

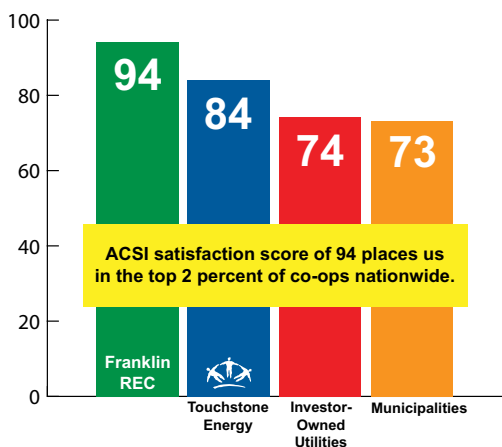
iNtouch



WITH MEMBERS OF FRANKLIN RURAL ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative 

Thanks for the HIGH MARKS



We'd like to thank our members for helping us earn a satisfaction score of 94 in a recent American Customer Satisfaction Index (ACSI) survey. ACSI is a uniform and independent measure of household consumption experiences and trends in customer satisfaction.

Your feedback puts Franklin REC a full 10 points higher than the nationwide average for Touchstone Energy Cooperatives, and 20 points higher than the nationwide average for the electric utility industry.

In November, 250 randomly selected Franklin REC members participated in the survey. In addition to answering questions about overall satisfaction of service, members were asked about their expectations and whether they'd again choose Franklin REC as their electricity provider.

**Franklin REC
Annual Meeting
Convention Center
April 10, 2012**



Save Energy and Money

Rebates PROMOTE energy EFFICIENCY

If your New Year's resolution is to improve your home's energy efficiency, then Franklin REC is here to help you. Contact our energy advisor or visit www.franklinrec.coop for details on rebates and incentives available in 2012.

Appliances

- All appliances must be ENERGY STAR® rated. Limit of \$250 per account per year.
 - Clothes Washer: \$50
 - Dishwasher: \$25
 - Freezer: \$25
 - Refrigerator: \$25

Central Air Conditioning

- High-Efficient A/C: \$100 to \$200 per unit, depending on SEER rating.

Heating/Cooling

- Geothermal Heat Pumps: \$300 per ton for ENERGY STAR® rated systems
- Air Source Heat Pumps: \$400 to \$600 per unit for ENERGY STAR® rated systems
- Heat Recovery Ventilators: \$125 per unit (new or retrofit)

Insulation and Weatherization

- Insulation: Must increase levels in existing homes to R38 in ceilings, R19 in walls, and R10 in foundations. Rebates are available for:
 - All-electric homes: 40% of cost, up to \$600 maximum
 - Non-electric heat homes with central A/C: 20% of cost, up to \$300 maximum
- Infiltration Control: Weather-stripping, window cover/wrap, outlet/switch seals, caulking, and foam sealer. Minimum \$25 purchase required to qualify. Rebates available for:
 - All-electric homes: 40% of cost, up to \$200 maximum
 - Non-electric heat homes with central A/C: 20% of cost, up to \$100 maximum
- Duct Insulation: Rebates available for:
 - All-electric homes: 40 percent of cost, up to \$200 maximum
 - Non-electric heat homes with central A/C: 20% of cost, up to \$100 maximum

Lighting

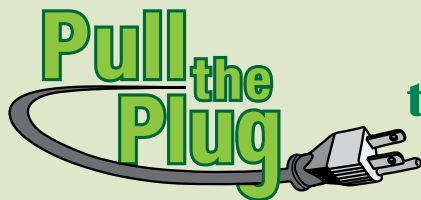
- T5 or T8 fluorescent lights, 2, 4, or 8 foot: \$6 per fixture (must have electronic ballast)

Water Heating

- High-Efficient Electric Water Heaters: Rebates for tank-type water heaters with energy factors of 90+. \$100 for 50-79 gallon tanks; \$200 for 80-100 gallon tanks.
- Heat Pump Water Heaters: \$300 per unit (when installed on an electric water heater)
- Add-on Heat Pump Water Heaters: \$300 per unit (when installed on an electric water heater)
- Solar Water Heaters: \$300 per unit (when installed on an electric water heater)



Those old appliances use many times the electricity that newer, Energy Star-qualified appliances use. So pull that plug and save electricity.



Old refrigerators eat energy and money

Does this sound familiar? You bought a new refrigerator and moved your old fridge to a garage or basement to keep a few drinks and some surplus food items cold. Here's a tip that can help you save energy and money.

Old refrigerators, especially those bought before 1993, use more than twice as much electricity as new ENERGY STAR models. What's more, refrigerants in these older appliances weaken over time and door seals start to leak, causing a decline in the performance.

If you have moved your old refrigerator to an uninsulated location, such as a garage, it will use even more energy during hot weather. A fridge in a 90-degree environment, for example, uses nearly 50 percent more power than one in a 70-degree environment. And if the temperature falls below about 40 degrees in winter, the refrigerator's thermostat may not run

its cooling and defrost cycles for the appropriate amount of time.

Pull the plug on that old, inefficient refrigerator and show your love for energy efficiency.



If you still have a fridge from the 1980s, replace it with an ENERGY STAR qualified model and save over \$100 each year on your utility bills. Replace a fridge from the 1970s and save more than \$200 each year. Source: www.energystar.gov

Your electric co-op encourages you to get rid of old working freezers, refrigerators, and window air conditioners. We will send a certified recycling company to pick up your qualifying appliance and pay you \$25 each for up to three recycled appliances a year per residential/farm account.

Schedule a certified recycling company to pick up your qualifying old appliances by calling your electric co-op today.

Electric bills reflect weather patterns

Electric bills vary with the seasons, but how much weather affects your electric bills depends on many factors, including your home's original construction materials, insulation, and air leaks.

To save money, set your thermostat five degrees closer (lower in winter, higher in summer) to the outdoor temperature—this simple change could result in a savings of 90 watts per hour of electricity—about 197 kilowatt-hours (kWh) in three months.

An energy advisor at your electric co-op is ready to help you with a FREE residential energy audit of your home.

Contact us for more information.



Stay safe in snow and ice storms

After a snow or ice storm, avoid going outside if possible. Downed power lines could be submerged in snow and ice, making them difficult to identify.

When outside, treat all downed and hanging lines as if they are energized. Stay away, warn others to stay away, and immediately contact your utility company.



Power outages due to snow and ice storms are especially threatening because of extreme cold temperatures.

Remember that downed power lines do NOT have to be arcing, sparking, or moving to be "live"—and deadly.

- Stay inside and dress in warm, layered clothing.
- When using an alternative heat source, follow operating instructions, use fire safeguards, and be sure to properly ventilate. Always keep a multi-purpose, dry-chemical fire extinguisher nearby and know how to use it.
- Keep a close eye on the temperature in your home. Infants and older people are more susceptible to the cold. You may want to stay with friends or relatives or go to a shelter if you can't keep your home warm.

Iowa's electrical inspection program: How does it affect you?

If you are thinking about remodeling your kitchen, adding on a family room, or building a new pole building, the State Fire Marshal's electrical inspectors are ready to help you make those renovations safely.

At the direction of the Iowa State Legislature and the Governor, the Office of the State Fire Marshal has been working since 2007 to develop and implement a statewide electrical licensure and inspection program. The objective of this program is to ensure electrical safety through compliance with the National Electrical Code through inspections performed by trained electrical inspectors.

Since then, all electricians in Iowa have been obtaining professional licensure. With this completed, the electrical inspection phase of the program was kicked off on March 1, 2009. In the first three years, the state electrical inspectors have performed almost 70,000 inspections.

For the average Iowan looking to make renovations on their home, farm, or business, this will mean a few additional steps. **First, find out if your local government performs electrical inspections.** Electrical inspections in the remaining, non-inspected areas will now be conducted by a state electrical inspector assigned to the area. **Second, you will have to determine if the electrical work performed on your house or business requires an electrical permit.** Here are a few simple guidelines for electrical permit requirements:

NEW CONSTRUCTION

Electrical permits will be required for all new electrical installations in all areas of the state not currently under the jurisdiction of a political subdivision performing electrical inspections.

EXISTING CONSTRUCTION

Electrical permits will be required for all new installation and alterations unless **all** of the following conditions apply:

1. The installation is under the direct supervision of a properly licensed electrician.
2. The installation does not in any way involve work within a new or existing switch board or panel, such as a new circuit.
3. The installation does not exceed 30 amperes or 277 volts, single phase.

In addition to the above exemption, routine maintenance does not require an electrical permit.

ROUTINE MAINTENANCE

Electrical permits are not required for routine maintenance.

Routine maintenance has been defined as *"the repair or replacement of existing electrical apparatus or equipment of the same size and type for which no changes in the wiring are made."*

As a general rule, all electrical installations must be done by a licensed electrician. However, there are exceptions to licensing that allow homeowners and farmers to do their own work. Homeowners and farmers are allowed



An electrical inspection will also be required any time that the service is disconnected to facilitate a component repair or an upgrade. Some utilities will also require an inspection if the electricity has been disconnected for an extended time.

to do electrical work on their home or accessory building as long as the existing home is their primary residence and if they qualify for the homeowner tax exemption. A farmer can do electrical work on any of his agricultural use property. All are subject to electrical inspections.

Requests for electrical permits, fee payments, and requests for inspections may be made online at <https://iowaelectrical.gov>. This site also has an interactive inspector map. By clicking on your county, you will be provided the inspection phone numbers of every jurisdiction in your county. Accommodations have been made for those without Internet access – just contact your state inspector and he can guide you through the process. At <https://iowaelectrical.gov> you can also find a list of licensed electricians, electrical contractors, and answers to frequently asked questions.

You can also call the Chief Electrical Inspector's office at 515-725-6147 for more information.



YOUR licensed electrician is a PRO

Leave electrical work to licensed, professional electricians.

Electricity can be dangerous in a home that's improperly wired; has overloaded circuits; or has exposed or defective wiring, receptacles, and switches. Even if the job seems simple, it's better to call a professional electrician to do it.

Iowa's licensed electricians have hours of on-the-job training under the supervision of a more experienced electrician and have passed an exam. Data from the State of Iowa fire incident reporting system shows a 35 percent reduction in electrical fires since state inspections started in March 2009.

The time and money you spend hiring a professional will more than pay off in peace of mind and a safe home.

Youth Tour to D.C. deadline is March 9

Franklin REC will send one student on an all-expense paid trip to Washington, D.C. June 15-21, 2012. Eligible students must be high school sophomores or juniors living in the Hampton-Dumont, CAL, Westfork, or AGWSR school districts. If the student attends another school his or her parents must be an active member of Franklin REC.



Contact Franklin REC or to go www.franklinrec.coop for more information and an application form.



Franklin REC offers recycling for CFLs

To get the greatest advantage from CFLs, they should be disposed of in a way that properly captures and recycles the

mercury they contain. Even though the amount of mercury is very small (about 2 to 4 mg per bulb), the Iowa DNR still recommends that consumers take burned-out CFLs to a recycling center.

To help our members recycle CFLs, Franklin REC has a recycling container for CFLs. We accept burned out bulbs that are still intact. Drop off bulbs during our working hours, Monday – Friday, 7:30 a.m. – 4:30 p.m.



Marvin Janssen



Don Greimann



Clarence Moore

Recognized for years of service

Franklin REC recently recognized three directors for their years of dedicated service. Marvin Janssen, board president and past employee, was honored for 40 years of service. Don Greimann and Clarence Moore, directors, were honored for 15 years of service.

CFLs distributed to members

Looking to enhance its energy-efficiency program participation and member education in lighting, Franklin REC mailed compact fluorescent lamps, CFLs, to residential members in January.

Through the program, each household received a pack of two ENERGY STAR® rated 14-watt CFLs. Members were invited to install the bulbs and “Choose CFLs and save dollars.” The bulbs were 850 lumens in brightness, equivalent to 60-watt incandescent bulbs.

According to the Iowa Energy Center, lighting can account for about 20 percent of the average household’s energy bills. CFLs use about one-fourth the energy and can last up to 10 times longer compared to standard incandescent bulbs.

Included in the pack was a print piece explaining bulb color temperature (measured in degrees Kelvin or K) and suggested uses for alternative color choices.



There are plenty of colors to choose from.

Color temperature

Unlike incandescent bulbs, compact fluorescent lamps (CFLs) come in different color spectrums – also known as color temperatures.

Color temperature is measured in Kelvin and indicates whether a CFL will bring out the cool, blue end of the color spectrum or the red, warm end. Check the package for its color rating.

| Color temperature | Warm | White | Neutral | Cool | Daylight |
|------------------------------|--|---|--|--|--|
| Kelvin range | 2700K | 3000K | 3500K | 4100K | 5000K to 6500K |
| Associated effects and moods | Warm Cozy Open | Friendly Intimate Personal Exclusive | Friendly Inviting | Neat Clean Efficient | Bright Alert Precise coloration |
| Appropriate applications | Restaurants Hotel lobbies Boutiques Homes | Libraries Offices Retail stores | Public reception areas Showrooms Bookstores Offices | Offices Conference rooms Mass merchandisers Hospitals | Reading Galleries Museums Jewelry stores Medical offices |

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