

Norris Electric *News*

Your Touchstone Energy® Cooperative 

Norris Electric Cooperative

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or **Toll-Free:**
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Report an Outage:
1-877-783-3221

Office Hours:
Monday – Thursday
7 a.m. – 5 p.m.

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Scott Weiss.....Lawrence
Dan Strine Wabash
Dave Sheppard.....Jasper
Ron Viehman.....Lawrence

General Manager

Tamara Phillips



Denise A. Pless

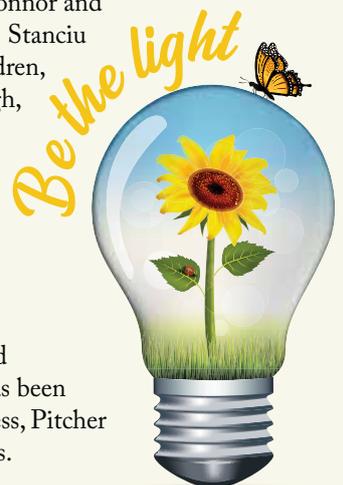
Jan. 13, 1966 – July 21, 2023

With great sadness, Norris Electric has had to say goodbye to one of our own. On July 21, 2023, Denise Pless passed away unexpectedly. Though our hearts are heavy with the loss of such a great friend, it was a privilege to know and work alongside her.

Denise was born and raised in rural Jasper County. Her career started at Norris Electric on Nov. 29, 2010 in the billing department. She worked with passion, integrity and energy, which quickly led to her position as the communications coordinator/administrative assistant. Her many roles included keeping the public up to date with Norris Electric news, assisting our board of directors in a myriad of ways, organizing events for the company as well as the community, and most recently, utilizing her artistic vision to assist in the construction of our new office. Her desire was to preserve the history of Norris

Electric in our new building, and through her talent and efforts, we will continue to be reminded of her as well.

Norris Electric extends our deepest sympathies to her family. Denise leaves behind her husband Steve, daughters Jessica (Jordan) Connor and Katelyn (Mitchell) Stanciu and five grandchildren, Magnolia, Marleigh, Maisy, Harper and Barrett. She is also survived by her parents, L.D. and Marlene Pitcher, many siblings, nieces, nephews and friends. A kind and gentle light has been dimmed in the Pless, Pitcher and Norris families.



The power of preparation

With severe weather events occurring more frequently, now more than ever it makes sense to be prepared. During a prolonged power outage or other emergency, this means having enough food, water and supplies to last at least a few days.

- Have some extra cash available; during a power outage, electronic card readers and cash machines may not work.
- Store important documents (birth certificates, property deed, etc.) in safe place away from

Keeping four-legged family members safe

For families with pets, having a plan in place in the event of a prolonged outage or an emergency will help reduce worry and stress, especially if you need to make a decision during an emergency.

- Bring pets indoors at the first sign of a storm or other emergency. Pets can become disoriented and frightened during severe weather and may wander off during an emergency.
- Microchip your pet and ensure the contact information is up to date.
- Store pet medical records on a USB drive or in an easy-to-remember location.
- Create an emergency kit for pets (include shelf-safe food, bottled water, medications and other supplies).



In honor of National Preparedness Month in September, I want to remind members of our community about the power of preparation. While you don't have to achieve a "doomsday prepper" level of preparedness, there are several practical steps you can take to keep you and your family safe.

Even at a modest level, preparation can help reduce stress, anxiety and lessen the impact of an emergency event. We recommend starting with the basics.

Here are general guidelines recommended by the Federal Emergency Management Agency:

- Assemble a grab-and-go disaster kit. Include items like nonperishable food, water (one gallon per person, per day), diapers, batteries, flashlights, prescription medications, first-aid kit, battery-powered radio and phone chargers.
- Develop a plan for communicating with family and friends (i.e., via text, social media, third party, etc.)

home (for example, a bank safe deposit box).

- Keep neighbors and coworkers apprised of your emergency plans.
- Fill your car with gas.
- Organize your supplies so they are together in an easily accessible location that family members know about.

Caring for vulnerable family members

If you have older family members or those with special needs, make sure they have enough medication and supplies for a few days. If they don't live with you, arrange for a neighbor to check in on them. If a severe weather event is expected, consider having your relative stay with you if feasible, otherwise call them daily. If you have an infant or young children, make certain that you have ample formula, diapers, medication and other supplies on hand to weather an outage lasting several days or more.

At Norris Electric Cooperative, we care about your safety. Planning for an emergency situation today can give you more confidence to deal with severe weather and potential outages in the future.



Power in your hands

What makes electric co-ops different than other types of utilities? Electric cooperatives are built by and belong to the communities they serve. They are led by members from the community and are uniquely suited to meet local needs.

Norris Electric Cooperative's decisions are made locally by directors who also live right here in our community. Everyone who pays to receive electricity from the co-op is a member. When you pay your electric bill each month, your money stays here — to pay for the electricity used or to make improvements to our local system to strengthen service reliability. The money you pay the co-op doesn't line the pockets of shareholders five states away. We're a co-op, and we exist to provide a service to you, our local members.

You may notice that throughout the year, we schedule opportunities for you to attend co-op events, like our annual meeting, so we can hear from you. We conduct a survey to gather your feedback on co-op programs and services so that we can plan and adjust for the future.

Our success lies in your satisfaction, which is why we offer these opportunities to engage and hear what you have to say.

Because you are part of an electric cooperative, you can count on our

team to maintain local jobs, at-cost electricity and first-class service, no matter what the economy — or supply chain issues — throw at us.

Norris Electric Cooperative is striving to keep our costs as low as possible so we can keep more money in your pocket. We want to help you maximize the value you can get from our services and offerings. For example, we can help you save on energy bills by offering budget billing and electric heat rates. If you want to receive important information from Norris Electric Cooperative, such as power restoration alerts, sign up for our text message notifications by calling our office at 618-783-8765. You can also stay in the know with the Norris app and our monthly newsletter.

Please know that you — the members of Norris Electric Cooperative — are at the heart of everything we do. Co-ops adhere to seven guiding cooperative principles that reflect our core values of honesty, transparency, equity, inclusiveness and service.

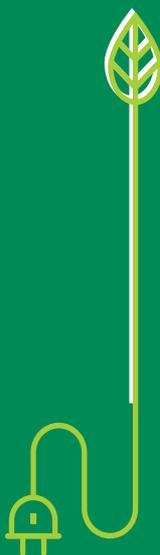
We exist to serve you and provide the quality, reliable, friendly service you expect and deserve. While we've grown over the years, we're still driven by the same guiding principles to serve our community. We hope to see or hear from you soon. This co-op was created for you, the members. The power is in your hands.

Energy Efficiency Tip of the Month

Did you know fall is the perfect time to schedule a tune-up for your heating system? Home heating accounts for a large portion of winter energy bills, and no matter what kind of system you have, you can save energy and money by regularly maintaining your equipment.

Combining proper equipment maintenance and upgrades with recommended insulation, air sealing and thermostat settings can save about 30% on your energy bills.

Source: Dept. of Energy



7 COOPERATIVE PRINCIPLES



VOLUNTARY AND OPEN MEMBERSHIP



DEMOCRATIC MEMBER CONTROL



MEMBERS' ECONOMIC PARTICIPATION



AUTONOMY AND INDEPENDENCE



EDUCATION, TRAINING AND INFORMATION



COOPERATION AMONG COOPERATIVES



CONCERN FOR COMMUNITY

2017 capital credit checks for internet service have been mailed!

As a not-for-profit cooperative, Norris Electric is owned by the members we serve. When you pay your internet bill, you are accumulating equity in your cooperative.

One of the benefits of belonging to a cooperative is that any monies left over after expenses are paid or allocated back to the members in the form of capital credits according to your internet package.

Checks were mailed out on Aug. 8, 2023. If you received internet service from Norris Electric Cooperative in 2017, you should have received a check. If you did not receive a check, feel free to call the office at 877-783-8765 or email capitalcredits@norriselectric.com.

Did You Know?

Electric cooperatives have retired \$20 billion to members since 1988 – \$1.4 billion in 2021 alone. Because electric co-ops operate at cost, any excess revenues (called margins) are allocated and retired to members in the form of capital credits.

Source: National Rural Utilities Cooperative Finance Corporation



The Annual Pioneer City Rodeo will be held Sept. 1-4, 2023 in Palestine, Ill.

Norris Electric is joining in on the fun.

Norris Electric is sponsoring the Touchstone Energy Hot Air Balloon Tethered Rides (weather permitting) on Saturday, Sept. 2nd from 5:00 p.m.-8:00 p.m.

Come join in on the fun ... hope to see you there!

Happy
LABOR DAY
UNITED STATES OF AMERICA

The office will be closed Monday, Sept. 4 for Labor Day.