

# BIG SANDY RURAL ELECTRIC *Cooperative Corporation*

www.bigsandyrecc.com

504 Eleventh Street  
Paintsville, KY 41240  
(606) 789-4095  
(888) 789-7322  
7:30 a.m. to 4:30 p.m.



**DAVID ESTEPP**  
**BIG SANDY RECC**  
**MANAGER**

## Big Sandy RECC adds free Healthy Savings benefits to Co-op Connections Card

Big Sandy RECC's Co-op Connections Card program is about to save you even more.

Our Co-op Connections Card, which is free to all our members, already offers you significant discounts at more than 22,000 businesses nationally and at 2,500 local businesses across Kentucky, from pharmacies to auto parts stores to hotels.

The card is an advantage of Big Sandy RECC's membership in Touchstone Energy, an alliance of more than 732 member-owned, not-for-profit electric cooperatives in 46 states dedicated to serving our communities with integrity, accountability, innovation, and commitment.

For instance, since 2007 the Co-op Connections Card has saved members of 22 participating Kentucky electric cooperatives more than \$1.7 million on prescription medicines alone.

Now the Co-op Connections Card program is getting even better.

We're now offering savings on lab and imaging services, chiropractic, dental, vision, and hearing care.

Many insurance plans do not include provisions for these five health benefit areas. You can save 10 percent to 60 percent on eyeglasses, contact lenses, and eye exams. You can receive 20 percent to 40 percent discounts on a range of dental care services or get 30 percent off chiropractic treatments. There are also 35 percent discounts on hearing aid prices.

We call this new package Healthy Savings. It's available at no cost to members who print paper cards from [www.healthysavings.coop](http://www.healthysavings.coop) and show them to participating providers along with their plastic Co-op Connections Cards.

At the Healthy Savings Web site, you can locate local providers that participate in the program and find detailed information about how to take the maximum advantage of the discounts.

If you don't have access to the Internet, please call (800) 800-7616 with your Co-op Connections Card handy.

And if for any reason you haven't yet received a Co-op Connections Card, please let us know. We'll issue you one immediately.

At Big Sandy RECC, we're committed to helping you save money during these challenging economic times. The Healthy Savings package will stretch your paychecks. We're always looking out for our members.



# Co-op Connections Card became a “lifesaver” for retired woman

When Paula Newton discovered that a 30-day supply of her new rheumatoid arthritis medication was going to cost \$199, she thought she had to make a choice.

Newton is a retired receptionist-secretary who lives in Bagdad in Shelby County. Her husband, a disabled former tugboat captain, takes kidney dialysis treatments several times a week. Their income is limited.

Newton, 62, realized she could buy her medicine at a nearby Kroger pharmacy, or she could pay her \$207 electric bill at her local cooperative.

She couldn't afford both.

“The electric bill won out,” she said.

When she went to her electric cooperative's office, she mentioned to the receptionist, “a real sweet girl,” that she'd been forced to decide between electricity and medicine.

“She's the one who gave me the Co-op Connections Card,” Newton said.

Members of participating Kentucky's Touchstone Energy cooperatives are eligible for a free Co-op Connections Card, but Newton wasn't aware of the program. The card can be

used for discounts at more than 21,000 local and national businesses, including many pharmacies.

“I took that little card back to the Kroger store,” Newton recalled. “It brought the price of my medicine down from \$199 to \$34.”

Because she saved 83 percent on her medicine, she walked out of the store with her prescription and she paid her electric bill.

She now uses her Co-op Connections Card for other prescription medicines as well.

“It's been a lifesaver,” Newton said.

If you don't have a Co-op Connections Card, let us know. We'll help you start saving money immediately.

You also can find out more at [www.co-opconnections.com](http://www.co-opconnections.com).



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## What is Not-for-profit?

Electric cooperatives are not-for-profit businesses established solely to provide a service at the lowest possible cost and where ownership is with the members who use that service.

# Big Sandy RECC News HQ

◆ Saving money is easy with your computer turned off. Save \$105 a year by shutting down all the way. Learn more at [www.togetherwesave.com](http://www.togetherwesave.com).

◆ Get dental, vision, hearing, and chiropractic discounts with your new Co-op Connections Health Suite. Learn more at [www.healthysavings.coop](http://www.healthysavings.coop).

◆ Big Sandy RECC wants you to be prepared for a winter power outage. Find out how by going to our Web site at [www.bigsandyrecc.com/content/during-outage](http://www.bigsandyrecc.com/content/during-outage).

◆ If pull-down attic stairs aren't sealed, extreme cold will make its way into your home. Learn more at [www.togetherwesaveky.com](http://www.togetherwesaveky.com).

◆ Review safety guidelines before using your portable generator. Find out how by going to our Web site at [www.bigsandyrecc.com/content/storm-safety-tips](http://www.bigsandyrecc.com/content/storm-safety-tips).



◆ Get 30-50 percent discounts off chiropractic services and treatments at participating UHS Chiropractic. Learn more at [www.healthysavings.coop](http://www.healthysavings.coop).

◆ Use Kentucky's most powerful weather radar. Stay ahead of ice and snow by clicking FirstAlertDEFENDER at [www.wkyt.com/bigsandyrecc.com](http://www.wkyt.com/bigsandyrecc.com).

◆ People have saved more than \$37 million in prescription discounts with the Co-op Connections Card. Learn more at [www.connections.coop](http://www.connections.coop).



◆ Your business could save by switching to CFLs. See your options at: [www.togetherwesaveky.com/PDFs/SIMPLESAVINGS%20CFL.pdf](http://www.togetherwesaveky.com/PDFs/SIMPLESAVINGS%20CFL.pdf).

◆ Learn about school closings and stay ahead of ice and snow by going to [www.wkyt.com/bigsandyrecc.com](http://www.wkyt.com/bigsandyrecc.com)

◆ Big Sandy RECC's SimpleSaver program puts money in your pocket and helps us manage peak demand. Sign up at [www.simplesaver.coop](http://www.simplesaver.coop).

◆ People average 38 percent off prescription discounts with the Co-op Connections Card. Learn more at [www.connections.coop](http://www.connections.coop).

◆ Proper attic insulation will keep the warm air in your home this winter. Learn more at [www.togetherwesaveky.com](http://www.togetherwesaveky.com).

◆ Get 20-40 percent discounts on dental services with your Co-op Connections Card through Humana Dental Access. Learn more at [www.healthysavings.coop](http://www.healthysavings.coop).

◆ More than 2,500 Kentucky businesses offer discounts to you with your Co-op Connections Card. Learn more at [www.healthysavings.coop](http://www.healthysavings.coop).



◆ Get 20-60 percent discounts on eyewear through Coast to Coast Vision and your Co-op Connections Card. Learn more at [www.healthysavings.coop](http://www.healthysavings.coop).

◆ Get 35 percent discounts off hearing aid prices through Newport Audiology and your Co-op Connections Card. Learn more at [www.healthysavings.coop](http://www.healthysavings.coop).



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## EMERGENCIES/ OUTAGES

*(Nights, Weekends  
& Holidays)*

Toll Free  
(888) 789-7322

# Big Sandy RECC Frequently Asked Questions about Outages

### What Should I Do If My Power Is Off?

- ✓ First, check your home's breaker panel and any outdoor disconnects to make sure the outage is not due to a tripped breaker in your fuse box panel.
- ✓ Most mobile homes have an outside breaker box on the meter pedestal or pole, which is the responsibility of the homeowner. If your mobile home is the only home in the park without power, check your breaker panel before calling.
- ✓ Next, call or check to see if several of your neighbors' power is off. This will help you determine if the problem exists inside your home or is a result of a power outage on our lines.

### Who Do I Call to Report My Outage?

- ✓ If you determine the problem is not with your breaker panel, call us at (888) 789-RECC (7322). Our system operators monitor our distribution system, take your trouble calls, and dispatch service personnel 24 hours a day, seven days a week.

### How Do I Report a Security Light Outage?

- ✓ To report these types of outages, contact us. A member service representative will initiate a service order and a crew will be dispatched to repair the problem during normal business hours Monday through Friday.

### Do I Need To Call More Than Once?

- ✓ Call any time you have a power outage. We are here to serve you. Once you report the outage, it is not necessary to call us again unless you have an emergency. Be assured that our crews are doing everything possible to restore your power as soon as possible. Unnecessary calls prevent those who have not reported their outage from getting through or generate multiple outage tickets for the same location.