

CONTACT US

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OFFICE HOURS

8 a.m.-4:30 p.m., Monday-Friday

STREET ADDRESS

300 Weber Road
Albion, IN 46701

MAILING ADDRESS

P.O. Box 137, Albion, IN 46701

EMERGENCY POWER OUTAGES

To report a power outage, please call 800-933-7362. We are available to serve you 24 hours a day.

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Questions?

CALL US FIRST



The energy industry is undergoing rapid change, and technology is paving the way for innovation in the way energy is used, produced, stored and shared.

While the changing energy market has created more options for consumers, it has also resulted in more utility scams and misleading information surrounding solar installations in particular. That's because of two factors.

Utility scams are common because of the vast number of utilities that exist, and consumers are understandably anxious with the threat of disruption to their electric, heating or water service. Second, new products and services in the energy industry provide an opening for scammers and pop-up companies to provide misleading information or shoddy products and services.

AVOID PHONE SCAMS

A common phone scam typically begins with a phone number that appears to be from a valid utility company, claiming you have a past due account and threatening to disconnect service or take legal action. The scammer will typically demand that you use a prepaid debit card or money order, often within a very short, urgent time frame to pay the "past due" amount.

These scams are also transitioning online to contact you by email.

You can combat these scams by being aware of the status of your account. Never give your banking or personal information to someone you did not contact. Never open a link or an

attachment from an email address you do not recognize.

If you ever have a question or concern about your electric bill, call Noble REMC immediately at 800-933-7362. Do not use the phone number or email address given by the scammer.

AVOID SOLAR SCAMS, USE TRUSTED SOURCES

If you're considering solar for your home, make sure you are working with a reputable company. Because this is still an emerging industry with evolving technology, there has been an increase in pop-up companies in the market to make a quick buck. Representatives of rooftop solar companies may have more sales experience than knowledge of the energy industry, and their primary goal could be making a sale and moving on to the next prospect.

Noble REMC can offer a candid assessment to determine whether rooftop solar is right for you. If it isn't, we can also assess whether our Co-op Solar program would be the right fit for your needs.

In this ever-changing environment, it's important to remember you have a trusted energy advisor — your local electric cooperative. We are a community-focused organization that works to efficiently deliver affordable, reliable and safe energy to our members.

Remember, we're just one call or click away, so please reach out with any questions about your electric service or bills — we're here to help.

RON RAYPOLE
President/CEO



Noble REMC's member services department has led the charge in bringing our Commitment to Zero Contacts safety initiative into the office with the creation of T-shirts with the program's logo. Pictured, clockwise from front left, are Brian Hawk, Audrey Bowser, Joan Gemmill, Tina Gienger, Sarah Dreibelbis, Amber Kunkel and Marla Ober.

Commitment to ZERO



SAFETY PLEDGE SPANS ENTIRE CO-OP

When you hear the title of our safety initiative, Commitment to Zero Contacts, you may envision our line workers out on site, up in the air in a bucket truck. But the program extends much further than that.

Last year, Noble REMC signed its pledge to the safety program created by the National Rural Electric Cooperative Association. It was implemented to provide ideas and resources co-ops may need to help eliminate serious injuries and fatalities due to electrical contact, as well as enhance co-op safety programs.

We enacted several programs for our operations department, including the use of the SAFE app, which reminds our employees to work safely by outlining the process of a project and its hazards before starting work.

Now, we're bringing that same focus

inside the office, where safety is just as high of a priority.

Our member services department took the lead on a project that spans the entire co-op, by creating and distributing shirts with the Commitment to Zero Contacts logo displayed on the back to serve as a reminder of our priority.

To start the week off right, these shirts are worn by office employees each Monday to show our commitment and solidarity in supporting the safety of ourselves and our members. (The operations crew also received shirts, but are limited to when they can wear them due to personal protection equipment standards.)

The member services department also outlined some of the continuing goals of those who work inside, to strengthen our commitment to safety, including:

- Be observant while out in the community,
- Listen to members and report issues as soon as we are aware of them,
- Drive safely and responsibly,
- Speak up if we see unsafe practices, and
- Communicate to members that we work as quickly and as safely as possible, especially during outages when power can't be restored instantaneously.

Safety has always been one of our guiding principles. In fact, it's outlined in our mission statement: "Noble REMC: Where safety is the standard and members are the priority."

This initiative is just another step in keeping our promise to our members and our community.

Lessons from the *storm*

In the midst of trying to help, sometimes our actions can do more harm than good.

June brought one of the worst storms northeast Indiana has experienced in decades. Downed trees and power lines left a portion of our service territory without power. While Noble REMC members weren't affected as much as other co-ops, there are still lessons to be learned from the situation.

Here are some reminders we'd like to share with you so you'll be prepared the next time a storm rolls through:

1. **Do not go near downed power lines.** While we appreciate the impulse to help, we do not want our members trying to assist us by trimming trees and branches near power lines in an effort to restore power faster. There is no way to tell whether a line is energized or not, and Noble REMC wants to keep you safe from the potential of harming yourself or others.

2. Some of our members keep a generator on hand in case the power goes out. **Noble REMC reminds you to never connect your generator directly to your home's wiring.** If you do, it can backfeed into the power lines connected to your home and could harm, or even kill, a lineman who may be working to repair outages many miles away.
3. **Please report an outage at your home or business by calling our office at 800-933-7362 or using our SmartHub app, both available 24/7.** We had a few members try to alert us to an outage by email, and though we appreciate the effort, our email is only checked during business hours, so we weren't able to document those reports in a timely manner.

Storms of this magnitude may not happen very often, but it's always best to be prepared, so you can keep yourself, and others, safe.



Say 'hello' to our newest employee

This year brought a new position to Noble REMC — utility laborer.

Needing someone who was able to work between the different facets of our operations department — line work and right-of-way clearing — Brendan Michael fit the bill.

Brendan comes to the REMC after two and a half years with Duke Energy, where he learned the trade, but he saw that there may be more to learn at an electric cooperative.

"I wanted to work at a smaller company that is more focused on the members," Brendan said. "I want to go to work and be proud of the services we provide."

Brendan began his position in January and, since then, has enjoyed getting to know his fellow employees and learning how different utilities operate.

Noble REMC welcomes Brendan and his wife, Katelyn, to the cooperative family!



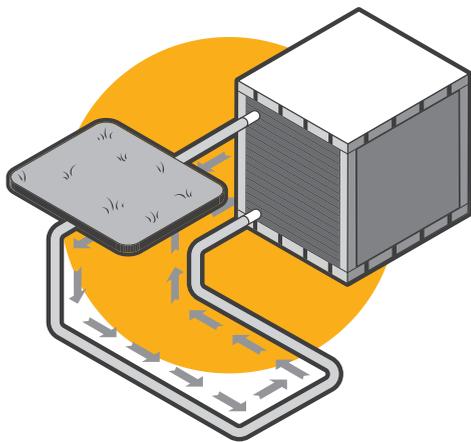
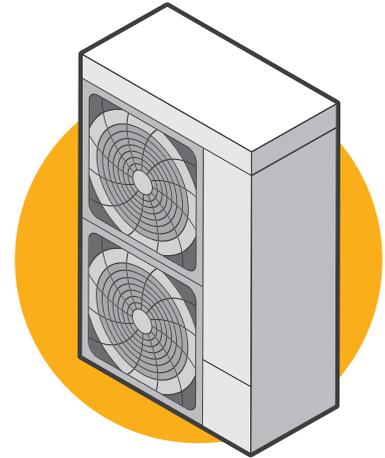
BRENDAN MICHAEL

Types of Heat Pumps

There are three main types of heat pump systems. Use the information below to determine the system that's best suited for your climate and home.

Air-Source Heat Pumps

- Most commonly used heat pumps
- Moves heat rather than converting it from a fuel like combustion heating systems do
- Can reduce heating costs when compared to baseboard heaters or electric furnaces
- Newer, more efficient systems now represent a legitimate space heating alternative in colder regions like the Northeast and Midwest.

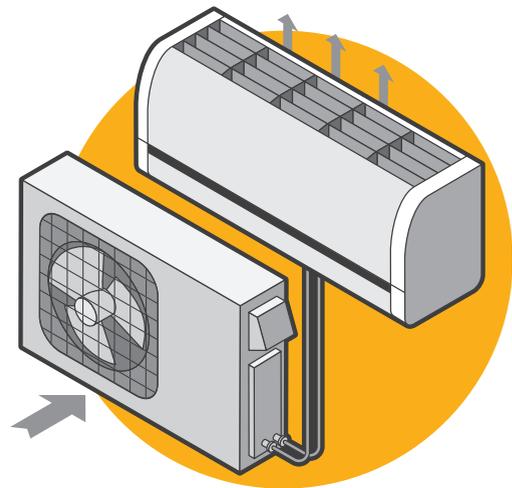


Geothermal Heat Pumps

- More expensive to install but provide more energy savings for heating and cooling
- Move heat through pipes buried underground
- When compared to a conventional heating system, can reduce energy use by 25 to 50 percent
- Effective in extreme climates

Ductless Mini-Split Heat Pumps

- Easier to install, quiet, small in size
- Flexible for heating and cooling individual rooms and smaller spaces
- No energy loss through ductwork, which accounts for more than 30 percent of a home's energy use for space heating/cooling.



Heat pump systems should be installed by a licensed professional. Contact your local electric cooperative for more information about options and potential incentives.

Sources: Dept. of Energy and Consumer Reports