



Jay County REMC

A Touchstone Energy® Cooperative 

484 S 200 W
P.O. Box 904, Portland, IN 47371

PHONE NUMBERS & HOURS

Local (260) 726-7121
Toll Free (800) 835-7362
Fax (260) 726-6240
E-mail remc@JayREMC.com
Web Site www.JayREMC.com

To report an outage or emergency

Call (260) 726-7121 or
(800) TEL-REMC (835-7362)

24 hours a day, 7 days a week

Be ready to provide the following information:

1. Name under which the electric service is listed.
2. Map location number.
3. Your phone number in case we need to call you back.
4. The type of problem you are experiencing, e.g., flickering lights, complete power outage, etc.
5. Hang up when all information has been recorded — other members may be trying to contact the REMC, too.

Office hours: 8 a.m.-4:30 p.m.
Monday-Friday

WHAT'S INSIDE

- Long distance from your electric cooperative, page 8N
- Avoid freezing pipes, page 9N
- Healthy hearts, page 9N
- Da-da-da-da-da-Charge!, page 9N
- Annual Meeting, page 10N
- Sidelines, page 10N
- Co-op notes, page 10N

Turn on your HEARTLITE



Over 65 years ago, the Jay County REMC turned the lights on in the country. Now, we are asking Jay County REMC members to turn on their HEARTLITE by assisting fellow REMC members who are experiencing financial difficulties.

HEARTLITE is a cooperative effort between Jay County REMC and Community and Family Services. It is designed to assist low-income Jay County REMC members with their electric bill. The purpose of HEARTLITE is to supplement local resources with funds to assist Jay County REMC members year round.

Although actively involved, Jay County REMC will not directly administer HEARTLITE. Instead we defer to the expertise of Community and Family Services to allocate the HEARTLITE funds. Community and Family Services assists clients in Adams, Blackford, Jay, Randolph, Wells counties.

Who is eligible?

A household is eligible for HEARTLITE assistance if it meets the following criteria:

- The household must be a Jay County REMC residential member.

- A Jay County REMC member that received EAP assistance during the current heating season; or

- Upon completion of an income test, the household's annual income is at or below LIHEAP income guidelines: or

- If a member is above LIHEAP income guidelines, a special waiver may be approved by the Jay County REMC.

HEARTLITE has assisted several families to keep their lights on during a time of crisis. The largest contributors to HEARTLITE are the Jay County REMC employees. Over the past few years the employees have donated close to \$3,000 to help members in need.

It is more important than ever to bring a light of hope into their lives. Please donate generously for someday you may be in need of someone turning on a HEARTLITE.

Donations may be mailed to:

Community and Family Services
521 S. Wayne
Portland, IN 47371

2003 HEARTLITE Donation Form

You can turn on your HEARTLITE for those less fortunate with a donation to the REMC's "HEARTLITE" program. Your tax-deductible donation will be distributed to someone in need in the county of your choice. Make checks payable to "HEARTLITE."

Simply fill out and include this form with your donation.

Name: _____

Address: _____

Zip: _____

REMC account # _____ Amount of donation _____

Circle county designation

Adams Blackford Delaware Jay Randolph Wells

Mail form and donation to:

Community and Family Services
521 S. Wayne
Portland, IN 47371

Thank you for turning on your HEARTLITE.



Fall in love with long distance savings



Long Distance savings from your Electric Cooperative

With Jay County REMC's long distance program you'll pay just 6.5¢* per minute for all your calls, In-State and State-to-State, any time, day or night. You'll also receive:

- ♥ No fee, personal Toll-Free number for just 6.5¢* per minute!
- ♥ Calling card benefits for only 9.5¢ per minute!
- ♥ No monthly service fees, minimums or cost to join!
- ♥ Great low rates for international calling around the world!
- ♥ Ask about our 5.9¢* per minute Ebill rates!
- ♥ You don't have to be a Jay County REMC member to sign up!

Long Distance from your Electric Co-op. It'll be love at first sight.

*Taxes and other regulatory charges not included. US calling excludes Alaska & Hawaii. Certain restrictions may apply. Please call for details.



Call **1-888-610-4529** to sign up!

Keep your heart healthy

by Cindy Denney

My children would tell you that my favorite food is anything with lots of salt on it. Now they might be exaggerating just a little because I think butter might give salt a run for the money. The average American consumes 4,000-6,000 mg of salt per day. According to health experts our bodies only need 500 mg daily. That is the amount I put on a large order of French fries.

To keep your heart healthy here are some hints:

- Restrict foods high in saturated fats, such as red meat, butter, and cheese.
- Consume several daily servings of whole foods, such as fruits, vegetables, and whole grain.
- Significantly reduce sodium intake.
- Exercise.
- Add an extra serving of fruit and vegetables.
- Get plenty of sleep.
- Quit smoking.
- Drink several glasses of water a day.
- Relax with deep cleansing breathes.
- Count your blessings.
- To keep the ones you love healthy take a CPR class.

Over 1,000,000 people suffer heart attacks

each year. A heart attack is an event that results in permanent heart damage or death. It is also known as a myocardial infarction, because part of the heart muscle may literally die. Most heart attacks start slowly, with mild pain or discomfort. Often people affected aren't sure what's wrong and wait too long before getting help. Signs that can mean a heart attack is happening:

- Uncomfortable pressure, fullness, tight squeezing of pain in the center of the chest lasting more than a few minutes.
 - Pain spreading to your shoulder, neck or arms.
 - Chest discomfort with lightheadedness, fainting, sweating, nausea or shortness of breath.
- Symptoms of heart attack without chest pain:
- Severe indigestion.
 - Sudden, unexplained pain in the back, shoulders, legs or jaw.
 - Unexplained shortness or breath, nausea or dizziness.
 - Palpitations or cold sweat.
 - Unexplained anxiety, weakness or fatigue.
- Do not delay in getting help if you experience any or all of the signs.

Have a Happy and Healthy Valentine's Day.

Cindy Denney is director of marketing and customer services for Jay County REMC.

Da-da-da-da-da-Charge!

by Cindy Denney

There are things in life we just accept, whether we want to or not. My husband, whom I love dearly, has learned to accept that I do not need cash. I have a charge card.

I would come home with packages from a multitude of stores and he would say, "I thought you did not have any money." My reply would always be I didn't; I had a charge card.

Then one fateful day he cut up the charge cards. Little did he know that all I had to do was give the store my address and social security number and I was back in business. Today's society is all about the plastic money.

Heeding suggestions from its members, Jay County REMC will now be accepting credit



cards for payment of electric bills.

Beginning Feb. 2, the Jay County REMC will be accepting VISA and Mastercard credit cards. We will also be able to accept payments over the telephone.

Automatic Payment Plan (APP) is another way that the REMC makes paying your electric bill convenient. APP automatically deducts your electric bill from your savings or checking account. There is no fee required for this service.

I personally find this the easy way to pay my electric bill. It is even easier now that I have one of the new Turtle meters at my house and I do not have to read my meter anymore.

Roughly, 20 percent of the system has the Turtle meters installed. The REMC is projecting to have the project completed in a little more than three years.

These services are yet another way we are trying to make life more convenient for our membership.



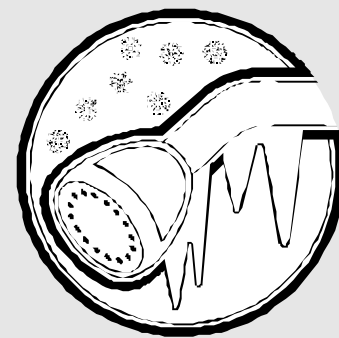
Welcome to winter Remember this?

Driving in winter means being prepared for the unexpected — like downed power lines.

If you see a downed line, don't touch it.

Please call our emergency number immediately and we will be there as soon as possible.

We're your local electric cooperative, and we're committed to your safety.

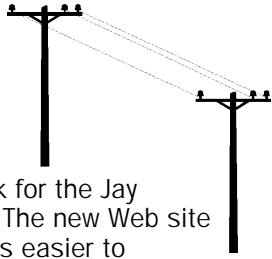


Avoid freezing pipes this winter

Winter weather can bring a multitude of problems. One such winter headache is freezing pipes. Here are a few precautions to help keep water pipes in your home from freezing and bursting.

- Make sure all pipes outside the house are wrapped.
 - Insulate pipes in unheated parts of your home like crawl and attic spaces.
 - Make sure outside faucet washers are secure.
 - Make sure everyone in the household knows where the main water shut-off valve is in case a pipe breaks and the water must be shut off in a hurry.
 - If your home is vacant for an extended period, turn off your water at the shut-off valve and have a plumber do the work necessary to prepare pipes to prevent damage.
 - During a prolonged freeze, leave cabinet doors open so pipes can get heat.
 - Keep extra water drawn during freezing weather in case a water main breaks or a frozen pipe cuts off your water supply. If a pipe is frozen, it is safest to call a professional plumber. There is a risk of electrocution in using an electrical appliance to thaw a frozen pipe and having the pipe break.
- If you decide to try to thaw the frozen pipe, here are some tips that will help:
- Apply heat slowly with a light bulb, hair dryer set on low, the exhaust from a vacuum cleaner, or heat tape.
 - Use your bare hand to find the coldest point on the pipe, which is usually where the ice is located.
 - Keep heat moving in the general area, but do not concentrate heat on one spot.

SIDE LINES



New Look

Same address, new look for the Jay County REMC Web site. The new Web site has more features and is easier to browse. Visit on line at www.jayremc.com to check out the new look. The Web site has information about electrical safety, the REMC, the employees, services available, and you can even send your meter reading to the office.



Calendars available

The 2004 Cooperative Calendar of Student Art is available in the REMC office. Please stop in and pick up a copy of this beautiful calendar.

Winner

Congratulations, Gregory Smith of Bryant. Smith won the Christmas Stress Relief Package given away in the December issue of *Electric Consumer*.

Safety short

Be a love. Show your family just how much you care. Take a first aid and CPR course. Knowing how to save a life can be a heart warming experience. Call the American Red Cross at 1-800-480-4403 for dates, times and location of upcoming CPR and first aid classes being offered in your area.

Happy Valentine's Day



CO-OP NOTES

Important dates

Electric bills due Feb. 5.
Read meter Feb. 20

\$50 cash drawing winner

The \$50 cash drawing winner for the month of December was Ruth Tobe of Fort Recovery, Ohio. Congratulations from Jay County REMC.

\$50 monthly drawing for bills dated Feb. 20 and paid by Feb. 27

NAME: _____

ACCOUNT NO.: _____

ADDRESS: _____

PHONE NO.: _____

Note: To be eligible for the drawing, your coupon and payment must be in the office by 4:30 p.m. on the last working day of the month.

Mark your calendars

Jay County REMC 2004 Annual Meeting

APRIL

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Saturday,
April 17

Jay County High School

Hwy. 67, Portland – South of the REMC

• 6 p.m. EXPO and registration • 7 p.m. meeting begins

If you are interested in having a booth at the EXPO,
please call our office. Space is limited.