



Rural HIGHLIGHTS

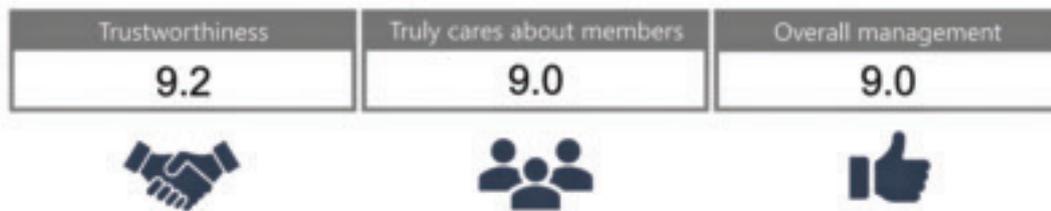
Local News from Rural Electric Convenience Cooperative

Members give RECC high marks in satisfaction survey

During the summer of 2020, RECC had Inside Information conduct a co-op satisfaction survey to help determine how our members feel about their cooperative.

RECC received an ACSI score of 88, which is an all-time high and a one-point improvement since the 2018 survey. The score is well above the national averages for co-ops, investor owned utilities, and municipalities throughout the country. The results were concluded from 469 randomly selected residential members.

Comparison of ACSI Scores (from ACSI)



Summary



- **Exceptional ratings** - Highest marks (90%+) for reliability, outage restoration, and communications
- **Energy efficiency** - 86% will pay more only with guaranteed payback, 8% would invest without savings
- **Electrical Vehicles** - Only 2% own an EV, but 9% said they would consider purchasing in the future
- **Solar** - 9% are considering a home system, 30% support community solar, and 33% do not support any
- **Co-op website** - 73% use to find RECC programs and 49% for payments, outage information, kWh usage
- **Social media** - Over 75% use social media, but majority prefers email and text for co-op communication

Conclusions



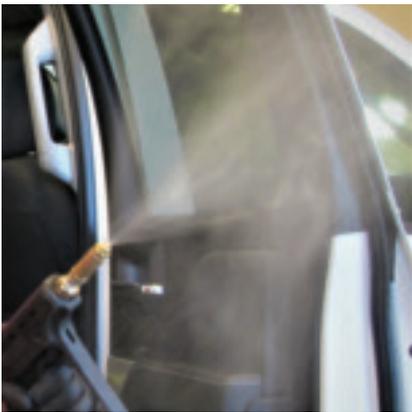
RECC has made significant improvements from its 2018 survey results with higher ratings in both the Cooperative Attitude and Performance. RECC saw impressive increases in two categories, charging reasonable rates (+ 13%), and delivering good value (+ 7%). Providing reliable electric service greatly affects the co-op's ACSI score and community commitment is a very important part of the CAPS scoring. Friendly and courteous employees and being an easy organization to do business with impacts both scores and is fundamental in maintaining high member satisfaction.



Keeping the co-op clean and safe

Custodian Stefan Sporrer demonstrates the operation of the cooperative's latest COVID-19 fighting machine. This device, often referred to as the "fogger," is a high-pressure sprayer that launches a fine mist of disinfectant chemicals. Virtually any chemical can be applied to multiple surfaces simultaneously.

In a pandemic environment, cleaning is vital. It is a never-ending process. With the addition of the misting machine, mass sanitization is now possible. In our continuing effort to maintain a safe and clean work environment, the entire co-op complex is routinely sanitized. This includes all offices, warehouses and the entire RECC fleet of vehicles. Cleaning and disinfecting are the best tools available for fighting the spread of infectious diseases, and it is now a part of the cooperative routine.



Clean & Disinfect - CDC website

- Wear disposable gloves to clean and disinfect.
- Clean surfaces using soap and water, then use disinfectant. Cleaning with soap and water reduces number of germs and dirt.
- Disinfecting kills germs on surfaces. Routinely clean frequently touched surfaces.
- Public surfaces (shopping carts and keypads) should be cleaned and disinfected before each use.
- High touch surfaces: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- Disinfect with approved disinfectants for use against SARs-CoV. Follow instructions on label to ensure safe and effective use.
- Keeping surface wet for a defined period of time as prescribed. Wear protective equipment with gloves and make sure there is proper ventilation.



Need more information?

This is just a sample of the information found on www.cdc.gov. The site provides detailed information about cleaning inside buildings and outdoor areas. They describe methods to clean various surfaces, such as floors, rugs, drapes, tablets, keyboards, towels and linens. The site also includes information on cleaning and disinfecting after someone has been sick within a facility.

Happy New Year 2021

CORRECTION

In the December 2020 edition of Rural Highlights, we published a photo series highlighting our electrical construction of the new subdivision in Litchfield called Eagle Ridge. We accidentally referred to it by the wrong name. We apologize for any confusion.

Space heaters by the numbers

Portable space heaters are great for supplemental heat, but they can substantially increase your electric bill if they become all or part of the home's primary heating source. A typical 1,500-watt heater can add warmth and comfort for about 19 cents per hour. That's a pretty efficient way to warm up that cold bathroom every morning. Running the heater for 30 minutes a day would cost less than \$3 a month. Heating a small garage all weekend would cost less than \$8. Not too bad for the occasional use.

Unfortunately, many people do not use these heaters this way. They will be found in a breezeway as the sole form of heat, in a cold bedroom

with poor ductwork, in a garage to keep the cats warm, or in a basement to prevent water pipes from freezing. These space heaters are designed to heat about 150 square feet, so that means they may never shut off if they are in a larger space than they are designed for.

Here is how the math works in many of these situations. If the heater is the primary heat source and cycles on and off half of the time, it would run 12 hours every day and would add \$68 to your monthly bill. If the heater operated 3/4 of the time, every hour, it would cost \$102 per month. Though rare, some heaters in large, cold areas will run nonstop for the entire month, totaling \$136 a month.



Now imagine two or three of these devices consuming electricity and it becomes clear why portable heaters are the number one reason for high bills in the winter.

Heat Safely

Before you dust off your space heater and plug it in, consider that most home heating fire deaths (86%) involve space heaters, according to the National Fire Protection Association (NFPA). In fact, heating equipment is the second-leading cause of U.S. home fires (cooking is the leading cause).

More than half of the heating-related home fires start when flammable items are too close to the heat source, according to the NFPA. Those items include upholstered furniture, clothing, a mattress or bedding.

Nearly half of all home heating fires occur in December, January and February.



Here are some space heater safety tips:

- ☛ Only use them as the manufacturer recommends
- ☛ Do not leave them unattended
- ☛ Give them space: remove any flammable items within 3 feet
- ☛ Plug them directly into outlets; don't use an extension cord
- ☛ Consider using a dedicated circuit to avoid overload
- ☛ Keep children and pets away from space heaters at all times
- ☛ Turn them off before you leave the room or go to sleep

Learn more at:

**Safe
Electricity.org**[®]

Rural Electric Convenience Cooperative

3973 W. State Route 104
P.O. Box 19 • Auburn, IL 62615
(217) 438-6197
e-mail: recc@recc.coop
www.recc.coop

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See our web page for monthly
Board meeting reports.

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We have a winner!



Wilburn Wake, Rochester, IL

Wilburn Wake was selected in RECC's survey drawing and will receive a \$250 bill credit. Congratulations and thank you for participating in the co-op's member satisfaction survey.

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