

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

Our Mission

*“To provide reliable,
affordable energy and services
to our members
with accountability and
commitment.”*

Seven Cooperative Principles

1. Voluntary and Open Membership

Cooperatives are voluntary organizations, open to all people able to use its services and willing to accept the responsibilities of membership, without gender, social, racial, political, or religious discrimination.

2. Democratic Member Control

Cooperatives are democratic organizations controlled by their members—those who buy the goods or use the services of the cooperative—who actively participate in setting policies and making decisions.

3. Members' Economic Participation

Members contribute equally to, and democratically control, the capital of the cooperative. This benefits members in proportion to the business they conduct with the cooperative rather than on the capital invested.

4. Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members. If the co-op enters

into agreements with other organizations or raises capital from external sources, it is done so based on terms that ensure democratic control by the members and maintains the cooperative's autonomy.

5. Education, Training, and Information

Cooperatives provide education and training for members, elected representatives, managers, and employees so they can contribute effectively to the development of their cooperative. Members also inform the general public about the nature and benefits of cooperatives.

6. Cooperation among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.

7. Concern for Community

While focusing on member needs, cooperatives work for the sustainable development of communities through policies and programs accepted by the members.



BizConnections.coopSM

BIZCONNECTIONS.COOP helps Big Sandy RECC local businesses save money with a one-stop-shop for B-to-B discounts. This tool provides Big Sandy RECC served businesses an opportunity for free national visibility by offering a discount of their own.

BizConnections.coop features include:

- Valuable B-to-B discounts on business solutions, travel, corporate gifts, wireless services, construction, office supplies, and much more.
- Promotion of your local businesses nationally at no cost to them.

Two ways to save!

The Co-op Connections card and Web site is a program for Big Sandy RECC consumer-members to obtain online, national, and local discounts offered by Big Sandy RECC. Use the Web site search engine to find discounts right at home—or anywhere you travel. The list of participating co-ops continues to grow, so check back periodically. Co-op Connections is just another benefit to being a member of Big Sandy RECC.

Follow the link to download the Co-op Connections Card app for your smartphone



How\$martKY

How the program works:



Saving Money and Energy – Everyone wants to save money and energy, but families and businesses in eastern Kentucky could save more than most.

The average utility rate in the region is just a little less than the national average, but the average monthly residential bill is much higher than the national average. This suggests that Kentucky homes are less energy efficient than the housing stock nationally and have greater reliance on electricity for heating, therefore have greater potential for savings.

Energy Assessments – How\$martKY takes the “whole-house” approach to energy efficiency, realizing that the various systems in a home – insulation, appliances, air-leakage, health & safety, and HVAC – interact to degrade or improve performance of the home. Rather than provide single-item incentives that may not make much difference, the utilities rely upon a whole-house energy assessment to determine the best package of improvements.

How\$martKY assessors are

certified building analysts by the Building Performance Institute (BPI).

Efficiency Improvements – While a whole-house assessment is important to identifying the most efficient combined package of improvements, there are typical improvements from which most homes could benefit.

Insulation The recommended amount has increased in recent years, particularly for the ceiling and floor (if over a vented crawlspace/basement). Many older homes do not have sufficient insulation. Additionally, incorrectly installed insulation can greatly degrade its usefulness.

Air Sealing Everyone knows that drafts can chill a room in a hurry, but houses leak air in and out at much greater amounts than most people realize. This is measured in Air Changes per Hour (ACH), which is what percentage of all the air in your home is replaced each hour by outside air – in other words, how much of the air you pay to heat or cool is lost to the outdoors each hour. Some ventilation is necessary to prevent indoor air-quality issues, but most homes leak far more than is necessary. Air sealing involves caulking around windows, doors, baseboards; foaming up plumbing and wiring penetrations to the exterior; weatherstripping doors and windows; and sealing around recessed lighting fixtures.

Duct Sealing Why heat or cool air if it never reaches where it is intended to go? Many HVAC systems have leaky ductwork where pieces fit together. Often-times there is no attempt at sealing and if there is, duct tape is applied. Despite its name, duct tape is not a good way to seal ductwork. For that, mastic – a rubbery compound – is the best material.

Heat Pump Upgrades In moderate climates such as Kentucky, heat pumps are often the most efficient way to heat and cool a home. An existing electric furnace, space heaters and window A/Cs, or very old heat pump may need to be replaced.

Fixed Monthly Charge – The fixed How\$martKY monthly charge is a way for customers to pay for the improvements through installments rather than upfront all at once. Furthermore, the charge is calculated to never exceed the projected savings from the improvements, meaning that the customer will at least break even initially and will hedge against future rate increases.

Any rebates or other sources of funds can be used to buy down the investment by the utility, reducing the amount of the monthly charge. If you would like to participate or need more information, please contact Bruce Aaron Davis at (606) 789-4095.

Calculating the monthly charge

\$6,500	Cost of Improvements	\$3,950
- 1,000	Customer Contribution	X 5%
- 250	EXPENSE	\$4,148 @ 3% over 15 yrs
- 1,300	Ky Home Performance	= \$29/MO
\$3,950		
	\$50/MO	Avg reduction
	- \$29/MO	Fixed charge
	\$21/MO	Immediate savings

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& Holidays)

Toll Free
(888) 789-7322

Now
you can
manage your
account
online

The screenshot shows the Big Sandy RECC Member Service Portal. At the top, there's a navigation bar with tabs for Payments, My Account, My Alerts, and Services. Below this is a blue banner with the date Wednesday, December 20, 2011, and the breadcrumb "You are here: Customer Portal". The main content area features a large image of a woman at a computer. To the left, there's an "E-Notifications" section with a green leaf icon and a list of services: view account details, make profile changes, pay bills, receive e-bills, view billing history, sign up for alerts, and download forms. To the right, there's an "Online Services" section with buttons for "Pay My Bill", "Start My Service", "Report an Outage", and "Contact Us". In the center, there's a "Login" section with fields for "Account Number or User ID" and "Password", and a "Forgot Your Password?" link. A "NOTE" states that successful login is indicated by the account number/user ID in the top right of the menu bar. A "Security" section explains that SSL software is used to encrypt transactions. The footer includes the Big Sandy RECC logo and the text "Copyright 2002 - 2011 RECC, Inc." and "Version: 1.117.1207".