



Light Reading

April 2008

South Central Indiana REMC

"Member owned and operated since 1939"

What's inside ...

- Trees to the Rescue!
- Testimonial reflects care of ROW efforts
- SCI REMC makes Arbor Day Plans
- Our Changing Planet
- Director Petitions Available

Don't forget to look for the account number hidden in one of this month's stories. If it's yours, call us. You'll win \$50!

"Branching Out" toward carbon neutral

Trees to the Rescue!

During the first three parts of this series, a number of methods to move closer to carbon neutral were discussed, focusing mainly on decisions affecting your home. In Part Four, we're moving outdoors to take a look at the value of what's growing, what's green, and what's needed to reduce your carbon input.

It's no secret that trees and plants help in a number of ways. For homeowners, a beautifully landscaped yard maintains property value and improves beauty. Correctly-placed trees and plants also reduce heating and cooling costs, which saves money. Shade provided by trees can reduce your air conditioning bill by 10-15%.

Trees and plants also have the wonderful capacity to absorb carbon dioxide and store it in their leaves and tissues. This process enables each tree to help clean carbon dioxide from our air. Planting trees is one of the easiest ways to offset your carbon footprint and become carbon neutral.

a single tree
will absorb
ONE TON
of carbon dioxide over its lifetime

If you plant 4 trees x 25 pounds of CO2 each that is 100 pounds of carbon reduction. If you are following the 5,000 pound low carbon diet you

will have already lowered your carbon by 3,950 pounds. Over the next two months we will show you how to lower your carbon another 1,050 pounds. You're almost there!

Prudent, productive planning

Like any good idea, careful planning must be taken regarding the location and species of trees and shrubs you plant. Your best rule of thumb: Look up before you plant! Use caution and be prudent when planting trees under power lines. It's the easiest way to make sure your beautiful new landscaping is not going to interfere with your electrical power years down the road.

South Central Indiana REMC recommends and asks that you refrain from planting trees closer than 25' from poles, guy wires, and other energized electrical equipment. However, we understand that this is not



Part Four of a Six-Part Series

Free Home Security System*



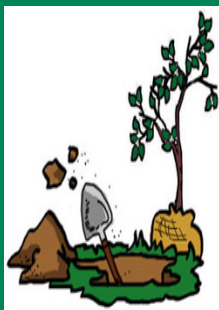
*Call for more information!

Angie Bridgewater

765-352-4771
or
800-222-7362

Protection when you need it—for less than \$1 per day!

Sites to Surf



Grab your shovel, get out the fertilizer, and plant a tree—it's Arbor Day! 'Dig up' ideas you and your family can enjoy at the Arbor Day site — www.arborday.com.

Trees to the Rescue! (cont'd from page 1)

always possible, so we have put together a list of trees and bushes to assist you in choosing low-growing, power line-compatible species. To review the recommended species list, visit our website at www.sciremc.coop, click on News and Information, then on Right of Way.

When selecting your new landscape choices, be sure to purchase not only by species, but also by hardiness zone for long life. For south central Indiana, the hardiness zone is zone 5. (Most product packages include a zone chart for easy reference.)

Maintenance is another issue to consider when it comes to your landscape. Trees require good soil for the roots and good trimming for safety. Tree trimming is a necessary part of providing electric service to your home or business. Without proper trimming, outages increase, amounting to additional operational expense, not to mention the inconvenience of no electricity

to your home or business. Eventually these costs come out of every member's pocket through base retail electric rates.

South Central Indiana REMC will make every attempt to notify our customers before work is done on your property. A handy door hanger is left at your residence notifying you when work will begin, and what areas will be cleared. This work is done at no cost to the customer and we will even arrange to leave FREE wood chips at your home if you desire.

If you have any questions about the right-of-way or tree trimming practices of South Central Indiana REMC, we would be happy to provide a copy of the cooperative's operational procedure. Call our office at (765) 342-3344 extension 159 or toll free at 1-800-264-7362.

continued on page 2; see Trees to the Rescue!

Testimonial reflects care of SCI REMC Right-of-Way efforts

To the Board of Directors, Kevin Sump:

We would like to express our sincere thanks to Larry Terrell and his crews, both cutting and planting. They did an absolute wonderful job cutting, cleaning and replanting several trees that needed removed from our property that were interfering with the power lines.

In August, 2007, the cutting crew came out and cut down over 60 pine trees that were over 30 foot tall. These trees lined our property and my mother's property on our frontage road. They provided us with our privacy. We planted these trees over 30 years ago when we first moved here and I was just a child. It was a very emotional time. My mother now in her seventies was very distraught over the removal of the trees.

Larry and his crew worked wonders helping ease her concerns. They were compassionate and caring. They listened to

Testimonial reflects care (cont'd from page 2)

her concerns and complaints; sometimes these were on the hostile side. Larry and his crew maintained the utmost professionalism during the very trying negotiations to resolve the matter of the trees that would fulfill the needs of the REMC and those of my mother.

Larry's crew began cutting the trees. They took them down in sections. They cleaned up all their debris and cut the stumps off so that the area could be maintained and new trees planted to renew the privacy that was lost with the removed trees. They did this while being interrupted to answer many questions. They addressed and answered all the questions in the most polite and professional manner any one could ask for. They took what could have been a very difficult situation and made it tolerable.

"This type of customer service is truly a sign that REMC is committed to providing quality service."

We have not had such an experience with the REMC in the past. On several occasions when either someone else supervised your crews or they were not employed through REMC and were sub-contractors, our experience has not been as pleasant.

Working with Larry and his crew has revitalized our confidence and heightened our opinion of REMC. This type of customer service is truly a sign that REMC is committed to providing quality service. The loyalty and commitment of your employees to your company is a true testament to the type of services expected from REMC. Larry and his crews provide positive interaction even under some of the most difficult circumstances.

On November, 2007, Larry returned with his planting crew and began planting trees. Larry listened and worked out a plan of action to plant the trees in a matter that would look good, provide cover to replace loss privacy and satisfy the customer.

The planting crew communicated continuously throughout the planting process with my mother and us. It was so refreshing to have people who truly cared and demonstrated that through their actions. We would highly recommend homeowners facing the same devastating situation to cooperate and work with REMC crews. Without the replanting, the impact of losing our pine trees and the privacy they provide would have been unbearable without the replanting. We applaud REMC on their efforts to take into consideration all factors when deciding to remove trees. We understand that it is necessary to protect our power lines from damage but we also understand the position of the landowner. Larry and his crews, both cutting and planting have put the personal element back into the equation.

To express our gratitude goes beyond words. My mother may live out her life knowing that she may have suffered the great loss of her pine trees but she was provided the privacy that she values highly. I would like to thank all of those involved in this endeavor. The respect and professionalism that Larry and his crews demonstrated is an ability to go beyond mere customer service in order to provide true customer satisfaction.

Our Sincere Thanks,
Jerry Nicholson, Gosport, IN

Here when you need

US ...

South Central Indiana REMC

Office

300 Morton Ave.
Martinsville,
Indiana 46151

Hours

Monday - Friday
7:30 a.m. - 4:30 p.m.

Phone

(765) 342-3344
(800) 264-7362
24 hrs / 7 days

Fax

(765) 342-1335

Web site

www.sciremc.coop

E-mail address

askus@sciremc.com

Call before you dig

(800) 382-5544

Have a question,
comment or
concern for us?

Call, write, e-mail
or visit our office.

REPORT A POWER OUTAGE

1. Call 1-800-264-7362, available 24 hours a day, seven days a week.
2. Provide the address and telephone number of the outage location.
3. Tell us, if you know, how the outage occurred: tree or line down, ice, etc.

Planting trees and education with the next generation

SCI REMC plans Arbor/Earth Day event

Arbor Day is an annual observance dedicated to the planting and conservation of trees. On Arbor Day, many people plant trees and bushes in their communities. In the United States, National Arbor Day is observed on the last Friday in April.

The Vegetation Management division of South Central Indiana REMC has the utmost concern for the environment and annually works with the communities we serve to promote awareness about trees and the environment.

This year, SCI REMC Vegetation Management is partnering with the Indiana Department of Natural Resources, the Indiana State Natural Resources Education Center, and the Morgan County Soil and Water Conservation office for Arbor/Earth Day. (Hidden number 323702003) On April

22nd, Poston Road Elementary (Martinsville) and Brooklyn Elementary (Brooklyn) will receive educational materials and books for their libraries from SCI REMC and our Arbor Day partners.

For more information go to the SCI website at www.sciremc.coop and click on the Right of Way link under News & Information.



SCI REMC planting trees at Poston Road

Director Petitions Available

South Central Indiana REMC members can now submit nominations to run for a seat on the cooperative's Board of Directors in districts 1, 3, 5, and 10. Members elected to these positions will begin their terms at the 2008 annual meeting in September.

Current incumbents for districts 1, 3, 5 and 10 include: Mark Smith (District 1), Ann Lankford (District 3), Rex Franklin (District 5) and Heather Mollo (District 10).

Members in these districts who would like to run in the election need to file a "director application form." Petitions will be available

for pick up at SCI REMC on April 23, 2008, and are due back to the REMC no later than 3:00 p.m. on July 22, 2008, to be considered.

To verify which district you live in, visit SCI REMC's website at www.sciremc.coop. Click on "Your Cooperative" at the top right of the home page and open "Board District Map". Or you may call Stacey Sauer at 765-342-3344 or 800-264-7362 for assistance. You must live in the district in which you are running and it must be your primary residence in order to qualify.

Submit **YOUR** application to compete for a seat on the coop's Board

Our Changing Planet: One Bright Idea

Mary Britton of Camby has some great tips for reducing your carbon emissions:

"I use mostly compact fluorescent bulbs, open blinds on the sunny side of the house in the winter, switch in the summer, combine errands into one trip, reuse plastic bags and carry cloth bags for shopping, recycle everything possible when I shop."

Mary stated, "No one can do everything, but everyone can do one thing."

Congratulations to Mary who received a \$50 courtesy credit on her monthly electric bill for these great suggestions!



Send your ideas to Our Changing Planet 300 Morton Avenue Martinsville, IN 46151 Ideas selected for Light Reading will win a \$50 credit for the submitter's electric account.