



Wishing you a

*Merry
&
Bright*

Christmas season.

The employees and board members would like to wish you and your family a safe and happy Thanksgiving, Christmas, and New Year!

Exclusive discounts for NREMC members

As a valued electric cooperative member, you can access *free*, exclusive discounts and deals at stores and businesses where you're already shopping. Getting a bargain is simple—show or mention your Co-op Connections Discount Card or app to participating merchants and receive their advertised special. These include local restaurants, florists, entertainment venues, and services like automobile repair, carpet cleaning, car rentals, hotels, and more! There are also plenty of offers for national chains, so keep your card or app handy if you're traveling during the holidays.



You'll find a complete listing of deals and offers at nremc.com/deals.



Cleaning your gutters? **Read this first.**

When leaves clog your gutters, it's only natural to want to clear them out. However, it is imperative to be vigilant about the proximity of power lines when cleaning your gutters.

Power lines often run above or near the roofs of your houses, which poses a significant risk when working nearby, especially when using ladders and tools. Always visually inspect the surrounding area for overhead lines and maintain a safe distance away.

Touching power lines, even when wearing gloves or using tools, will cause an electric shock that may cause severe injury or even death. Please take extra precaution when working on your gutters.



Winterizing your home before the bitter chill

Old Man Winter is knocking on our doors! Is your home and its electrical service ready for winter? The best time to find out is long before you hear about the season's first approaching winter storm.

Taking a little time to prepare your home for colder weather has many benefits. You can take comfort in knowing your family will be warm when those icy winds begin to blow. And, even more importantly, you'll be confident that your house will keep you and your family safe on the chilliest and snowiest nights. We've put together some tips to keep in mind as you're winterizing your home this month.

- As leaves fall, notice if your property's tree limbs are close to power lines. Tree branches can fall and snap your power lines during a winter storm. Call NREMC if you think tree limbs are too close to overhead power lines, and we can remove those safely for you.
- Check your furnace or heat pump before you need it. Make sure filters are clean. If you notice odd sounds or smells coming from your furnace or heat pump, turn it off and call a service technician. Mechanical problems can lead to fires. Furnaces that use combustion can also release gases, such as carbon monoxide.
- Winterize electrical outlets on outside walls with insulating covers by carefully selecting outlet kits made to fit. Turn off power to each outlet and check for loose wires or connections that could cause shocks or electrocution. If an outlet wiggles or seems to have loose wires, have a qualified electrician make repairs.
- Before you use appliances or tools that haven't been used in a while, inspect cords, plugs, and outlets to ensure everything is in good working condition. Frayed or damaged cables can become a fire or electrocution hazard.
- Have working flashlights or battery-powered lamps with fresh batteries on hand in case of a power outage.
- Last but certainly not least, test your smoke and carbon monoxide detectors. Check that you have these detectors installed outside of all rooms in your home, ensuring the safety of everyone in the house.

Would you like to learn more about electrical safety? We keep our blog updated with the latest safety information and money-saving energy tips.

Read more on the blog at nremc.com/blog.



'Tis the season for capital credits

It's that time of year again when being part of an electrical co-op pays off, literally. One of the best things about being a co-op member is that you are not simply a customer but rather a member-owner. Your financial contribution (paying the bill) keeps your lights on but also helps run the co-op that powers more than 30,000 people in this community. A portion of that financial contribution is returned to you each year in the form of capital credits. Each member will receive a different amount based on how long you've been part of the co-op and how much energy

you have used. Starting in December, you can go to the capital credits lookup tool at nremc.com/credits and see how much being a member pays you back! You can find the credit on your December bill.

Celebrating Co-op Month with community projects

October was National Co-op Month! To celebrate, we participated in various community events to celebrate our co-op principle, Concern for Community.



On Co-op Community Day, we had a group help set poles at Izaak Walton League of Fort Wayne and also helped organize the furniture barn at the Salvation Army of Whitley County. Twenty-two of Indiana's electric cooperatives completed a project that met a specific need within their service area.



For the United Way Day of Caring, a team of employees spent the day cleaning and organizing different enrichment rooms at Easterseals Passages in Columbia City.

We surprised the kids at Miami Village Community Center, part of Mission 25, with a collection of items donated by NREMC employees in one of our big trucks! Damon, one of our member services representatives, raised money to help this after-school program in Whitley County. The kids were so excited!

Last month, you may have seen an NREMC table at the Homestead vs. Carroll High School football game. Members were given a \$5 concession voucher after visiting our tent as a way to say thank you to our members.

And finally, we ended October with our annual member appreciation night at Kuehnert Dairy Farm. To see all the photos from our Co-op Month, visit our Facebook page.



View more photos at facebook.com/nremc.

Celebrating the people behind your power

As 2023 comes to an end, we'd like to acknowledge the employee milestones we've celebrated this year.



Lee MacSorley
30 Years



Keith Sievers
25 Years



Jeff Uher
25 Years



Amanda Weber
25 Years



Stephanie Kerschner
25 Years



Brad Zumbrun
20 Years



Deanna Kissinger
20 Years



Kristy McCutcheon
15 Years



Matt Slone
15 Years



Brent Buckles
5 Years



Heath Lortie
5 Years



Don't forget that your bill might arrive later than usual due to the busy holiday season.

'Tis the season for delayed mail delivery. Please remember that your bill could arrive later than usual during November and December because of the heavy volume of mail and packages at the post office. This also means you should allow additional time for your payment to reach us.

This is a great time to sign up for paperless billing so your bill arrives in your inbox as a PDF instead of in your mailbox. Once enrolled, you will receive an email that your bill is due, and you can view it online.

Sign up at nremc.com/paperless.



Busy? We can help.

Automatic payment is the easiest way to ensure your electric bill is paid on time every month. Plus, it's one less thing to think about during these busy holiday months!

Sign up now at
nremc.com/autopay.

Upcoming Holidays

Our lobby will be closed on the following days:

Thanksgiving
November 23 & 24

Christmas
December 25 & 26

New Year's Day
January 1

Don't forget that you can always access your account online 24/7 at nremc.com or call us at any time.

Contact Us

memberservices@nremc.com

888-413-6111
nremc.com



UTILITY SCAM AWARENESS MONTH

Many electric, gas, and water customers throughout the country are being targeted by utility scams daily. Do you know how to recognize a scam?

Scams are constantly evolving, and we want to make sure you can recognize one if anyone is ever impersonating NREMC.

When making a payment, our member services team will transfer you to a secure automated system that is a safe place to enter your information.

Scammers often suggest unusual payment methods like digital payment apps, crypto currencies, or money transfers. We never ask for any of these, including wire transfers, prepaid debit, or gift cards.

Utility bill assistance scams are also out there. This happens when someone reaches out to you claiming to be a (fake) federal program that can help pay your utility bill. The scammer will ask for personal information like your social security number. The scammer will then promise to get back to you, but instead, they use your private information to steal your identity.

If a phone call ever sounds suspicious, call us anytime at 1-888-413-6111.

**HOW TO
AVOID A**

SCAM

SLOW DOWN. SCAMMERS WILL PRESSURE YOU TO ACT FAST AND DEMAND IMMEDIATE PAYMENT.

HANG UP. IF SOMETHING DOESN'T SOUND RIGHT, HANG UP AND CALL US.

AVOID CLICKING ON ANY LINKS OR DOWNLOADING ATTACHMENTS FROM SUSPICIOUS EMAILS OR TEXTS.

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LIGHTPOST

November/December 2023

NORTHEASTERN REMC
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888-413-6111 nremc.com