



Rural Electric Cooperative Corporation

A Touchstone Energy® Cooperative 

March 20, 2013

MR JEFF DEROUEN
EXECUTIVE DIRECTOR
PUBLIC SERVICE COMMISSION
PO BOX 615
FRANKFORT KY 40602

RE: PSC CASE NO. 2013-00037

Dear Mr. Derouen:

Please find enclosed an original and six (6) copies of the responses of Nolin RECC as requested in the above referenced case dated March 12, 2013.

If you have any questions, please let me know.

Sincerely,

A handwritten signature in cursive script that reads "Michael L. Miller".

Michael L. Miller
President & CEO

afc

Enclosures

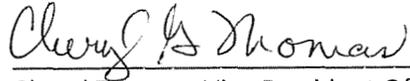
RECEIVED
MAR 20 2013
PUBLIC SERVICE
COMMISSION

Commonwealth of Kentucky
Before the Public Service Commission

Case No. 2013-00037

VERIFICATION

I verify, state and affirm that the testimony filed with this verification and for which I am listed as a witness is true and correct to the best of my knowledge, information and belief formed after a reasonable inquiry.

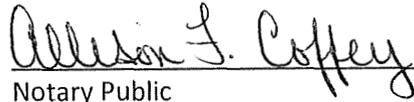


Cheryl Thomas, Vice President Office Services

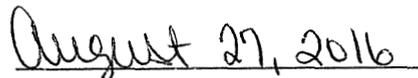
State of Kentucky

County of Hardin

The foregoing was signed, acknowledged and sworn to before me by Greg Harrington, this 18th day of March, 2013.


Notary Public

My Commission Expires:



Nolin Rural Electric Cooperative Corporation

First Request for Information – Case No. 2013-00037

Public Service Commission Staff Request Dated March 12, 2013

Question 1:

Explain how Nolin plans to inform its customers of the permanent Prepay Program. Provide all educational and training materials such as flyers, pamphlets, or posters Nolin anticipates it will use.

Answer:

Nolin RECC will use the following methods to notify our members that the PrePay Program is available on an unlimited basis:

- * **Thru conversations with members when they request service by telephone and visiting the office.**
- * **Thru bill statement messages.**
- * **Thru bill statement inserts.**
- * **Thru the Nolin RECC website.**
- * **Thru the Nolin RECC section of Kentucky Living Magazine.**

The following items are communication pieces regarding Nolin RECC PrePay Pilot which can be modified and used for promoting the PrePay Program. These items are submitted as Exhibit A:

- * **Bill statement message**
- * **New Member Packet insert**
- * **“A Member’s Guide to PrePay”**
- * **Bill statement inserts**
- * **“Nolin News” articles in Kentucky Living Magazine**

Responding Witness: Cheryl Thomas, Vice President Office Services
Nolin Rural Electric Cooperative Corporation

Nolin Rural Electric Cooperative Corporation

First Request for Information – Case No. 2013-00037

Public Service Commission Staff Request Dated March 12, 2013

Question 2(a):

Refer to the first paragraph of Nolin's January 14, 2013 cover letter filed with its proposed Prepay tariff and the Commission's Final Order in Case No. 2011-00141 approving Nolin's pilot Prepay Program.

- a. The letter states: "Once the tariff is approved, Nolin will provide the data collected up to the point the tariff is approved but we will discontinue tracking and submitting the data requested in the Order from that point forward." State whether this statement means that Nolin's intent is to make a single filing of the data collected on the pilot program that will include the data through the end of the pilot.*

Answer:

In compliance with the Commission's Final Order in Case No. 2011-00141, Item 6, Page 10, Nolin has been filing an annual prepay report with the PSC. If Nolin's proposed tariff is approved, a final filing would be submitted to the PSC covering the time between January 1, 2013, and when the tariff is approved. This partial year report would be submitted in a timely manner once the proposed tariff was approved and the pilot, at that point, concluded. This would be the last formal report submitted to the PSC for the PrePay Program.

Responding Witness: Cheryl Thomas, Vice President Office Services
Nolin Rural Electric Cooperative Corporation

Nolin Rural Electric Cooperative Corporation

First Request for Information – Case No. 2013-00037

Public Service Commission Staff Request Dated March 12, 2013

Question 2(b):

Refer to the first paragraph of Nolin's January 14, 2013 cover letter filed with its proposed Prepay tariff and the Commission's Final Order in Case No. 2011-00141 approving Nolin's pilot Prepay Program.

- b. In approving other electric cooperatives' Prepay Programs as pilots or as permanent programs, the Commission has required the cooperative to file the same, or similar, data as that which Nolin was required to file in the Final Order in Case No. 2011-00141. Explain why Nolin believes it is appropriate to discontinue collecting and filing data on its program with the Commission.*

Answer:

With the pilot program, Nolin RECC is limited to 300 accounts. Collecting the data on these accounts on a monthly basis after each monthly Cycle 7 billing and Cycle 1 thru 4 final billing (for those accounts who disconnect) and organizing the data by account in a form to be presented to the PSC has proven to be extremely time consuming. The Commission's Final Order in Case No. 2011-00141 requests seven items to be tracked and reported annually. Items 1 thru 6 are obtainable each month and are manually tallied for the annual report. Item 7 requests specific information which is extremely time consuming and burdensome to collect, organize, and record in an understandable format. Our billing software provider does not have a standard report that contains all of the information requested in Item 7 that can be generated for each account. Therefore, all of the data for Item 7 is collected, evaluated, and entered manually in a spreadsheet.

To preserve the confidential nature of our PrePay Program participants' information (name, address, customer number, account number, and monthly bill amount), it is essential that Nolin RECC manually assign each PrePay account a "PrePay Account #" on the annual report. This manual operation, along with the other manual data entry, is both time consuming and burdensome.

Due to the amount and type of data requested in Item 7 for every prepay account, the task has become burdensome for just the 300 pilot accounts. We are hopeful that the nearly two years of information already provided to the Commission will satisfy the need to continually track the participants of this program. The impact of

the program for our members has been and continues to be a much needed option for those who are unable to pay a deposit for their electric accounts.

It is not Nolin RECC's intention to eliminate the PrePay Program. The program is a much needed option in this financially challenged time. It is not unreasonable to anticipate that enrollment in the program would exceed 300 accounts if the pilot program was ended and a tariff for the program approved. The manual method of tracking the requested data, especially the data requested in Item 7 of Case No. 2011-00141, would then no longer be feasible for the Cooperative as it is extremely time consuming and burdensome. If the requirement for the annual report on the program is not eliminated, especially Item 7, the Cooperative will have to re-evaluate its ability to offer PrePay to our members due to the cumbersome requirement of collecting data (current and prior years) and reporting data on each individual account.

Responding Witness: Cheryl Thomas, Vice President Office Services
Nolin Rural Electric Cooperative Corporation

Group:



411 Ring Road
Elizabethtown KY 42701-6767

A Touchstone Energy® Cooperative

PHONE: (270) 765-6153
Office hours: Mon-Fri 8AM-5PM
Toll-Free: 1-888-637-4247
www.nolinrecc.com

BRANCH OFFICE
Closed Daily 12:30 - 1:30
101 W. Lincoln Trail
Radcliff, KY 40160-2055
(270) 351-2199

4764 1 AV 0.340
C-18 P-

4 4764



SERVICE ADDRESS

KWH USAGE HISTORY

Comparisons	Days	KWH	Avg/Day	Avg Temp
Current Month	31	1527	49	76
Last Month	28	1607	57	84
One Year Ago	31	1353	44	80

A MESSAGE FROM YOUR CO-OP

Nolin RECC is proud to introduce PrePay Metering. See bill insert for more information.

Please see reverse side for additional information.

Account Information	Billing Information	\$ Amount
Account Number	BALANCE ON 08/18/2011	205.00
Billing Cycle 3	PAYMENT - THANK YOU	-183.00
Billing Date 09/16/2011	BALANCE FORWARD	22.00
Meter Number	KWH CHARGE	140.33
Meter Reading 08/11/2011 41725	FUEL ADJUSTMENT -0.0005290	-0.81
Meter Reading 09/11/2011 43252	SCHOOL TAX	4.54
KWH Usage 1527	ENVIRONMENTAL SURCHARGE	11.94
Meter Multiplier 1.0000	CURRENT MONTH CHARGES	156.00
Demand 0.000		
Days Billed 31		
Rate Schedule 1 RESIDENTIAL		
Bill Type B		
Board District 5		
	BANK DRAFT DO NOT PAY	
	NET DUE UPON RECEIPT	177.00
	GROSS AMOUNT DUE AFTER 5 PM ON	Bank Draft

Complete your Home Energy Makeover application found in the September Nolin News and mail it to Nolin RECC, 411 Ring Road, Elizabethtown.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT. PLEASE DO NOT STAPLE OR FOLD.

PLEASE COMPLETE TO PAY BY VISA/MASTERCARD

Card Account Number _____ Exp. Date ____/____/____

Draft this account automatically each month using this credit card.

Print Cardholder Name _____ Signature for Payment _____

(270) _____ is the phone number we have listed for your account should you need to report an outage. If this is incorrect, please contact us at (270) 765-6153 or note your correct number on this portion of your bill.

Account Number: _____ Budget Billing

NET AMOUNT DUE UPON RECEIPT	177.00
GROSS AMOUNT DUE AFTER 5 PM ON	Bank Draft

PAYMENT BY BANK DRAFT ON 10/05/2011

03

NOLIN RURAL ELECTRIC COOPERATIVE
411 RING ROAD
ELIZABETHTOWN KY 42701-6767



2430000203000001770000000185857



NOLIN PREPAY METERING

Pay it your way with Nolin PrePay.

What is Nolin PrePay metering?

Nolin PrePay is a plan that allows members to pay for electricity before they use it. You decide how much and how often you pay into your Nolin PrePay account. The plan gives you the ability to control your budget by depositing money into the account online, over the telephone, or in person at a Nolin RECC office.

How does it work?

You purchase electricity before you use it by visiting the Nolin RECC office to sign up for the plan and pay money into your account. When your account runs low, you will receive an alert by phone or email informing you it's time to add funds to your account. You can track your usage by phone or online at www.nolinrecc.com 24 hours a day.

What if my account runs out of funds?

Your electrical service will be automatically disconnected when your funds reach a zero balance. You can purchase more power 7 days a week and will not be charged a disconnect or reconnect fee. To avoid disconnects, Nolin suggests that you keep a reasonable balance in your PrePay account.

Will I pay a deposit?

No. Nolin PrePay members do not pay a deposit. Current Nolin members, who have a deposit on their account, will have their deposit applied/transferred to their account(s) when they switch to PrePay.

Will I receive a monthly bill?

No. Nolin PrePay accounts do not receive a monthly bill.

Who can participate in Nolin PrePay?

Nolin RECC members receiving electric service under the residential rate can enroll in Nolin PrePay. Members and others living in a home with medical conditions are NOT eligible to enroll in the program.

To find out if Nolin PrePay metering is right for you, call 270-765-6153 or visit www.nolinrecc.com.

Nolin PrePay metering is a pilot/test program and is limited to 300 Nolin RECC members. The Nolin PrePay program is subject to end after three years (07/01/14), and members must sign a one-year enrollment agreement. Other restrictions may apply.

A Member's Guide To PrePay

Nolin RECC - Rural Electric Cooperative Corporation - Windows Internet Explorer

Address bar: <http://nolinrecc.com>

File Edit View Favorites Tools Help

Home Contact Sitemap Search

RURAL ELECTRIC COOPERATIVE CORPORATION
A Touchstone Energy Cooperative

Latest News

Go to www.nolinrecc.com. Then click on "Your Account".

Residential
Commercial/Industrial
Community
Energy Savings
Green Power
Kids Zone
Products and Services
News and Education
Diagrams and Specifications
About Nolin RECC

Co-op Connections Card

NOLIN
Rural Electric Cooperative
A Touchstone Energy Cooperative

FirstAlert DEFENDER
Touchstone Energy Cooperatives

Non-Emergency Contact
270-765-6153
1-888-637-4247

Emergency Contact
270-769-6396
1-800-572-1147

Elizabethtown (Map)
411 Ring Road
Elizabethtown, KY 42701

Radcliff (Map)
101 West Lincoln Trail
Radcliff, KY 40160

Hours
Monday - Friday
8 am - 5 pm

Radcliff Hours
Monday - Friday
8 am - 12:30 pm
1:30 pm - 5 pm

Office Locations Member Tools Outage Tools Meeting Room

Copyright © 2011 | Nolin Rural Electric Cooperative

Internet 100%

Taskbar: <https://ebill.nolinrecc.com/css/>, Launcher - Test, 19051161-9959, 99592 - Test C..., Removable Disk, PrePlay Progra, MSN.com - Win..., Nolin RECC - Ru..., 10:00 AM

Nolin RECC Member Self Serve - Consumer Self Serve - Windows Internet Explorer

http://19051dbs_95000/css/Logout.jsp?emailAddr=36778&password=eHnLdrMyCEADYUC6j==&userName=dvalco... Live Search

File Edit View Favorites Tools Help

Favorite Certificate Error Navigation ... Command Center Login Web Slice Gallery

Nolin RECC Member Self Serve - Consumer Self Serve




Home

About Us

Community

Contact Us

Security Policy

Help

Log On

We have discontinued check payments through this site. Should we offer this service again, all members will be notified on the monthly bill statement. Visa and Mastercard can still be used for payment on accounts.

* E-mail Address:

* Password:

- If you are registered enter your e-mail address and password.
- If you are a new user [Click Here to sign up for online account access](#)
- If you have lost your password [Click Here to retrieve it](#)

NISC®

Enter your e-mail address associated with the account and the password that was created for this account.

If this is your first time viewing your account online click on the blue hyperlink "Click Here to sign up for online account access."

Local Intranet 100%

Start Launcher - Noin 19051dbs_19051... Launcher - Tea... 19051dbs_99991... Removable Disk (C:) Q & A for train... Nolin RECC Mem... 3:44 PM

Nolin RECC Member Self Serve - Registration - Windows Internet Explorer

File Edit View Favorites Tools Help

Nolin RECC Member Self Serve - Registration



Home
About Us
Community
Contact Us
Security Policy
Help

Log On

New User Registration

Fields marked with a * are required.

* Account Number:

* Last Name or Business Name:

* E-mail Address:

* Password:

* Confirm Password:

NISC®

- Please complete all fields.
- The account number and last name or business name must match the values in our records.
- The password is case-sensitive and must be entered exactly the same in both the password and confirm password fields.
- Password length must be between 4 and 10 characters. To provide the best password security it is recommended that you use at least 8 characters and a combination of upper and lower case letters and numbers. No special characters.

Enter the above information to register your account.
This will allow you to view your account online.

Done

Local Intranet 100%

launcher N... 1995165519 launcher T... 1995165519 removable D... @ R & A for tra document1 Nolin RECCIM...



- Home
- About Us
- Community
- Contact Us
- Security Policy
- Help
- Change My E-mail
- Change My Password
- Unsubscribe
- Log Off
- Account List/Pay Bill

Account List

Mailing Address

John Doe
 123 Anywhere Dr
 Hodgenville KY 42748

Customer Number: 12345

Please Note: If you are using a public computer it is important that you **Log Off** before leaving this site so that others may not access your account information.

Account Number	Service	Balance	Pay?	Pay Amount		Click to View:			View Paper Bill Image
123456789	Electrc	0.00	<input type="checkbox"/>	0.00	Auto Pay scheduled 07/05/2011	Bill Detail	Payment History	Billing History	View Paper Bill Image
Service Address: ANYWHERE DR 123 - HOUSE		Account Total: \$0.00			Description: BRICK HOUSE				
234567890	Electrc	Prepaid Balance Owed: 20.71	<input checked="" type="checkbox"/>	20.71	Prepaid Account Info	Bill Detail	Payment History	Billing History	View Paper Bill Image
Service Address: ANYWHERE DR 123 -GARAGE		Account Total: \$0.00			Description: GARAGE				
Pay		Pay Total:		0.00	Uncheck All Pay ?		Check All Pay ?		

Details for Account
 123456789 - COOP
 ANYWHERE DR 123-
 HOUSE

Payments

Billings

View Charts

Details for Account
 123456789 - COOP
 ANYWHERE DR 123-
 GARAGE

Payments

Billings

View Charts

NISC®

Reminders

Effective May 21st, 2008 Nolin will accept Visa and MasterCard payments.

To view prepaid account information click on the blue hyperlink "Prepaid Account Info."

Nolin RECC Member Self Serve - Prepaid Account Info - Windows Internet Explorer

http://19051dbs.../PrepaidAccountInformation.do?pa=20.71&ls=700Potsch=Electric&4=295710&ELEC%20by=04-2011&hp=0.0&con=267762&at

File Edit View Favorites Tools Help

Home Edit View Favorites Tools Help

Home Edit View Favorites Tools Help

Nolin RECC Member Self Serve - Prepaid Account Info

NOLIN
RURAL ELECTRIC COOPERATIVE CORPORATION

Prepaid Account Info

Account Number: 234567890

Home
About Us
Community
Contact Us
Security Policy
Help
Change My E-mail
Change My Password
Unsubscribe
Log Off
Account List/Pay Bill

Details for Account
123456789 - COOP
ANYWHERE DR 123-
HOUSE

Payments
Billings
View Charts

Details for Account
123456789 - COOP
ANYWHERE DR 123-
GARAGE

Payments
Billings
View Charts

NISC ®

Prepaid Daily Charges

Date	Daily Prepaid Charge Amount
Jul 12	36
Jul 15	5

Graph showing the daily usage.

Prepaid Recent Activity

This area shows the most recent activity on the account.

Prepaid Account Summary

Billing Account Number:	0
Type Service:	COOP
Prepaid Balance:	\$20.71
Most Recent Payment Amt:	(\$10.00)
Most Recent Payment Date:	07/15/2011
Most Recent Daily Energy Usage:	25 KWH
Most Recent Daily Energy Charge:	\$3.82
Average Daily Energy Charge:	\$1.32
Amount Used Last Month:	29.69

Prepaid Account History

Local Intranet 100%

Done

START Launcher - N... 19051dbs: 99... Removable D... Q & A for tra... Document!... Nolin RECC... 4:10 PM

C Member Self Serve - Prepaid Account Info - Windows Internet Explorer

http://19051dbs:35000/css/chartPrepaidAccountInformation.do?kpa=24.47&ts=COOP&tsdn=Electric&z4=2957&tsg=ELEC8

View Favorites Tools Help Convert Select

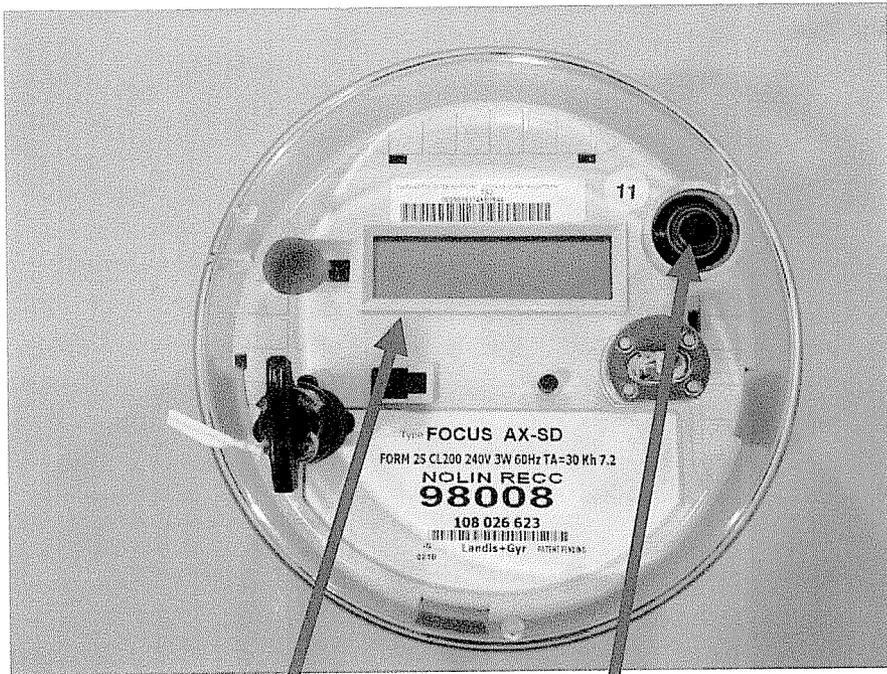
Nolin RECC Member Self Serve - Prepaid Account Info

Prepaid Account History 1 2 3 4 5 6 7 8 9

Account Nbr	Type Serv	Bill Date	Daily KWH Use	Meter Revenue	Meter Demand	Power Cost Adj	Devices	Tax	Other	Daily Bill Amt	Arrangement Amt	Prepaid Balance	Est Days Remain
0	COOP	07/17/2011	8	\$40.36	0.0	-2.18	0.0	1.27	4.02	\$1.26	\$0.00	\$24.47	-19.0
0	COOP	07/16/2011	10	\$39.20	0.0	-2.12	0.0	1.23	3.9	\$2.50	\$0.00	\$23.21	-18.0
0	COOP	07/15/2011	25	\$36.92	0.0	-2.04	0.0	1.16	3.67	\$3.82	\$0.00	\$30.71	-23.0
0	COOP	07/12/2011	240	\$33.37	0.0	-1.85	0.0	1.05	3.32	\$35.89	\$0.00	\$26.89	-20.0

1. Daily kWh usage.
2. Accumulated kWh charge.
3. Accumulated Fuel Adjustment.
4. Accumulated tax charges.
5. Accumulated Environmental Surcharge.
6. Daily bill amount
7. Arrangement amount if there is an arrangement on the account.
8. Total prepaid balance including any payments and charges that have occurred on the account.
9. Number of estimated days of usage remaining before balance on the account runs out.

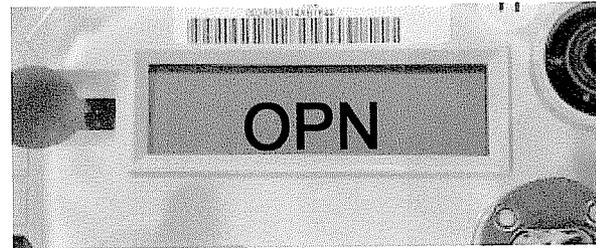
This is a picture of a prepay meter.



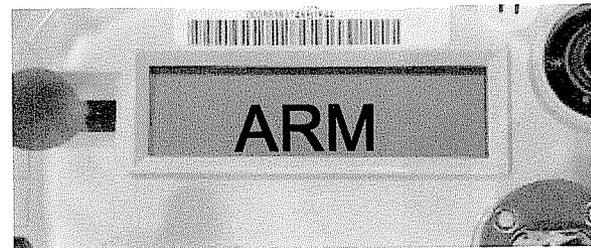
meter display

reset button

If the meter is disconnected due to insufficient funding of the PrePay account, the meter display will read “OPN.”

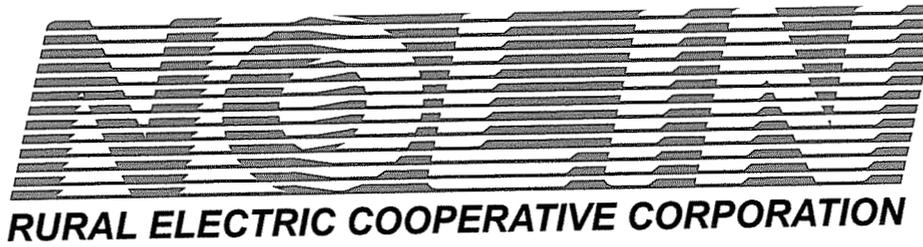


The PrePay account must have a credit balance before the meter can be reconnected. Once funds are placed on the PrePay account creating a credit balance, a command will be sent to the meter to reconnect. This may take up to 20 minutes. When the command is received by the meter, the meter display will read “ARM.” To activate the meter, the reset button must then be pushed for electricity to pass through the meter and into the home.



When the meter is allowing electricity to pass through it, the display will read “CLS.”





A Touchstone Energy® Cooperative 

Web Address: www.nolinrecc.com

Phone Numbers		Office Locations & Hours
<p><u>Non-Emergency Contact</u> 270-765-6153 1-888-637-4247</p> <p><u>Emergency Contact</u> 270-769-6396 1-800-572-1147</p>		<p><u>Elizabethtown</u> 411 Ring Road Elizabethtown, KY 42701 Hours: Monday – Friday 8:00 am – 5:00 pm</p> <p><u>Radcliff</u> 101 West Lincoln Trail Radcliff, KY 40160 Hours: Monday – Friday 8:00 am – 5:00 pm Closed daily from 12:30 pm - 1:30 pm</p>

IMPORTANT INFORMATION

- * It could take up to 7 days before the prepay meter establishes communications with Nolin. Therefore, it is possible that your prepay account may not bill daily until the meter can communicate with Nolin and send a reading from the meter.
- * The daily reading used for billing will be the reading from one or two days prior to the billing date. **Therefore a balance could be due for usage from the last reading date until the account is disconnected.** Any unpaid balance will be your responsibility. Currently, the meter sends a reading at midnight and will not send another reading until the following day at midnight.
- * Storms or maintenance on Nolin's system may interfere with communications between the meter and Nolin. If communications are interrupted, the meter will not send a reading until the meter can once again establish communications with Nolin.
- * If your account is disconnected for lack of funds and a payment is made on your account giving it a credit balance, it will take at least 20 minutes for the meter to re-establish communication. During this time, you will be unable to reset the meter until the connection is re-established.
- * If you want to end your service with Nolin, please contact our office to request a disconnect instead of letting the account get disconnected due to lack of funds. Since the daily readings are two days prior to the billing date, there will be a final bill calculated up to the reading recorded when the account is disconnected.
- * If your account is disconnected due to lack of funds, Nolin will wait up to 1 week before closing the account. After the account is closed, if you wish to reconnect service, it will be necessary to come to the office to re-apply for service.

An Energy Update

from Nolin RECC

Nolin PrePay Metering Touchstone Energy Honor Flight

September 2011

NOLIN PREPAY METERING

Pay it your way with Nolin PrePay

Are you looking for a new way to pay your electric bill? Would it be easier for you to make daily, weekly, or biweekly payments rather than one payment each month?

Nolin is now offering a prepayment plan that allows you to decide when and how much to pay on your electric account. It's called "Nolin PrePay Metering" and you control your own account.

Nolin PrePay is a plan that allows members to pay for electricity before they use it. You can control your budget by making payments into your account as you can afford to do so. Simply add money into your Nolin account with VISA/MasterCard online or over the telephone. If you prefer, you may make payments in person at a Nolin RECC office.

How does it work?

You purchase electricity before you use it by visiting the Nolin RECC office to sign up for the plan and pay money into your account. When your account runs low, you will receive an alert by phone, email, and text (available Fall 2011); informing you it's time to add funds to your account. You can track your usage by phone or online at www.nolinrecc.com 24 hours a day.

What if my account runs out of funds?

Your electrical service will be automatically disconnected when your funds reach a zero balance. You can purchase more power 7 days a week and will not be charged a disconnect or reconnect fee. To avoid disconnects, Nolin suggests that you keep a reasonable balance in your PrePay account.

Will I pay a deposit?

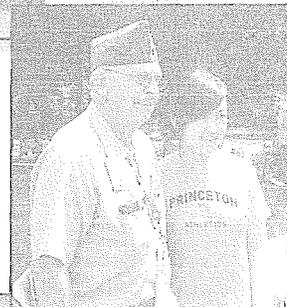
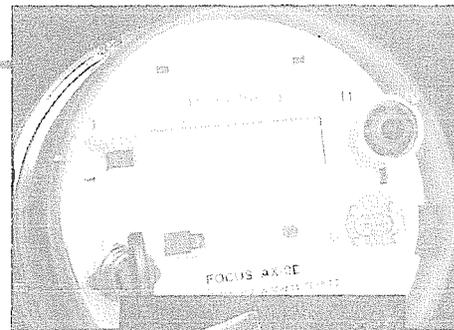
No. Nolin PrePay members do not pay a deposit. Current members, who sign up for Nolin PrePay, will have their deposit applied/transferred to their account(s).

Will I receive a monthly bill?

No. Nolin PrePay accounts do not receive a monthly bill.

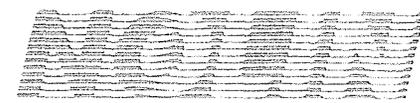
Who can participate in Nolin PrePay?

Nolin RECC members receiving electric service under the residential rate can enroll in Nolin PrePay. Members and others living in a home with medical conditions are NOT eligible for the program.



Mickey Miller
President & CEO

OVER



Rural Electric Cooperative Corporation

A Touchstone Energy Cooperative 

Nolin PrePay works best for people who want to take control of their electric bills and energy usage. By monitoring your consumption on a regular basis, you begin to notice patterns in your day-to-day usage. Variations from this pattern, such as a house guest (may increase usage) or a vacation (may decrease usage), will become evident as you monitor your account.

Monitoring and controlling daily usage can help keep those electrical costs down. Statistics indicate prepay electricity programs help lower electric consumption due to member's awareness of usage patterns. In similar programs across the country, prepay participants typically see a 10% to 12% reduction in their monthly electric bill.

Restrictions apply on Nolin PrePay

Enrollment is limited to 300 participants, and Nolin PrePay is currently a pilot/test program which is subject to termination after three years. Nolin members must sign a one-year enrollment agreement.

If you are on a limited income, or perhaps unsure how long you will live in the area, Nolin PrePay may be the energy solution for you! Please contact 270-765-6153 for more information on Nolin PrePay Metering.

KENTUCKY'S TOUCHSTONE ENERGY COOPERATIVES SPONSOR WWII HONOR FLIGHT

If you are a member of Nolin RECC and served in the armed forces during WWII, you may apply for a seat on the Touchstone Energy WWII Honor Flight. Nolin will sponsor one veteran and their guardian on this complimentary one-day trip to Washington, D.C.

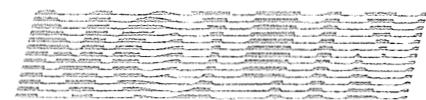
To place your name in a random drawing for this trip, please contact Patsy Whitehead at 270-765-6153 by September 16th.



Sincerely,

A handwritten signature in cursive script that reads "Michael L. Miller".

Michael L. "Mickey" Miller
President and CEO



Rural Electric Cooperative Corporation

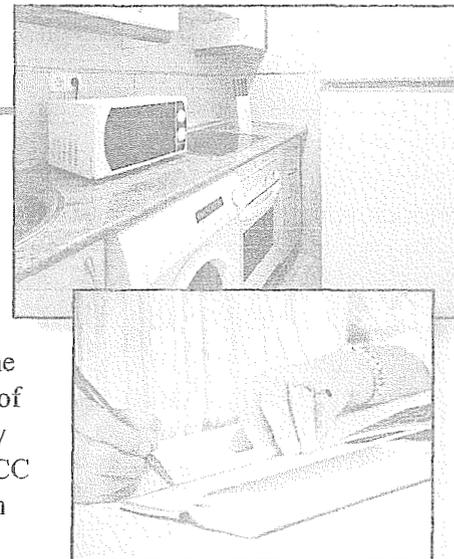
A Touchstone Energy Cooperative 

An Energy Update

from Nolin RECC

Home Energy Makeover Managing Your Electric Bill Big Changes from Small Change

FINAL CHANCE TO WIN HOME ENERGY MAKEOVER



NOLIN RECC's HOME ENERGY MAKEOVER

If you receive this *Energy Update* before November 30th then you still have time to register for a free home energy makeover. Nolin will be drawing two names at the end of November and each of those members will have the opportunity to win one of two prizes: ENERGY STAR home appliances costing up to \$2,000, or home energy upgrades costing up to \$2,000. If you have not registered, please call the Nolin RECC office at 270-765-6153 or visit www.nolinrecc.com/makeover to enter your name in the contest.

BUDGET NOW TO SAVE LATER

Nolin's budget billing program is designed to help members through the winter and summer months when spikes in the weather cause electricity usage to increase. Now is the time to enroll in budget billing – don't wait until the snow falls!

The program allows members to pay an average dollar amount each month based on the previous 12 months' usage. In other words, members no longer receive higher bills in the winter and summer due to increased heating and cooling usage.

Budget billing makes bill paying affordable, but Nolin's automatic bank draft makes it simple. The automatic bank draft saves members time and money because the electric bill payment is deducted from your bank account or charged to your VISA or MasterCard each month.

You don't have to visit the Nolin RECC office to sign up for budget billing or automatic bank draft – you can enroll over the telephone by calling 270-765-6153, or visit www.nolinrecc.com and click on "Residential Bill Payment."



Mickey Miller
President & CEO

OVER

PAY IT YOUR WAY WITH PREPAY

In August we introduced a new way residential members can pay for their electricity. It's called PrePay Metering and it allows members to pay up front for electricity before they ever use a single kilowatt-hour!

Nolin PrePay helps you control your budget by making payments into your account as you can afford to do so. Simply add money into your Nolin PrePay account with VISA/MasterCard online or over the telephone as your account needs to be filled – like filling up your gas tank! And of course you may visit the Nolin office during normal business hours to make deposits into your PrePay account.

Members must visit one of the Nolin offices to sign up for PrePay Metering and make an initial payment into their account to get the electricity flowing. No deposit is required for PrePay and members will not have disconnect or reconnect fees. Existing members who wish to switch to PrePay Metering will have their deposit applied/transferred to their PrePay account. Some restrictions apply.

Helping our members save money during tough times is important to Nolin. As we face the winter months we can all expect increases in electric consumption. Working together, we can help make sure your home is energy efficient and help you manage your electric bills. These are just some of the ways Nolin is looking out for you.

GIVING BACK TO YOUR COMMUNITY

Nolin RECC members were introduced to Operation Round-Up (ORU) in 2006 and since that time over 4,000 members have signed up to help others in their community by rounding up their electric bill each month. The small change from rounding up to the nearest dollar is deposited into a special account and is used to help worthy causes and programs in the community.

Local citizens make up a non-profit board of directors that govern the program. The board reviews applications for community projects and makes decisions on when, where, and how to utilize funds.

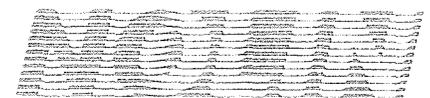
ORU participation is voluntary and open throughout the year. Any Nolin member who signs up for the program before December 1, 2011, will earn a chance to win \$100, \$50, or \$25 in a cash drawing. Those already enrolled in ORU will automatically be eligible for the drawing which is to be held December 10th.

If you would like to help others in your community by donating under a dollar a month, check the appropriate box on the back of your electric bill that allows you to sign up for the program, or you may call the Nolin office at 270-765-6153.

Sincerely,



Michael L. "Mickey" Miller
President and CEO



Rural Electric Cooperative Corporation

A Touchstone Energy Cooperative 

An Energy Update

from Nolin RECC

Nolin PrePay Energy-Saving Pool Pumps Annual Meeting Reminder

June 2012

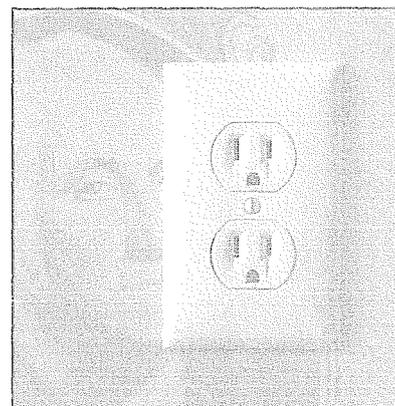
PAY IT YOUR WAY WITH PREPAY

Last year, Nolin introduced a new way residential members can pay for their electricity. It's called PrePay Metering and it allows members to pay up front for electricity before they ever use a single kilowatt-hour!

Nolin PrePay helps you control your budget by making payments into your account as you can afford to do so. Simply add money into your Nolin PrePay account with VISA/MasterCard online or over the telephone as your account needs to be filled – like filling up your gas tank! And of course you may visit the Nolin office during normal business hours to make deposits into your PrePay account.

Members will need to visit one of the Nolin offices to sign up for PrePay Metering and make an initial payment into their account to get the electricity flowing. No deposit is required for PrePay and members will not have late fees, disconnect, or reconnect fees.

Existing members who wish to switch to PrePay Metering will have their deposit applied/transferred to their PrePay account. Some restrictions apply.



SAVE ENERGY WITH A VARIABLE-SPEED POOL PUMP

The appliance that will use more electricity than any other in your house this summer is your air conditioner. The second-greatest energy hog is the pool pump!

Most pools are equipped with pumps that are too big and use way more energy than you need to keep the water sparkling clean. The solution: Switch your single-speed pool pump to a variable-speed model.

Manufacturers claim variable-speed pumps use up to 80 percent less energy and can save the owner of a backyard swimming pool \$300 or more a year on electricity bills.

Helping our members save money during tough times is important to Nolin. As we enter the summer months we can all expect increases in electric consumption. Working together, we can help make sure your home is energy efficient and help you manage your electric bills. For more energy saving tips visit our Web site at www.nolinrecc.com.



Rural Electric Cooperative Corporation

A Touchstone Energy Cooperative 

IF IT'S NOT TOO LATE ALREADY...ATTEND YOUR ANNUAL MEETING JUNE 15TH

Since Nolin members don't all receive their electric bills at the same time, some of you will get this bill insert after the annual meeting. If the date hasn't passed you up, please make plans to attend the Nolin RECC annual meeting at John Hardin High School on June 15th.

In addition to a terrific time, delicious food, and great prizes, your annual meeting also demonstrates a fundamental principle that drives Nolin and other electric cooperatives nationwide: **democratic member control.**

Democratic member control is a defining core principle of Nolin that we have practiced since our founding in 1938. It means Nolin RECC is governed by members like you, who take an active role in their co-op by voting for directors. Your elected directors are also members of Nolin, and they are accountable to you. All of Nolin's members have equal voting rights (one member, one vote).

By this time, you should have already received your director ballots in the mail. Please remember to vote and return the ballot to Nolin using the pre-paid, self-addressed envelope provided. We must have your ballot no later than 5 PM, June 14th in order to include it in the director elections.

INTERNATIONAL YEAR OF COOPERATIVES -- YOU MAY EARN A \$100 BILL CREDIT

Clip and save this information for your open-book quiz on cooperatives in December. We're celebrating the International Year of Cooperatives and you have a chance to win a \$100 bill credit just by answering a few simple questions about co-ops.

Here is fact number 7 on co-ops:

Cooperatives operate under 7 guiding Principles. Here is the 7th Cooperative Principle:

- **Concern for Community:** While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

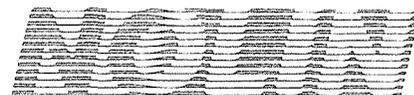
Watch next month for fact number 8 on cooperatives. Visit www.nolinecc.com for more information on the 2012 International Year of Cooperatives.



Sincerely,

Michael L. Miller

Michael L. "Mickey" Miller
President and CEO



Rural Electric Cooperative Corporation

A Touchstone Energy Cooperative 

An Energy Update

from Nolin RECC

Get Green with \$100 Bill Credit Managing Your Electric Bill Your Change makes BIG Changes

FINAL CHANCE TO WIN \$100 ELECTRIC BILL CREDIT

If you receive this *Energy Update* before November 30th then you still have time to register for one of twenty \$100 electric bill credits. Nolin will be randomly drawing the names at the end of November and each of those members will receive the credit on their December bill. Plus, one of the twenty winners will be awarded home energy efficiency upgrades costing up to \$2,000. If you have not registered, please call the Nolin RECC office at 270-765-6153 or visit www.nolinrecc.com/getgreen to enter your name in the contest.



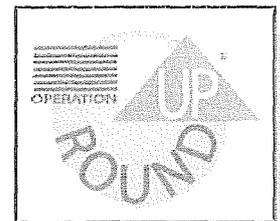
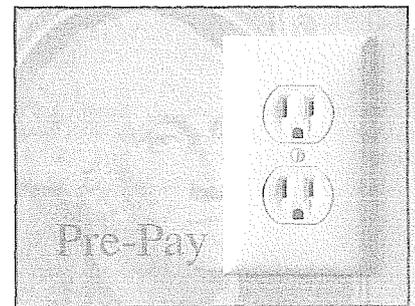
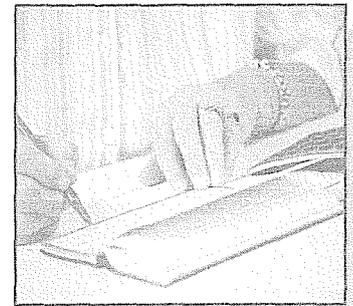
BUDGET NOW TO SAVE LATER

Nolin's budget billing program is designed to help members through the winter and summer months when spikes in the weather cause electricity usage to increase. Now is the time to enroll in budget billing – don't wait until the snow falls!

The program allows members to pay an average dollar amount each month based on the previous 12 months' usage. In other words, members no longer receive higher bills in the winter and summer due to increased heating and cooling usage.

Budget billing makes bill paying affordable, but Nolin's automatic payment draft makes it simple. The automatic payment draft saves members time and money because the electric bill payment is deducted from your bank account or charged to your VISA or MasterCard account each month.

You don't have to visit the Nolin RECC office to sign up for budget billing or automatic payment draft – you can enroll over the telephone by calling 270-765-6153, or visit www.nolinrecc.com and click on "Residential Bill Payment."



PAY IT YOUR WAY WITH PREPAY

Nolin's PrePay Metering allows members to pay up front for electricity before they ever use a single kilowatt-hour! Members add money into their PrePay account with VISA/MasterCard online or over the telephone as the account balance starts to get low.

OVER



A Touchstone Energy Cooperative

And of course you may visit the Nolin office during normal business hours to make deposits into your PrePay account.

Members must visit one of the Nolin offices to sign up for PrePay Metering and make an initial payment into their account to get the electricity flowing. No deposit is required for PrePay and members will NOT have disconnect or reconnect fees. Existing members who wish to switch to PrePay Metering will have their deposit applied/transferred to their PrePay account. Some restrictions apply.

GIVING BACK TO YOUR COMMUNITY

Nolin RECC members were introduced to Operation Round-Up (ORU) in 2006 and since that time over 4,000 members have signed up to help others in their community by rounding up their electric bill each month. The small change from rounding up to the nearest dollar is deposited into a special account and is used to help worthy causes and programs in the community.

Local citizens make up a non-profit board of directors that govern the program. The board reviews applications for community projects and makes decisions on when, where, and how to utilize funds.

ORU participation is voluntary and open throughout the year. Any Nolin member who signs up for the program before December 3, 2012, will earn a chance to win \$100, \$50, or \$25 in a cash drawing. Those already enrolled in ORU will automatically be eligible for the drawing for each active Nolin account.

If you would like to help others in your community by donating under a dollar a month, check the appropriate box on the back of your electric bill that allows you to sign up for the program, or you may call the Nolin office at 270-765-6153.

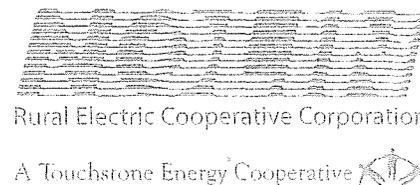
INTERNATIONAL YEAR OF COOPERATIVES -- YOU MAY EARN A \$100 BILL CREDIT

Clip and save this information for your open-book quiz on cooperatives in December. We're celebrating the International Year of Cooperatives and you have a chance to win a \$100 bill credit just by answering a few simple questions about co-ops.

Here is fact number 12 on co-ops:

Cooperatives have an obligation to inform and educate their members about important events and news affecting the co-op. This is one of the seven Cooperative Principles and Nolin RECC considers it to be extremely important in our everyday operations and continued success.

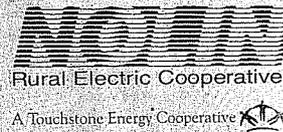
Watch next month for your open-book quiz!!! Visit www.nolinrecc.com for a complete list of all monthly co-op facts and for more information on the 2012 International Year of Cooperatives.



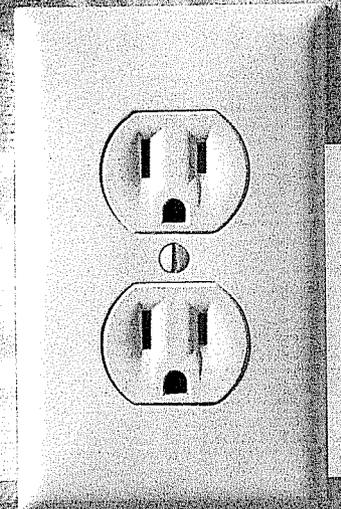
Pay it your way with **Nolin PrePay**

Nolin PrePay is a plan that allows you to pay for electricity before you use it. Nolin PrePay gives you the ability to control your budget by depositing money into your account online, over the telephone, or in person at a Nolin RECC office.

To find out if Nolin PrePay is right for you,
call 270-765-6153 or visit www.nolinrecc.com.



270-765-6153 • www.nolinrecc.com



NOLIN News

News you can use

Editor, Patsy Whitehead, CCC

Featured above: Nolin RECC Staking Technician
John Lutz, 33 years of service

A New Way to Pay Nolin offers members PrePay Metering

The most common question we receive from new Nolin RECC members is "Why do I have to pay a deposit?" Although all new members do not automatically pay a deposit, some are required to do so. We're hoping to avoid asking you for a deposit with a new pilot program called "Nolin PrePay Metering."

Nolin introduced PrePay Metering in July, which allows members to pay for their electricity usage before it is actually used in the home. Nolin's PrePay Metering is a pilot/test program and is limited to 300 members. The good news is... **NO** deposit is required when you sign up for Nolin PrePay.

How does Nolin PrePay work?

Simply visit the Nolin office to sign up for the plan and pay money into your account. You decide how much and how often you pay into your account. The plan gives you the ability to control your budget by making payments (24 hours a day, seven days a week) to your account with VISA or MasterCard online or by telephone. Or you can visit the Nolin office to make payments during working hours. PrePay accounts will not receive a monthly electric bill.

How will I know if my account is low?

When your account runs low, you will receive an alert by phone, e-mail, and text (estimated availability fall 2011) informing you it's time to add funds to your account. You can track your usage by phone or online at www.nolinrecc.com 24 hours a day.

Your electrical service will be automatically disconnected when your funds reach a zero balance. You can purchase more power seven days a week and will not be charged a disconnect or reconnect fee. To avoid disconnects, Nolin suggests that you keep a reasonable balance in your PrePay account.

And, NO deposit is required for Nolin PrePay! Current Nolin members, who have a deposit on their account, will have their deposit applied/transferred to their account(s) when they switch to PrePay.

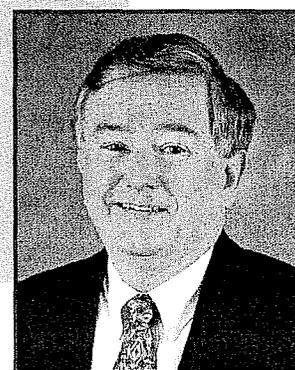
What about restrictions?

PrePay is available for residential members only. Nolin PrePay Metering is currently a pilot/test program and may be subject to termination in three years (limited to 300 members). In addition, members must sign a one-year contract to enroll in PrePay. Members and others living in a home with medical conditions are NOT eligible for the program.

If you think Nolin PrePay is the way you want to pay, stop by the Nolin office to sign up. For more information, call (270) 765-6153.

Nolin PrePay Metering Now you can control how much and when you pay for electricity

- No deposits
- Set your own payment schedule
- Buy electricity as you need it
- Monitor your usage



**Mickey Miller
President & CEO**

On the inside...

Home energy makeover34B
 Nolin youth delegates34D
 Scholarship recipients34F

We're Giving Away Energy Efficiency

Nolin's Home Energy Makeover Program Set to Reward Two Members

NOLIN RECC's HOME ENERGY MAKEOVER

Last year's Home Energy Makeover winners, Sharon Pinkham and Sgt. 1st Class Pablo Michel, will tell you spending a few minutes to enter the contest proved to be a great investment of time!

The two were awarded up to \$1,200 worth of home energy-efficiency upgrades.

This year, the stakes are higher! Nolin is increasing the upgrades reward to \$2,000 (that's for each of our two winners)! It will

certainly pay you to register for this great opportunity.

The free makeover is our way of celebrating National Cooperative Month in October and it serves as an excellent way to help you take advantage of an opportunity that will help save you energy dollars for years to come.

This is the second year Nolin has offered the Home Energy Makeover to members.

Contest rules and an application were printed in last month's *Nolin News*. You can also log on to www.nolinrecc.com/makeover to enter the contest. Deadline for entry is November 30, 2011.

Don't miss your chance to win up to \$2,000 in home energy improvements. Questions can be directed to Nolin's Energy Management Coordinator Todd Drake at (270) 765-6153.



2010 Winner!

Meet **Sgt. 1st Class Pablo Michel**, 2010 winner of Nolin RECC's Home Energy Makeover Contest.

SFC Michel received **\$1,200** worth of **FREE** energy efficiency! He selected a GE 25 Cu. Ft. **ENERGY STAR** refrigerator for his home.

How would you like to improve home energy efficiency and not spend a dime? Celebrate National Co-op Month with Nolin RECC in October and enter the **Home Energy Makeover Contest** at www.nolinrecc.com.

Contest prize is now \$2,000!

Need an Easy Way to Pay?

Members Positive about Nolin's PrePay Metering

Last month we introduced a new way to pay your electricity bill and since that time, members have told us they are interested in the program. Only 300 can enroll in Nolin PrePay Metering because it is in the testing stages for three years and may even be discontinued after that time.

If you like the idea of paying for your electricity before you actually use it in your home, then Nolin PrePay is your an-

swer. Members signing up for PrePay do not pay a deposit and if you are already on service and switch your account(s) to PrePay, any deposit you may have on your account will be applied.

Current Nolin residential members who are interested in signing up for PrePay simply visit the Elizabethtown or Radcliff office and fill out the necessary paperwork to switch their existing ac-

counts. When your account balance gets low, you will receive an alert by phone and e-mail. Text alerts will be available in the near future. Adding money into your Nolin account can be done over the phone, in the office, or online with VISA or MasterCard.

For more information on Nolin PrePay Metering, call the office at (270) 765-6153 or visit our Web site at www.nolinrecc.com.

Affording Energy

Things you can do to prevent disconnection

Although Kentucky is fortunate to have one of the lowest electricity rates in the nation, energy costs can still impact a family's budget during the winter when usage is higher than usual.

We understand in these tough times that budget crunching may have you juggling bills. No employee at Nolin likes to disconnect a member's electric service for nonpayment. It's never pleasant, especially during the cold months.

If you receive a cutoff notice in the mail, don't wait until the final day to call the office for help. Members receive their cutoff notice in the mail around 10 days prior to the disconnect date. Often we can handle payment extensions over the phone, so it pays to call first and as soon as possible.

Once a member is disconnected for nonpayment, they are required to pay with credit/debit card, money order, or cash to reconnect electric service. Credit or debit payments can be made over the phone.

Payment assistance agencies in our area are listed on the Nolin RECC late notice statement. Members needing assistance are urged to contact these agencies for information and help:

- Cabinet for Health & Family Services (270-766-5213)**
- Community Action of Central Kentucky**
(Hardin Co. 270-769-1927) (LaRue Co. 270-358-3937)
- North Hardin Hope Inc. (270-351-4673)**
- Helping Hand (270-769-3092)**

Please call Nolin at (270) 765-6153 before your bill is late so you can avoid unnecessary charges.

Nonpayment Service Charges

If service has been disconnected for nonpayment, the following charges apply:

- Service Charge to Disconnect: \$20.00**
- Connection and Reconnection Charges**
 - During business hours \$20.00**
 - After business hours \$50.00**

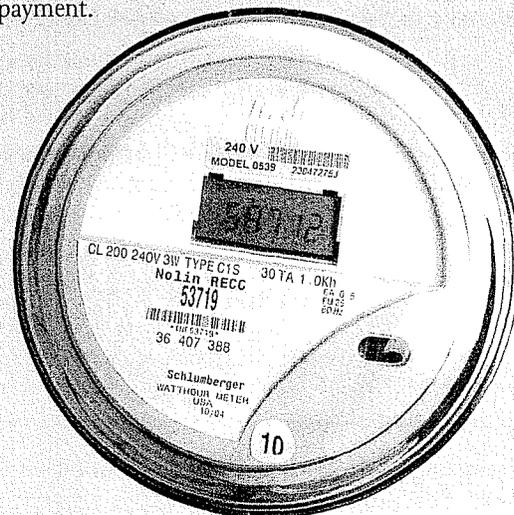
Accounts subject to disconnect may be required to pay a deposit or an additional deposit if the usage has increased.

Looking for an Easy Way to Pay?

No deposit, no disconnect fee with PrePay Metering

If you like the idea of paying for your electricity before you actually use it in your home, then Nolin PrePay Metering is your answer. Members signing up for PrePay do not pay a deposit and if you are already on service and switch your account(s) to PrePay, any deposit you may have in your account will be applied.

Current Nolin residential members who are interested in signing up for PrePay simply visit the Elizabethtown or Radcliff office and fill out the necessary paperwork to switch their existing accounts. When your account balance gets low, you will receive an alert by phone and e-mail. Texts alerts will be available in the near future. Adding money into your Nolin account can be done over the phone or online with VISA or MasterCard. Or if you prefer, you can visit the office to make a cash or check payment.



Pay it your way

Two easy ways to balance your electric bills

BUDGET BILLING

Let us help you manage your dollars so that your electric bill stays in line with your budget. With the continuing increases in necessities like gasoline, food, and clothing, co-op members need all the help they can get these days. These daily increases account for the rapid popularity of Nolin's budget billing program.

Budget billing is simple...the program allows members to pay an average dollar amount each month based on the previous 12 months' usage. In other words, members no longer receive higher bills in the winter and summer due to increased HVAC usage.

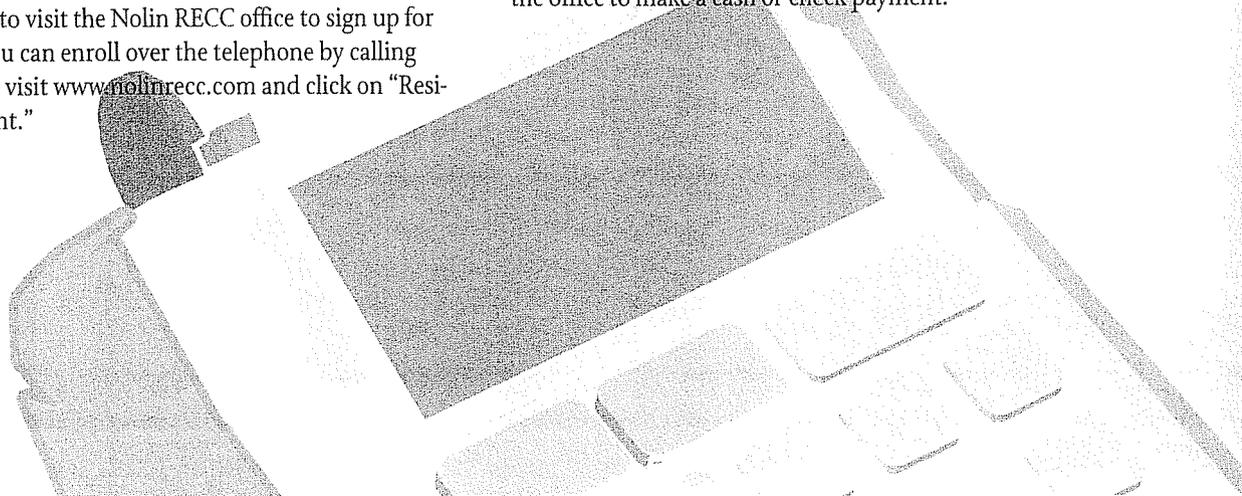
During the winter, Nolin enrolls about 75 members a month in budget billing. However, don't wait until you see high heating bills to enroll – today is the time to sign up – when the high bills arrive, it's too late!

You don't have to visit the Nolin RECC office to sign up for budget billing – you can enroll over the telephone by calling (270) 765-6153, or visit www.nolinrecc.com and click on "Residential Bill Payment."

PREPAY METERING – No deposit, no disconnect fee

If you like the idea of paying for your electricity before you actually use it in your home, then Nolin PrePay Metering is your answer. Members signing up for PrePay do not pay a deposit and if you are already on service and switch your account(s) to PrePay, any deposit you have in your account will be applied.

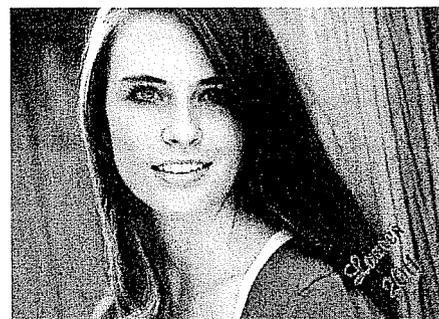
Current Nolin residential members interested in signing up for PrePay should visit the Elizabethtown office and fill out the necessary paperwork to switch their existing accounts. When your account balance gets low, you will receive an alert by phone and e-mail. Text alerts may be available in the near future. Adding money into your Nolin account can be done over the phone or online with VISA or MasterCard. Or, if you prefer, you can visit the office to make a cash or check payment.



College Scholarships through Nolin

Nolin RECC awards six college scholarships of \$1,000 each to graduating seniors and another to an adult going back to school after spending time in the work force or after raising a family.

Why not take advantage of this opportunity your cooperative offers to its members by completing an application and returning it to the Nolin RECC office by March 31. Visit our Web site at www.nolinrecc.com or call (270) 765-6153 for an application.



Lauren Kinser is a 2011 graduate of Central Hardin High School. She is currently taking advantage of her \$1,000 Nolin RECC scholarship by attending Lindsey Wilson College.

Looking for an Easy Way to Pay?

No deposit, no disconnect fee with PrePay Metering



If you like the idea of paying for your electricity before you actually use it in your home, then Nolin PrePay Metering is your answer. Members signing up for PrePay do not pay a deposit. If you are already on service and switch your account(s) to PrePay, any deposit you may have in your account will be applied to your PrePay account.

Current Nolin residential members who are interested in signing up for PrePay simply visit the Elizabethtown or Radcliff office and fill out the necessary paperwork to switch their existing accounts. When your account balance gets low, you will receive an alert by phone and e-mail. Text alerts will be available in the near future. Adding money into your Nolin account can be done over the phone or online with VISA or MasterCard. Or if you prefer, you can visit the office to make a cash or check payment.

**CELEBRATE *the* INTERNATIONAL
YEAR of COOPERATIVES!**



**"Cooperative
Enterprises Build
a Better World"**

Clip and save this information for your open-book quiz on cooperatives in December. We're celebrating the International Year of Cooperatives and you have a chance to win a \$100 bill credit just by answering a few simple questions about co-ops.

Here is fact number 4 on co-ops:

Cooperatives operate under 7 guiding Principles. Here are two:

- **Voluntary and Open Membership:** Membership is available to all who can reasonably use its services, regardless of race, religion, sex, or economic circumstances.
- **Democratic Member Control:** Each co-op member has one vote and is treated equally in respect to sharing their opinions and concerns about the co-op. Control remains in the hands of all members, not just a few. Directors are elected from the membership by other members (one member, one vote).

Watch next month for fact number 5 on cooperatives. Be sure to save all your fact sheets for the open-book quiz in December.

**We've Got Your
\$25 Number! \$25**
WIN \$25 Worth of FREE Electricity

Nolin News features a contest called "We've Got Your Number." Hidden inside this issue are two randomly selected member account numbers. If you spot your account number, contact the Member Services Department at 765-6153, and win a \$25 CREDIT on your electric bill. You must identify your number and call by the 15th day of the month's issue containing your number. Account numbers could be anywhere in your *Nolin News*!

New Member Credits

All members signing up for new service with Nolin receive a short survey. Members who return the completed survey to Nolin are automatically eligible to win a \$20 credit on their electric bill. Each month, one name is drawn and a lucky Nolin member receives a bill credit on their next statement. Congratulations to our latest winner, **Cleta F. Perkins**, of **Glendale**.

Online payments

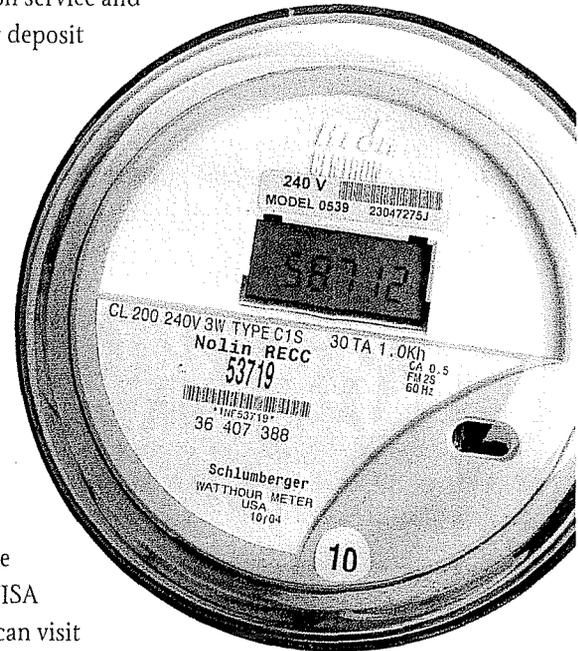
Access your Nolin RECC account through our Web site at www.nolinrecc.com. Click on "YourAccount" to check your consumption history and make payments by debit card, Visa, or MasterCard. To apply for budget billing and automatic draft online, click on "Residential Bill Payment."

Looking for an Easy Way to Pay?

No deposit, no disconnect fee with PrePay Metering

If you like the idea of paying for your electricity before you actually use it in your home, then Nolin PrePay Metering is your answer. Members signing up for PrePay do not pay a deposit. If you are already on service and switch your account(s) to PrePay, any deposit you may have in your account will be applied to your PrePay account.

Current Nolin residential members who are interested in signing up for PrePay simply visit the Elizabethtown or Radcliff office and fill out the necessary paperwork to switch their existing accounts. When your account balance gets low, you will receive an alert by phone and e-mail. Text alerts will be available in the near future. Adding money into your Nolin account can be done over the phone or online with VISA or MasterCard. Or if you prefer, you can visit the office to make a cash or check payment.



0520027501

HOW TO REACH NOLIN RECC

ELIZABETHTOWN OFFICE

411 Ring Road, Elizabethtown, KY 42701-6767
8:00 a.m.-5:00 p.m., Mon-Fri • (270) 765-6153

RADCLIFF OFFICE

101 West Lincoln Trail Blvd., Radcliff, KY 40160
8:00 a.m.-5:00 p.m., Mon-Fri • (270) 351-2199
(Office closed from 12:30-1:30 daily)

TOLL-FREE BUSINESS CALLS — 1-888-637-4247

EMERGENCY PHONE NUMBER — (270) 769-6396

EMERGENCY TOLL-FREE CALLS — 1-800-572-1147

Web site: www.nolinrecc.com
e-mail: comments@nolinrecc.com

BOARD OF DIRECTORS

David P. Brown
Gene Straney
A.L. Rosenberger
Lawrence Ireland
Rick Thomas
Linda Grimes

ATTORNEY

John J. Scott

President & CEO

Michael L. Miller

