

Avoiding calls from numbers you don't recognize?



We don't blame you!

Be sure to save our phone number as a contact in your phone.

888-413-6111

It's important that we know how to contact you regarding:

Planned maintenance and outages

Power outages

Outage restoration

Account information

Please log into your online account and check your details so we can reach you. You can also email us at support@nremc.com or call us at **888-413-6111** to update your contact information.

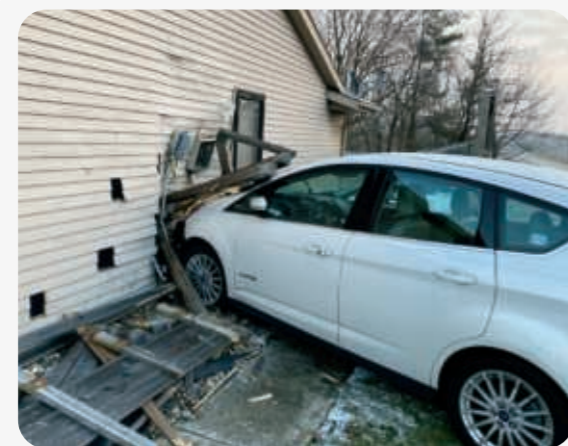
Create an online account

Create an account online to keep your information updated with ease. You can also pay and manage your bill, view your usage, sign up for paperless billing and more!

Go to nremc.com and click on ACCOUNT LOG-IN to get started.

Why is the power out on a perfectly sunny day? Outages are more than weather-related

Power outages are never convenient. Sometimes, it's no mystery why there is a power outage, like when lightning and thunder rattle windows and walls. Other times, an outage may come out of the blue during perfect weather conditions. If you find yourself without power on a nice day, here are some of the most common non-weather-related causes of outages.



Above: A recent vehicle accident caused an outage.

Accidents: A vehicle accident involving a utility pole can damage a pole and knock lines from overhead. Below ground, excavation accidents can disturb buried electric lines.

Animals: Small animals and birds can climb on poles and electrical equipment, which may cause a short circuit or equipment to shut down.

Vandalism: People shoot at insulators and transformers in rural areas and steal copper wire or other electrical equipment near substations. Both acts of vandalism can be extremely costly and deadly.

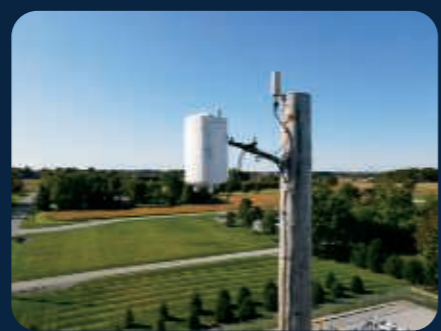
Trees: We maintain regular tree trimming schedules to keep lines clear, but sometimes large tree limbs can snap, or entire trees can topple onto power lines. If you have a tree on your property that needs to be trimmed, please let us know!

Planned outages: Part of providing reliable service includes performing system upgrades and maintenance. Sometimes this means we have to turn off the power temporarily. We always notify affected consumers in advance of a planned outage. So keep your account information updated! (See sidebar)

Keep an eye out on Facebook for other outage causes and power restoration updates if you ever find yourself without power on a sunny afternoon.

Most NREMC meters are smart and automatically detect outages

Still, smart meters cannot let us know about potential safety hazards like downed power lines. As always, if you see a downed power line, alert Northeastern REMC immediately.



NORTHEASTERN REMC
A Touchstone Energy Cooperative 85 years

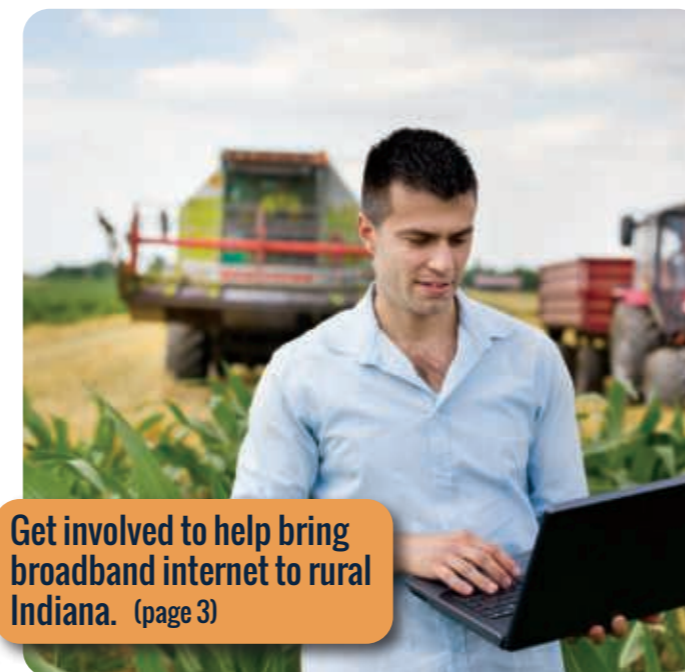
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REMC

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LIGHTPOST

March/April 2021

Published for members of
Northeastern Rural Electric
Membership Corporation

nremc.com

NREMC expands thermostat program to help more members than ever and keep future rates down

Providing affordable power has been a top priority to Northeastern REMC for decades. **Did you know that not all electricity really costs the same?** Even though members pay a set rate for electricity, your cooperative pays a higher price for power when more people are using it. **These high-demand days affect everyone's base rates** the following year when price adjustments are made.

We have launched a new thermostat program to aid in reducing energy use during these peak times. The best part is most members can participate by using a **thermostat they already own and use every day!** -And you'll get a **\$100 bill credit** during your first year in the program plus **\$50 each year** as long as you stay in the program.

13 smart thermostats are eligible.

Find your thermostat on the list, and claim your \$100



AND MORE!



Get a
\$100 bill credit
for the thermostat
you already have!

LIGHTPOST

March/April 2021

NORTHEASTERN REMC
A Touchstone Energy Cooperative

888-413-6111 nremc.com



PEAK
THERMOSTAT
PROGRAM

Claim your \$100 bill credit:
nremc.com/peak

Exclusive Co-op Deals of the Month

As a member of Northeastern REMC, you are eligible to receive discounts on products and services from participating businesses around the area!

This **free membership card** gives you discounts on everyday expenses. Below are the featured deals for April:

DQ Grill & Chill - Columbia City
10% off any menu item.

Portside Pizza - Columbia City
Free Breadstick with a large pizza order.

Wilma's Health Care - Churubusco
10% off any purchase over \$40

Whitley Chiropractic and Wellness Center - Columbia City
Free Consultation, \$99 initial exam, excludes x-rays.

Sign up or browse deals:
nremc.com/coopcard

Work Zone Awareness Week
April 23- 30

National Work Zone Awareness Week is held at the start of construction season brings awareness to safe driving through highway work zones. Everyone needs to be aware of their surroundings when driving.

When you see orange cones, road workers, or linemen, please slow down and move over. We want everyone, regardless of where they work, to go home to their families safely.

Contact Us
memberservices@nremc.com
1-888-413-6111
nremc.com
Call 811 before you dig

Nancy Law retires after 30 years at NREMC



NANCY'S CAREER SNAPSHOT
1990
Hired as a part-time meter reader
1997
Consumer Service Rep
2003
Business Accounts Coordinator

"I am so thankful to Nancy Law for her 30 years of dedicated service. Through building moves, system changeovers, and job transitions, she has faithfully served our members and our organization in various capacities; it is because of the diligence of employees like her that we are so successful as a company.

When she retires, she will be taking with her years of historical knowledge that simply cannot be duplicated.

On behalf of myself and the Board of Directors, we wish her all the best in her retirement."

- Eric Jung, CEO of Northeastern REMC

Apply now to fill a seat on the board of directors



What does a board member do?

The board of directors is the governing body of the organization. The board sets policies and strategic direction.

Who is the ideal candidate?

We're looking for someone who is passionate about our mission & community we serve. This person also has a business background and is interested in learning about the economical operation of the co-op.

What is the time commitment?

Directors are expected to attend all board meetings, committee meetings and educational seminars throughout the year.

Make a difference by becoming a board member! Northeastern's service area is divided into nine districts. **Members are given the opportunity to select a representative from their area to serve on the board of directors.** Every year, three board positions are up for grabs.

This year, districts 2, 3, and 4 are open. **This includes most of Columbia City and the rural areas around Larwill and South Whitley.**

For a full list of requirements, potential duties, and more about the election process, please visit nremc.com/election.

AEP Transmission upgrades to address aging Whitley county lines, will drastically improve outage times

Indiana Michigan Power recently announced plans to upgrade 15 miles of transmission lines. **They will be rebuilding a substation to increase electric reliability in Cleveland and Richland townships in Whitley County.**

What does this mean for NREMC members?

First, it's important to remember that we're all connected in the power grid. When there are problems with transmission lines that feed into our substations and lines, our members will be affected. In fact, **equipment failure leading into our substations in this area was responsible for 50% of outage time in 2020.**

NREMC members may see Indiana Michigan Power trucks and staff working in their property's easement beginning this Spring. For more information about this project, including updates, visit: indianamichiganpower.com/whitleycounty

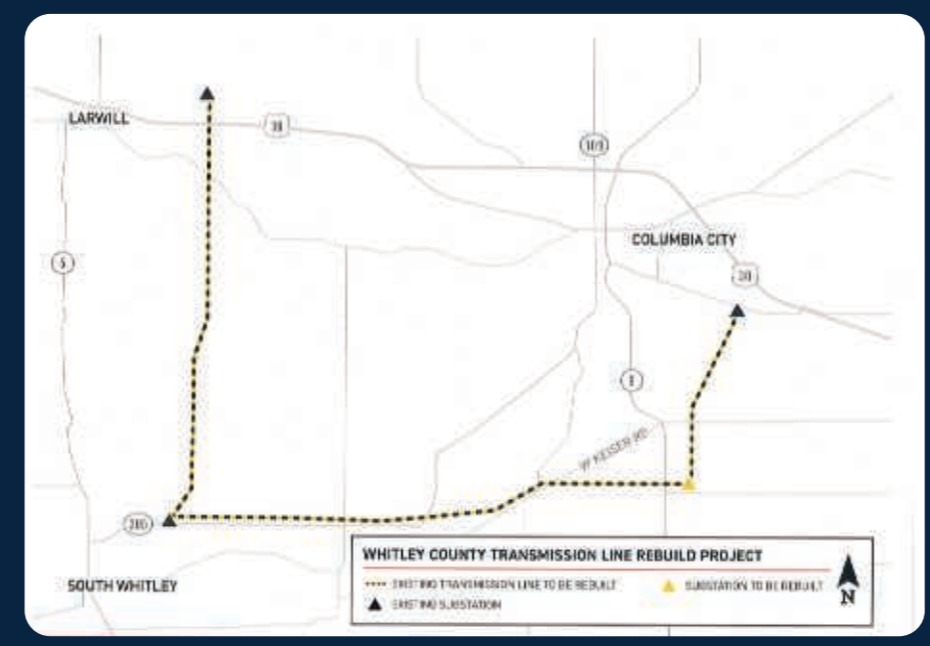


Image provided by Indiana Michigan Power

Get involved to help bring broadband internet to rural Indiana

Affordable and reliable quality internet means life-altering improvements for rural Hoosiers! We've partnered with other Indiana electric co-ops to **encourage state leaders to do all they can to bring broadband to ALL of Indiana.**

Electric co-ops are no stranger to politics. Co-ops wouldn't exist if not for the persistent political action taken by rural communities during the 1930s. **We have worked with Congress and the Indiana General Assembly ever since to ensure our members are represented in the political decision-making process.** But we can't do it alone. Your voice matters, and we want to help you connect with the legislators who represent you.

Enroll now to become an advocate. You'll be alerted when the opportunity to impact legislation arises on topics you care about. **You can now share how important affordable and reliable high-speed internet is for families and small rural communities in Northern Indiana.**

Sign up and share how broadband can help your family at action.indianaec.org



Share your story

Use caution when burning fields and pastures around utility poles

For years people have been burning fields, yards, and pastures as a way to revitalize the greens that grow in these places or for brush and weed control. However, if these burns are not managed safely, they can cause property damage, power outages, or severe injury.

Every year utility poles are often damaged during controlled burns, leading to power outages or downed lines. Poles do not have to be burned completely to be damaged. Utility poles are treated with a protective coating to slow deterioration. When a pole gets burned, the protective layer is damaged and will significantly shorten its life.

Members could be held liable for the replacement pole's cost, which could be more than \$1,000 depending on the pole type and equipment attached. Taking a little extra effort to prevent pole damage can help control costs for you and your cooperative.

Before deciding to do a controlled burn, it's essential to evaluate your options, make sure it's the best solution for your property, and check to see if you must obtain a burning permit.

Learn more electrical safety tips at nremc.com/blog



Stay safe with these tips:

- Do not plan a controlled burn within 20 feet of a utility pole.
- Pay attention to the wind speed to not let the fire get out of control.
- If the fire spreads unexpectedly and a pole becomes engulfed in flames, immediately call the fire department & NREMC. Do not spray water on any part of the pole; electricity & water do not mix!
- A pole that burned is much more likely to fall over, so stay away and report this damage right away by contacting NREMC.

Trimming or cutting trees can be dangerous

Trees add immeasurable value to your property, but they require pruning, sometimes heavy trimming, or removal. When you try to save money and do this work yourself, you must **be careful not to create hazards for yourself or your friends and neighbors.** The most common types of serious tree trimming accidents are:

Electric Shock. If there's even a slight chance your tree trimming might involve a power line at all, **always contact NREMC first.** Even when you think there's room, if the wind blows a limb into a power line as you're trimming it, you can be electrocuted.

Falling. Pruning branches or trimming out dead or overgrown limbs sometimes requires getting into the tree. Always make sure you are using appropriate safety harnesses and ropes. Before climbing, inspect the tree to

make sure no power lines run through or near the tree.

Being struck. Falling branches can get hung up and not fall where you expected, or branches under load can snap back toward your saw. Branches and limbs crack, bounce, snap and recoil, especially if dead wood is present. These pieces can be flung surprisingly far in multiple directions.

If you're planning to trim a tree close to a power line, please contact us to arrange a time for us to come out and see if we can assist you with your project.

