

PHONE NUMBERS & HOURS

Local..... 765-473-6668
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

Keeping you informed on some key initiatives at your co-op

As I thought about this month's column, several snippets of ideas came to mind – like how we dodged a bullet regarding the terrible weather predicted for early February. Granted, we had a lot of snow and very cold temperatures, but no crippling ice storm!

If we would have experienced a crippling ice storm, would you have been prepared to be without electricity for possibly an entire month? How would you have coped with temperatures of -10 F with no electricity? Do you have an emergency kit ready and waiting? Do you have a plan "B," plan "C" or even a plan "D?"

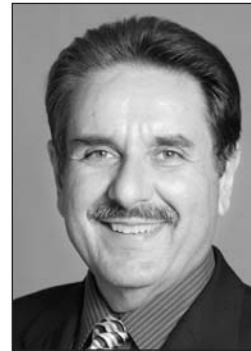
Now is the time to prepare, before it's too late. Along those same lines, my thoughts now turn to March and, oh yes, spring, which is only three weeks away. Both spring and winter have something in common – bad weather.

As destructive as ice can be to our lines and trees, spring storms can also bring their own destruction and damage. We at Miami-Cass attempt to prepare for both situations by designing the electrical distribution system to withstand Mother Nature's wrath. Tree trimming is also an important part of our preparedness. Whether we have winter's ice or spring's wind, keeping trees away from the power lines is a critical part of being prepared.

When the inevitable happens, we know keeping you, the member, informed is vital. During lengthy outages, affecting many REMC members, we work to get information to the local radio stations, so we can keep you updated. Today's technology also gives us other avenues to communicate with the membership. One such avenue involves the use of Facebook. 138201

During the inclement weather of early February, we were updating our REMC Facebook page daily. Like many, I don't claim to be a "techie." Yet, I find it easy to view our Facebook page. And you don't need to have a Facebook account yourself to view our page. Simply type www.facebook.com/mcremc into your web browser, and you will be directed to our page. It's that simple. Give it a try.

No electricity? You can use your "smart phone" to do the same thing. No smart phone? Use your regular cell phone or land line to call your kids or grandkids and have them look up the information for you! There's your plan B, plan C, etc.



James Yates
Chief Executive Officer

Technology continues to play an ever important role in our business. As many of you may be aware, we now use an automated system (AMR) to read your meter each month. Ironically, electric cooperatives are leading the way in this technology. Not only can we get a monthly reading, but we can get hourly meter readings. This becomes extremely valuable when our energy advisor needs to evaluate your monthly energy bill. This system will also play an important role in the new demand side management water heater and air conditioner control program you

will be hearing more about in the near future. Another area technology has made possible is our new E-Billing program we just introduced. With E-Billing, among other things, you now have the ability to have your paper billing stopped and receive an electronic billing notice via e-mail. You can visit our website at www.mcremc.coop for more information. We are currently updating our website, and we expect to have the new site up by the end of March. Be watching for it.

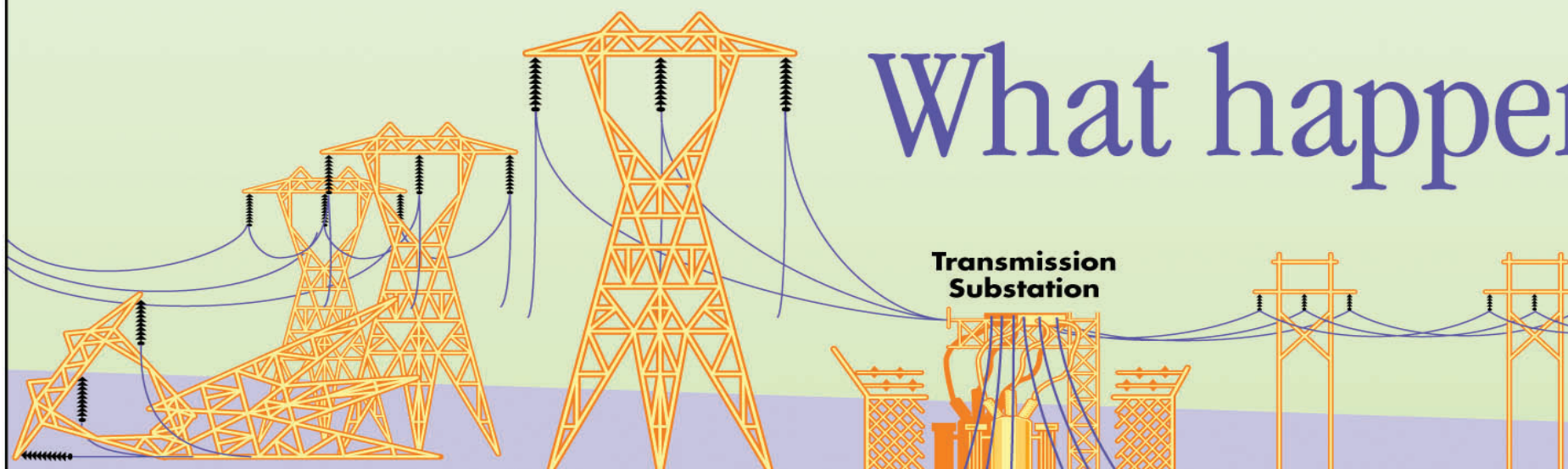
Spring is also the time of the year when our operations department begins planning most of its outside construction work. Each year, our operations staff prepares a comprehensive work plan identifying areas of the electric distribution system needing further upgrades or modifications. Part of the changes scheduled for 2011 will include the rebuilding of the line on State Road 16 from just west of U.S. 31 to Twelve Mile. This is being done to facilitate the widening of State Road 16 by INDOT. There are several other projects we will be undertaking in 2011 to replace some of our older wire and poles. While this is only a brief mention of our construction projects, our main objective is to provide you with reliable service at the lowest rate possible. 601113

For those of you at our annual meeting in September, you heard me mention a very small increase in our Wholesale Power Tractor (WPT) factor for 2011. At the January board meeting, the board approved a small increase in our WPT from .03 cents to .03050 cents.

In plain English, if you use 1,000 kwhs per month, you will see an increase of 50 cents or just under one half of one percent. The WPT is just as the name implies. Whenever we see

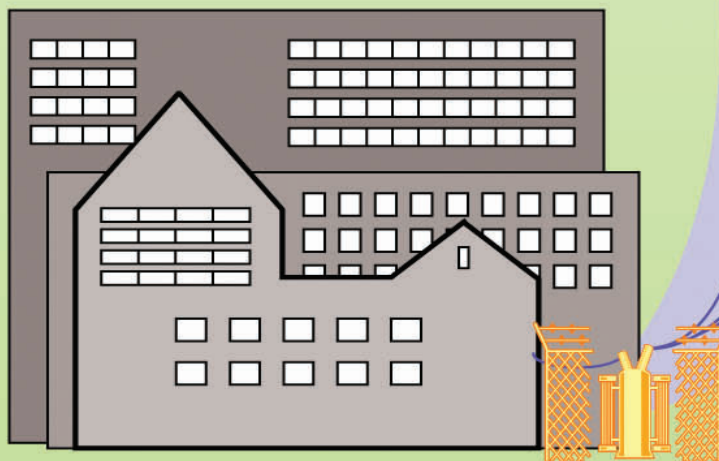
please turn to page 10D

What happens



High-Voltage Transmission Lines

1. Transmission towers and lines that supply power to one or more transmission substations rarely fail. However, when damage does occur—usually due to high winds or ice buildup—these towers and lines must be repaired before other parts of the distribution system are inspected, because they serve thousands (or tens of thousands) of people.

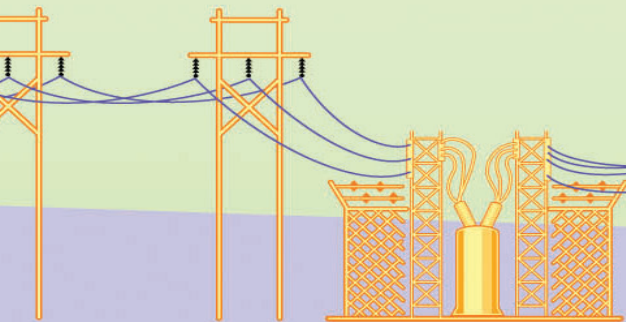


Large Industrial User

Restoring the power after a thunderstorm, tornado, ice storm or flood involves much more than just flipping a switch at a substation or pulling a tree off a downed power line. Highly trained workers from your rural electric cooperative, crews from neighboring co-ops and even specialists from the Indiana Statewide Association of Rural Electric Cooperatives will work together around the clock to restore service in areas affected by severe weather.

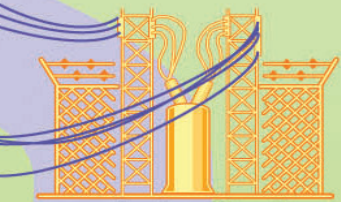
Shown here are the steps co-ops follow in restoring power. At each stage, the primary goal is getting the greatest number of co-op members back on line in the shortest time possible.

What happens during a power outage?



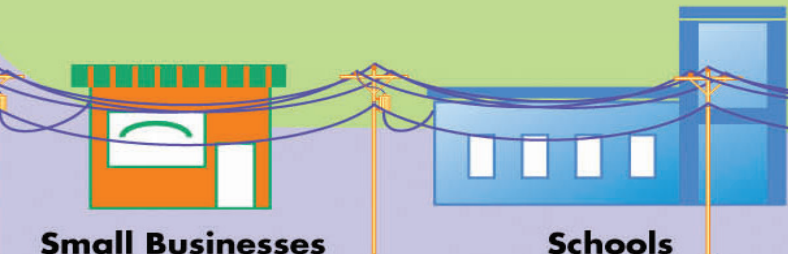
Local Distribution Substation

2. A co-op usually has several local distribution substations, each serving hundreds or thousands of co-op members. When a major outage takes place, these substations usually are checked first to see if the problem is in the transmission system to the substations or the substations themselves.



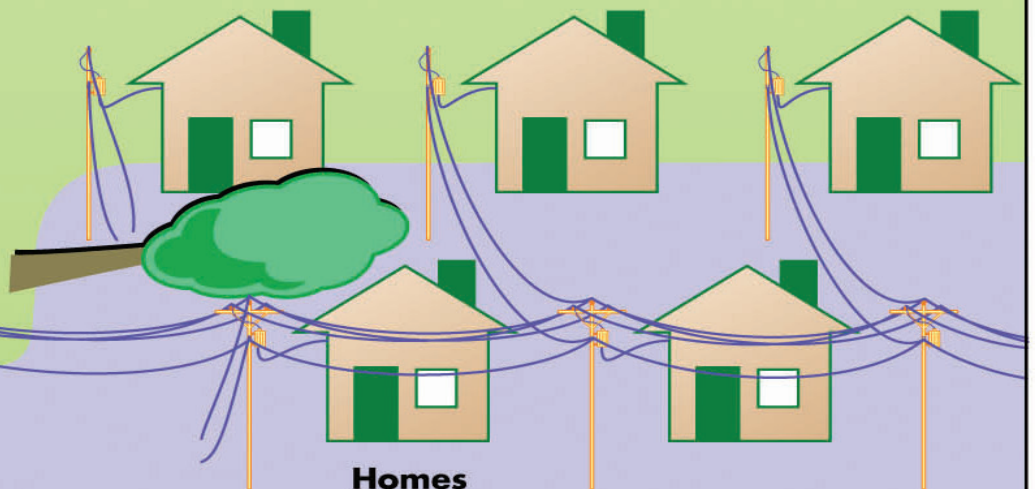
Local Distribution Substation

3. If the problem cannot be isolated at a local distribution substation, the next step is to check the distribution lines that carry power to groups of customers such as towns or housing developments. In Indiana, the largest cause of outages is fallen trees, which is why your co-op has an ongoing right-of-way maintenance program.



Small Businesses

Schools



Homes

5. Finally, isolated outages—caused, for example, by a damaged service line between a transformer and an individual home—are repaired. If you or a family member depend on life support, call your co-op before an outage occurs. Then your co-op can make every effort to prioritize power restoration to you—or can advise you to seek shelter elsewhere.



Make sure you report any outage to your electric co-op. This will help line crews isolate the problem and repair it as soon as possible.



Farms

BOARD UPDATE

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

1. Counted seven board members present.
2. Fred Warner presented the January Wabash Valley Board Report.
3. CEO report was presented by Jim Yates.
4. Minutes of the previous board meeting were approved.
5. December monthly operating, financial, marketing and safety reports were reviewed and approved.
6. The 2011 REMC Wholesale Power Tracker was set at .03050 cents, which represents an increase of 50 cents per month on the average member's bill.
7. Approved 2011 legal agreement with the Parr Richey Obremsky Frandsen & Patterson law firm from Lebanon, represented by attorney Jeremy Fetty.
8. Selected REMC scholarship committee for 2011 selection cycle.
9. Selected Warner as Wabash Valley's director representative for 2011-2012.
10. Selected Jim Yates as Wabash Valley member system representative for 2011-2012.
11. Selected Jim Savage as the delegate to the Wabash Valley Annual Meeting set for April 6.
12. Set the next board meeting for Tuesday, Feb. 22, at 9 a.m. 24106

Following the regular board meeting, a MCCI meeting was held.

1. Operations update by Susan Wagoner.
2. Minutes were approved from the Nov. 23 meeting.
3. Approved 2011 MCCI operating budget.
4. Next board meeting will be at the call of the board president.

CEO'S COMMENTS

continued from page 7D

an increase in our wholesale power supply cost, we tack it on dollar-for-dollar to you via the WPT charge that's part of your monthly billing. The last change in the WPT took place in September 2009. The REMC's last general rate increase was in June 2008 and amounted to approximately 5 percent. Normally, our general rate increases last approximately four years, so we'll be watching our margins closely to see if an increase in 2012 will be necessary. I will keep you informed as we get closer to 2012.

Spring forward!

Don't forget to move your clocks forward one hour! Daylight saving time begins Sunday, March 13.

Williams receives promotion

On Saturday, Jan. 29, Miami-Cass REMC's Brandon Williams was officially promoted to journeyman lineman during an Indiana State-wide Association of Rural Electric Cooperatives-sponsored ceremony held in Indianapolis.

Williams achieved this promotion after completing 8,000 hours of on-the-job and 576 hours of classroom instruction through the Rural Electric Apprenticeship Program. As a result of this training, he also received an associate's degree in applied science from Ivy Tech. He is currently pursuing a bachelor's degree in management through Indiana Wesleyan University.

Williams has been an employee of Miami-Cass REMC for five years. He started his career with the REMC as an apprentice lineman. Prior to this, he worked for six years as a pipe fitter for Dilling Mechanical. His primary responsibility at the co-op is maintaining existing overhead and underground wires/lines. As a journeyman, he is also responsible for helping to train apprentice linemen.

Williams resides in Walton with his wife, Jennifer, and their two daughters and one son. In his spare time, he enjoys hunting, fishing and spending time with his family.

When asked what he likes best about working at Miami-Cass REMC, Williams stated "the brotherhood of the line crew." Williams looks

forward to his new responsibilities and knows there is still much to learn.

It takes every employee to make a co-op run at its best, and we're glad to have Williams on our team. All of us at Miami-Cass REMC would like to congratulate Brandon on his achievement and wish him the best of luck in his new position.



Brandon Williams, center, is congratulated by Miami-Cass REMC's Director of Operations Rob Schwartz, left, and CEO Jim Yates, right, on receiving his promotion to journeyman lineman during a recent ceremony sponsored by the Indiana Statewide Association of Rural Electric Cooperatives.

4-H Electric Project Workshop

March 26

Partition Room

Main Street United Methodist Church, Peru

11 a.m.



Miami County 4-H Electric members!

Bring your 4-H Electric project and tools to this workshop. You'll have a chance to work on your project, receive hands-on assistance, and ask questions. 336400

For more information on this workshop, contact Kim Burton, Miami-Cass REMC energy advisor, at 765-473-6668 during business hours or Randy Payne, 4-H Electric superintendent, at 765-472-4942 on the weekend or in the evenings.

We hope to see you there!

Youth enrolled in 4-H Electric projects will learn many things during the workshop to help them complete the program.

- What is electricity?
- How is electricity made and distributed?
- Safety around electricity.
- What is magnetism?
- How much electricity do things use?
- Tips to know before starting your electric project.
- See completed projects.
- Ask questions of judges and your electric superintendent.

Scholarship applications are due this month

Applications for the Miami-Cass REMC scholarship are currently available at the REMC office or on our website, www.mcremc.coop.

Applications may also be obtained in the guidance offices of the following schools: Caston, Lewis Cass, Logansport, Maconaquah, North Miami, Oak Hill, Peru and Pioneer.

Applications are accepted until March 18.

