store hot water. It heats water only as it is used. Either one or a series of heating elements within the water heater is activated when a hot water faucet or valve is opened. The unit heats the water as long as this is open. When it is closed, the tankless unit stops heating the water.

Companies that make tankless water heaters generally cite four advantages of its design over a tank-type water heater:

- Unlimited (continuous) supply of hot water
- Instantaneous hot water if installed at point-of-use
- Reduced water-heating costs
- Small amount of space required for installation (usually wall-hung)

It is true that tankless water heaters do not require a lot of space. A large unit requires an area no larger than 24 inches square and extends from the wall by about 8 to 10 inches. But what about the other three claims?

Is it realistic to expect 'unlimited' hot water?

An unlimited supply of hot water may sound appealing, but it is not compatible with responsible water use, particularly in those areas of the country suffering from drought or chronic water shortages. Moreover, even the largest whole-house unit may not supply enough hot water for simultaneous multiple uses. Such a unit may be able to supply only two showers simultaneously, or perhaps one shower, a dishwasher, and a sink. If the users demand too much water, the temperature will drop. So a tankless system probably won't meet the needs of a large family.

Water temperature rise is determined by the kilowatt capacity of the heating unit, the water flow, and the temperature of the incoming water. As the incoming water temperature drops, or as the volume of water moving through the heater increases, the temperature of the heated water will decrease correspondingly.

The water temperature depends on the volume coming out of the faucet. If you turn on the faucet only enough for a trickle of water, it will be cold. If you open the faucet further, you will trigger hot water — the hottest you'll ever get. If you open the faucet to its maximum, the temperature will drop a bit. If you open more than one faucet, the water temperature should drop even more.



Kim Burton
Energy Advisor

Your home's electric service may need to be upgraded

Tankless electric water heaters usually require an upgrade in electrical service, something the home improvement stores often do not mention.

A tank water heater with 4,500-watt elements operates on #10 wire and a 30-amp circuit breaker. One whole-house tankless water heater has four 7,000-watt elements, for a total electrical load of 28,000 watts.

This load requires wire and a circuit breaker that will handle at least 120 amps, at a cost many times that of electrical service to a conventional tank water heater. The load also will require a larger and more expensive meter loop and main panel for the house. In some cases, the customer also must pay for wiring between the neighborhood distribution transformer and the electric meter. You may need to check with a licensed electrician or your electric service provider to determine if your home needs to be upgraded. 445300

Consumers who want to replace an existing conventional water heater with a tankless unit or add a tankless unit in a home remodeling project will incur initial installation costs much greater than for new home installations.

When a high amperage load comes on, voltage levels can be affected significantly. If a tankless water heater is installed in an existing home without upgrading the electrical service, low voltage or sudden voltage drops are likely to result in dimming or blinking lights and other problems. Some co-op customers complain about blinking lights after reportedly connecting 28-kW tankless units in homes with 150-amp services on 10-kW transformers.

Gas tankless vs. electric tankless

Gas tankless water heaters generally do not require the same upgrades to a home's basic services as an electric tankless water heater. However, the same considerations come into play when determining how many hot water faucets will be turned on at any given time and the distance of the tankless heater from the sinks and showers using the water.

It should be noted gas tankless water heaters are ENERGY STAR®-qualified. However, this ENERGY STAR label does not mean that traditional electric water heaters are not efficient. To determine if a product meets ENERGY STAR guidelines, the program looks at the product's potential to be improved. High-efficiency electric storage water heaters approach 100 percent efficiency and cannot be improved substantially.

Picking the right water heater

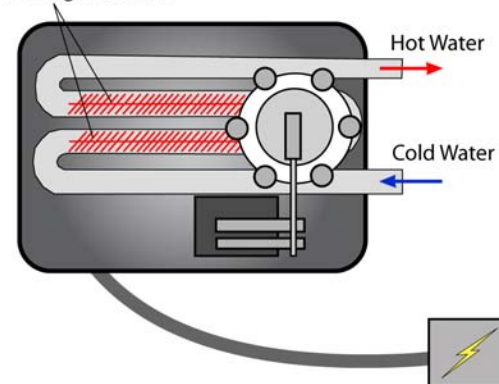
Consumers looking for an efficient water heater should consider a heavily insulated traditional-storage electric water heater. These water heaters are often the most cost-effective option over the product's life.

If you want to reduce your water heater energy costs, there are several avenues you can pursue. According to a report by Oak Ridge National Laboratory, measures such as tank insulation, temperature setback, timers, heat traps, and low-flow shower heads are more practical, much less expensive, and have a greater return on investment than installing a tankless water heater in an existing home with a conventional water heater. — *Cooperative Research Network*

Inside a tankless water heater

Unlike a traditional water heater, a wall-mounted tankless model does not store hot water. It heats water only as it is used with heating elements inside the water heater that are activated when a hot water faucet or valve is opened. Consumers can generally save more on energy costs by using traditional water heaters (with a tank) efficiently.

Heating Elements



Source: U.S. Department of Energy

**Happy Fourth of July from
all the employees and
directors of Miami-Cass
REMC!**

**In honor of the holiday,
our office will be closed
on Monday, July 4.**

Member installs first solar system on REMC lines

When Miami-Cass REMC member Peg Kolka moved to Logansport from Boston and built her new home three and half years ago, she wanted it to be as energy efficient as she could. Her desire was to use as much sustainable and natural resources as possible to help conserve energy and lower her energy bills.

She added a barn to the property about two and half years ago. The barn was built so solar panels could be easily added in the future to help provide electricity not only to the barn, but to the house as well. These panels were added this year on May 13.

Kolka chose solar panels because they were the most cost-efficient energy alternative available. She talked with three different alternative energy dealers in Indiana and eventually chose Green Alternatives, Inc. of Kokomo. She appreciated the fact the company is locally-owned, could act right away and used materials manufactured in the U.S. 303802

Photovoltaics (PV) use the material properties of silicon to create electricity directly from the sun. Silicon cells are combined in series and parallel configurations to create a panel with the desired electrical characteristics. A PV system can be installed as either an off-grid system or grid-tied system.

Off-grid systems allow a property to be powered independent of a utility company and require energy storage (batteries) to account for low-light periods. Grid-tied systems supplement the power purchased from the utility company and do not require storage. When energy is needed and none is available from the PV system, the property uses power from the utility.

The energy we use is measured in kilowatt-

hours (kWh). The average single-family home in Indiana consumes approximately 11,000 kWh per year. (A 100-watt light bulb uses 1 kWh for 10 hours of use.) In order to generate 11,000 kWh in one year with PV solar in Indiana, a system of about 7 kilowatts in size is needed.

The most common high-efficiency panel available today is rated at 230 watts. Twenty-eight panels, each rated 230 watts-peak, gives a system a rating of 6.44 kilowatts (kW). In full sun, a 6.44 kW array will generate 6.44 kWh in one hour. Central Indiana, on average, receives 4.2 hours of "peak sun" a day (more in summer and less in winter). Therefore, a properly installed and maintained 6.44 kW system could produce 27 kWh per day throughout the year, or 9,855 kWh per year.

Kolka chose a grid-tied 3.2 kW system which consists of 14 230-watt panels. This means it will produce approximately 50 percent of the property's total electrical needs. The system has an expected useful life of 40 years with an estimated return on investment of 15-20 years. This return on investment is calculated solely on the price of electricity at its current rate. If you include the increase in property value, as well as increased costs to purchase power, the return on investment drops significantly. The entire installation took only about six hours.

A benefit to the REMC is that PV systems generate the most power when the REMC is buying power at peak. On days when the system generates more than the property needs, the additional power can be "sold" back to the REMC to be used by other members.

If you would like more information about solar installations, contact our energy advisor Kim Burton at 765-473-6668 for more details.

George Tritt of Green Alternatives, Inc. installs solar panels on Miami-Cass REMC member Peg Kolka's barn. Fourteen of these panels were installed at her residence which will produce 50 percent of the property's total electrical needs.



BOARD UPDATE

Your board of directors at work: Results of the May meeting

1. Counted seven board members present.
2. Marion Hopkins updated the board on the legislative conference he attended in Washington, D.C.
3. The board reviewed the ISA annual Director's Per Diem and Cost Survey, which showed Miami-Cass REMC board-related expenses to be the sixth lowest in the state.
4. The CEO monthly report was presented by Jim Yates.
5. Minutes of the previous board meeting were approved.
6. April monthly operating, marketing and safety reports were reviewed and were approved.
7. The March 2011 budget and directors summary were reviewed and approved.
8. Selected Hopkins as voting delegate for NRECA director election.
9. Discussed member transfer question. No action taken.
10. Set the next board meeting for Tuesday, June 28, at 7:30 p.m.

Save the date!

**Plan to attend your 2011
Annual Meeting.
Saturday, Sept. 17,
Miami County Fairgrounds**

We hope to see you there!



www.mcremc.coop



Camp teaches about electricity and safety

Touchstone Energy Camp, held June 8-11 at YMCA Camp Tecumseh near Brookston, provided sixth graders from around the state a chance to learn about basic electricity, electrical safety, renewable energy and the role of an electric cooperative.

Learning was enhanced by doing creative and fun projects like a circuit board activity with the campers. In addition to learning about electricity, campers enjoyed traditional camp activities such as horseback riding, archery, swimming, and leadership skill development.

This is the ninth year that Indiana's electric cooperatives have sponsored the program. Several employees from the state's electric cooperatives also participated as camp chaperones, including Miami-Cass REMC employee Susan Wagoner. Jaune Day of Miami-Cass REMC helped by providing bucket truck rides for campers.

A highlight of the camp was a demonstration from Live Line Demo's Kyle Finley which showed the danger lurking in live power lines and provided instruction on what to do if encountering a power line in a car accident or other situations. Campers also found out what it is like to be a lineworker as they climbed a mock power pole, donned heavy safety equipment used by lineworkers to keep safe while working around electricity, and learned how linemen frame a pole with a cross arm and three-phase assembly. 111702

"The students left camp with an appreciation for the work of co-op employees," explained Wagoner. "Not only did they get to ride in a bucket truck, they saw what it was like to perform tasks while wearing safety gloves and using a lineworker's tools to grasp an eyehook, among other tasks."

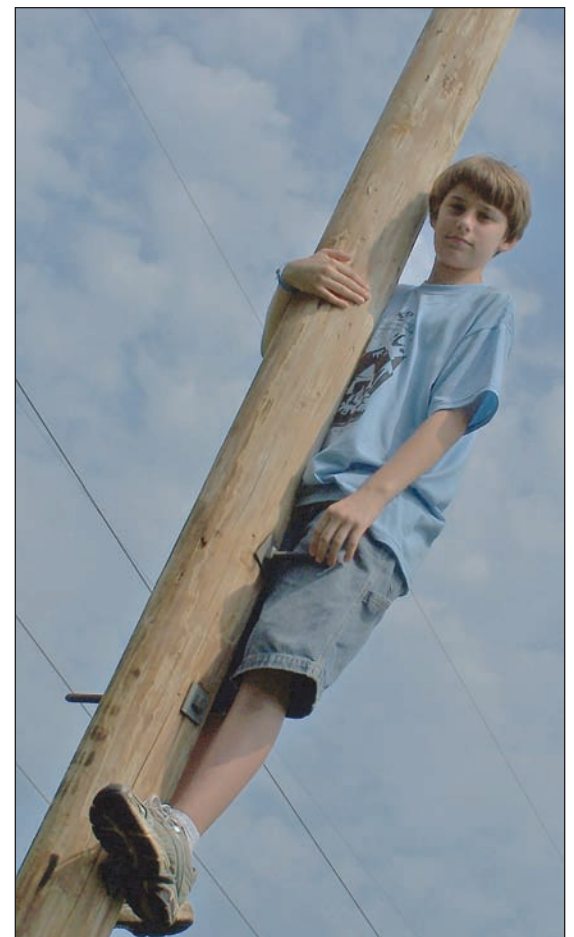
Additional camp pictures can be viewed at <http://picasaweb.google.com/TouchstoneEnergyCamp>.



Miami-Cass REMC was proud to sponsor eight students to Touchstone Energy Camp this year. They were, front row, from left, Jonah Gray, Gordon Slack, Jonathan Morgan and Wayde Willson. Back row, from left, Matt Holliman, Kristopher Kraning, Susan Wagoner (chaperone), Cretie Eckrote and Becca Knappen.



Gordon Slack, center, takes a bucket truck ride.



Matt Holliman learns how to climb a pole like a lineman.



Jonah Gray, left with glasses, participates in the circuit board activity at camp which helped campers learn more about electricity.



Becca Knappen gets ready to zipline over the camp's lake.



Right: Kristopher Kraning, right, enjoys playing on "Saturn" during lake time.