

Stay Clear!

A downed power line may not be a dead line. It could cause serious injury or death.



FOLLOW THESE TIPS FROM YOUR ELECTRIC COOPERATIVE TO STAY SAFE:

- Assume all power lines are energized and dangerous. Even lines that are de-energized could become energized at any time.
- Never touch a downed power line! And never touch a person or object that is touching a power line.
- If someone is injured as a result of contact with electric current, do not try to assist him or her. You could be injured or killed. Call 911.
- If a power line falls across your vehicle while you are in it, stay inside until help arrives.
- Call 911 immediately to report a downed power line. Then call your electric cooperative.

Electricity is a good value!

Using your 650-watt vacuum cleaner 55 hours/year costs only \$2.50/year.



mark **YOUR** calendar

- Sept. 5 Offices Closed - Labor Day
Sept. 16 Member Appreciation Day



URNS OUT, MONEY BURNS WHEN MY WATER HEATER IS SET ABOVE 120 DEGREES.

I didn't even know there was a dial. Now, I'm saving \$73 a year by turning my water heater down to 120°. Find more energy saving tips at www.kenergycorp.com.

The FOCUS

August 2011



Monthly Newsletter for Kenergy Members

Kenergy scores high marks on national survey

By Sandy Novick, CEO

Earlier this year, the Olive Garden restaurant chain earned an overall average of 82 on a pivotal national survey titled the American Customer Satisfaction Index (ACSI).

Pizza Hut's overall satisfaction score hit 81, a progressive march upward from 71 in 2005. Customers gave Hilton, a well-known hotel chain, an 80. Southwest Airlines, America's top-rated airline, scored 81. Toyota earned an 84.

For years, your co-op has participated in ACSI surveys. Kenergy members give us regular report cards, just like customers who patronize Olive Garden, Pizza Hut, Toyota and other companies nationwide.

Kenergy is proud to announce it earned an ACSI score of 86 during the first four months of 2011! That score puts Kenergy 12 points ahead of the investor-owned utility sector, which scored an average of 74 in overall customer satisfaction.

During that same period, the highest ranked investor-owned utility was Sempra. It earned an 81, along with Atmos Energy.

Municipal utilities scored a collective 73 in overall customer satisfaction.

Electric cooperatives, which are owned by the people they serve,



Sandy Novick, CEO

continue to lead the electric utility industry on ACSI survey scores. As a whole, Touchstone Energy Cooperatives scored a collective 83 on the national survey.

Kenergy is a Touchstone Energy co-op.

The ACSI score takes into account four key industry indicators — overall satisfaction, how a utility measures up to expectations, how it compares to the "ideal," and customer loyalty — to calculate overall performance.

Why did Kenergy rank so high? There are many reasons, I'm sure, but here are a few I hope we can hang our hat on:

We think our members know and understand this co-op's core values — Safety, Service, People and Performance.

We hope our members appreciate our renewed dedication to better and more communication.

We believe our members value our nonstop energy-efficiency messages. Kenergy truly wants you to use less and save more.

Finally, we think our members share a sense of pride in their electric co-op. They realize the meaning behind statements such as Membership Matters.

Whatever the reason, we are grateful for your show of support. At Kenergy, we promise never to lose sight of our purpose: We exist to serve you with reliable and affordable electricity.

Be aware of Kenergy's electrical inspection policy



Effective Aug. 1, Kenergy has updated its electrical inspection policy, with an emphasis on public and personnel safety.

1. All new installations, regardless of size or nature of use, will require inspection.
2. Disconnected services, regardless of type, must be inspected if disconnected for 12 months or more.
3. Temporary boards/services provided by members or builders will require inspection when new and before reconnecting.
4. Camps: All river camps and all services for mobile campers will require inspection when new and before reconnecting.
5. Oil Wells: Will require inspection when new and before reconnecting.
6. Any service will be inspected before reconnecting when disconnected for these purposes: fire, at the request of the member for the purpose of repair or replacement of parts, and if determined unsafe by Kenergy personnel.
7. Reconnected service on mobile homes will be inspected only if the wiring between the meter pole and mobile home has been installed or replaced, or a different mobile home is in place from the last time a service was active. Mobile home wiring guides are available at all Kenergy offices or www.kenergycorp.com.



Since May 1, Kenergy members have saved more than \$1,212 collectively on prescription drugs by using their Co-op Connections Cards. Remember to use your card the next time you buy prescription drugs! If you don't have a card, come by any Kenergy office and pick up one today!



By the ^{COOK} book

Gail Goetz of Daviess County shares some old co-op recipes – and her love of cooking.

DAVIESS COUNTY, Ky. — Gail Goetz is a woman of many interests.

For starters, she and her husband, Larry, love Pomeranians. Through 37 years of marriage, they've adopted five of the lively little fur balls.

Gail, who works for Don Moore Automotive in Owensboro, enjoys gardening.

She also loves dolls. Her collection numbers more than 300.

She managed to keep her first Barbie, along with a doll of her grandma's that is more than 100 years old. A couple of glass cabinets in Gail's foyer and adjacent dining room showcase the likenesses of Marilyn Monroe and Jackie O, among other celebs. A few feet away, another case holds brides, brides and more brides.

"Dolls are my weakness," Gail says, with a smile. "I've even got them in the bathroom."

And then there are Gail's recipes.

When she married in 1974, Gail didn't know how to cook because her stay-at-home mom took care of that chore for her family. Gail learned by trial-and-error and a *Better Homes & Garden Cookbook* her mom bought her.

That cookbook is stuffed with clippings of recipes Gail scavenged through the years. Some came from newspapers; some came from *Taste of Home*, *Country Living* and *Better Homes & Garden*; some came from the backs of Crisco cans or other food containers; some came from friends and family; and some came from her local co-op newsletter.

Years ago, Gail cut recipes out of the Green River Electric newsletter. She glued them to blank recipe cards and catalogued them neatly. Some are more than three decades old.

She shares a few of her favorites with you on these pages today.

Pol's Apple Cake must be one of her go-to recipes because the card is yellowed and stained. "You can tell how often I use it," Gail says.

This time of year, she and Larry make John's Green Tomato Pickles and a sweet pickle relish to give friends and family during the holidays.

Besides recipes, Gail is eager to share some cooking hints she's picked up through the years. "I put a pinch of sugar in everything."

Sugar adds a little zing, especially to veggies, she says. Gail also adds it to vegetable soup, chili and just about any dish. It's hard to go wrong with sugar.

Finally, she swears by adding a small piece of dark chocolate to chili. How much is a small piece? About the size of a Hershey's Kiss. That's all. It adds to the chili's depth of flavor, Gail says.

If you have recipes to share with Kenergy members, please send them to Renee Beasley Jones, Kenergy, PO Box 18, Henderson, KY 42419 or e-mail them to her at rjones@kenergycorp.com.

John's Green Tomato Pickles

- 4 lb. green tomatoes (sliced thin)
- 1 c. slaked lime
- 1 gallon water
- 2 qts. white vinegar
- 1 Tbsp. salt
- 4 ½ lb. sugar
- 1 pkg. pickling spice



Soak tomatoes in lime/water solution 24 hours. Drain. Rinse well. Cover with clear water for three hours.

Boil vinegar, salt, sugar and spices until sugar dissolves. Cool. Drain tomatoes and add to syrup. Let stand overnight. Drain tomatoes. Heat and boil syrup, adding tomatoes. Cook 35 minutes. Put in sterilized jars.

Polly's Carrot-Apple Salad

This fresh fruit and vegetable salad is a great side dish with summer vegetables or Thanksgiving turkey.

In a large serving dish, mix:

- 2 c. shredded carrots
- 1 c. chopped apple
- ½ c. chopped pecans
- ½ c. raisins

Mayonnaise — just enough to lightly coat the ingredients.



A real advantage of this recipe is that measurements don't have to be exact. And you can change the ratio of carrots to apple to suit your taste. Try pineapple instead of apples for a variation.

No-Cook Banana Split Pie

Crust:

- 2 c. graham cracker crumbs
- ½ c. melted butter or margarine (Do not use whipped margarine.)
- ¼ c. sugar

Mix together and press into the bottom of a 13" x 9" x 2" baking dish (glass works best). Chill one hour.

Filling:

- 2 c. powdered sugar
- 2 eggs
- 1 tsp. vanilla
- 1 c. butter or margarine (Do not use whipped margarine.)

Cream together and spread over the crumb crust. Chill one hour.



Topping:

- Four to five ripe bananas, sliced
- 2 10-oz. pkgs. of frozen strawberries, drained
- 1 16-oz. can of crushed pineapple, drained
- 1 c. whipping cream, whipped
- 1 c. chopped pecans
- 1 4-oz. jar maraschino cherries, drained and chopped

Layer the toppings over the filling in the order listed. Cut into squares. Makes 12-15 servings. Keep refrigerated.



If you would like Tweets when the co-op experiences an outage or posts other valuable information, go to www.kenergycorp.com and sign up as a co-op Twitter follower. Only outages that number 500 customers or more will appear on Twitter, so you won't be inundated with Tweets. During severe outages, Kenergy will update Twitter every two hours.

Overall Member Satisfaction Ratings

First Quarter 2011 Kenergy Corp. Rating – 86

2011 Touchstone Energy Cooperatives – 83

2011 Municipal Utilities – 73

- Excellent
- Very good
- Good
- Average
- Poor



Not all manufactured homes are created equal

To find the most energy-efficient homes, look for those that are ENERGY STAR qualified. Here's a tip from Kenergy Corp. on the features of an ENERGY STAR manufactured home that will save you energy – and money.

An ENERGY STAR-qualified manufactured home may not look any different from other homes, but here's why it will provide savings. Every ENERGY STAR manufactured home is designed with energy efficiency in mind. That means it comes with several important features. One is effective insulation in the floors and walls to help maintain comfortable indoor temperatures and keep the interior quieter.

Another feature is tight construction and sealed ducts, which reduce leaks, drafts and outdoor noise. Yet another feature is high performance windows, which keep out the heat during summer and the cold during winter. Finally, an ENERGY STAR manufactured home has efficient heating and cooling equipment, which is the right size for your home and is properly installed.

Because it costs less to heat and cool your ENERGY STAR manufactured home, you'll have lower utility bills than the owner of a standard manufactured home. And thanks to its energy-efficient features, you'll be better protected against heat, cold, drafts and outside noise.

For other tips on how to save energy – and money – visit Touchstone Energy's Web site or call energy experts at Kenergy. Find out how little changes add up at www.TogetherWeSave.com.

