

Southwest lines

A monthly publication for members of Southwest Iowa Rural Electric Cooperative

November 2025

Safety Is Always Our First Concern



Twice a year, our linemen practice pole top rescue and climbing competency. They train to rescue a lineman that could be injured while performing maintenance or construction activities on our power lines. Their goal is to get the linemen to the ground safely within 4 minutes in order to conduct the proper medical procedures.

Pictured left: Nathan Weeda, Journeyman Lineman, and Lucas Dalton, Journeyman Lineman.



SOUTHWEST IOWA REC EARNS AN ACSI® 2025 CUSTOMER SATISFACTION AWARD

Southwest Iowa REC is honored to have earned a 2025 Customer Satisfaction Award* from the American Customer Satisfaction Index (ACSI®) based on our member survey results. Members were asked to rate their overall satisfaction with us, how well we lived up to their expectations, and how well we measured up to their ideal co-op experience. While these were not the only questions in the survey, we included these specifically because they are the core components of the proprietary ACSI methodology. Southwest Iowa REC's ACSI score substantially outperforms

the industry average score earned by publicly measured utilities reported in the 2025 ACSI Energy Utility Study. This Award is a testament to Southwest Iowa REC ongoing efforts to provide the best possible member experience.

The 2025 Customer Satisfaction Award affirms that Southwest Iowa REC's hard work has been noticed by its members. Southwest Iowa REC is grateful for its members and will continue to strive for excellence through constant dedication to improvement.

*Award criteria are determined by the ACSI® and are based on customers rating their satisfaction in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit www.theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.



Southwest Iowa REC offices will be closed Thursday, Nov. 27 and Friday, Nov. 28.

We wish all our members a safe and happy holiday!

Coop Month Column

The Season of Giving

As the holiday season approaches and the air turns crisp, we're reminded that this truly is the season of giving. It's a time for gratitude, generosity and looking out for one another—and at Southwest Iowa REC, that's something we take to heart year-round.

You've probably heard us talk about our concern for community. It's not just a nice phrase—it's one of the core principles that makes electric cooperatives like ours different from other utilities. We're not just here to keep the lights on (though of course, we're always working hard to do that). We're here to make life better for the people we serve—our members, our neighbors and our friends.

Over the years, we've faced challenges together, and every time, our co-op family has stepped up. We've come together to support those in need, to keep our community strong and to build something better for the future. That spirit of generosity is never more evident than during the holiday season.

Take our Operation Round-Up program, for example. Thanks to the generosity of members like you who round up their electric bills to the nearest dollar, we're able to provide real help to local families who are struggling to make ends meet. Every little bit adds up—and it makes a big difference.

We're also proud to support local students through the Youth Tour program, where we send some of our community's brightest young people to Washington, D.C., to see democracy in action and dream big about their futures. That's giving in the most meaningful way—by investing in tomorrow's leaders.

And because we care deeply about safety, we also spend time visiting schools throughout the communities we serve, holding demonstrations and teaching folks of all ages how to stay safe around electricity. We believe knowledge is a gift too—and we love sharing it.

You'll also find our team out in the community beyond work—coaching youth sports, volunteering at local events, serving on non-profit boards, and partnering with our Chambers of Commerce and development organizations to keep our local economy strong. Because when you're part of a co-op, giving back isn't a requirement—it's just what you do.

While the holiday season is a festive time, we understand these can be tough times for many. If you need advice on saving energy to reduce your energy bills, want to explore payment plan options, or you simply have questions—please don't hesitate to reach out. We're here to help, not just during the holiday season, but all year long.

At Southwest Iowa REC, we believe concern for community is more than a value—it's the heart of who we are. And during this season of giving, we're especially grateful to be part of such a caring, generous community.

From all of us at Southwest Iowa REC, we wish you and your loved ones a joyful, safe and bright holiday season.



Phil Kinser CEO





The magazine cover features a photograph of a red barn with solar panels on the roof, set against a backdrop of trees with autumn foliage. Text on the cover includes "NOVEMBER 2025", "iowa", "ELECTRIC COOPERATIVE LIVING", and a list of topics: "Shop co-op local this holiday season", "Winterization tips for energy savings", and "Thanksgiving side dishes".

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CRC Provides After-Hours Outage Call Support for Southwest Iowa REC

If you experience an outage or other electrical emergency you call Southwest Iowa REC for assistance during normal business hours. When our offices are closed, you still call Southwest Iowa REC's main phone number but your call is processed by the Cooperative Response Center (CRC). CRC is a nationwide, cooperatively owned and operated, 24/7 contact center. Founded in 1992, CRC has steadily increased in the size and scope of its operation with offices in Austin, MN; Kirksville, MO; Dunlap, TN; and Abilene, TX. They provide services to over 535 electric utility members and associate members in 47 states, representing over 12 million consumers. CRC provides a greater capacity to handle after-hours outage calls and provides an enhanced level of service to our member-consumers.

When you call CRC, they have access to our member database so they will request various account information to identify you and your outage location so a Southwest Iowa REC crew can be dispatched to restore your power. At times, CRC may be experiencing a large call volume due to outage events in other areas that they cover which can increase your on-hold time to speak to a representative. You also have the option to report your outage information in their automated menu. In the automated menu, your phone number will be used to locate and verify your account to log the outage.

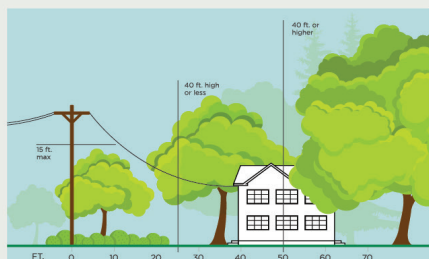
CRC will ask you a series of questions like, "Do you know if any of your neighbors are without power?" "Have you checked your breakers?" "Did you check to see if there is a display on your meter?" These and other similar questions are designed to assist in determining if the outage is due to a problem with Southwest Iowa REC facilities or possibly the member's own equipment. If the electrical issue is caused by the member's equipment, and Southwest Iowa REC personnel respond to your location you may be charged for the trip which can cost several hundred dollars. When you have an outage, we know it is frustrating and inconvenient. Our goal at Southwest Iowa REC is to respond as quickly and safely as possible to restore power. After-hours, CRC helps us accomplish that goal and provides a valuable service.



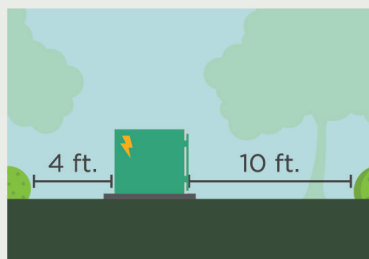
3 Ways to Help Limit Tree Trimming

Did you know electric utilities are required to trim trees and other types of vegetation that grow too close to overhead power lines? We know you love your trees, and we will do everything we can to avoid trimming them. Here's how you can help:

1. Plant trees in the right place. Trees that will be <40 ft. should be planted at least 25 ft. away from power lines (>40ft. should be at least 50 ft. away).



2. Don't block pad-mounted transformers. Plant shrubs at least 10 ft. away from transformer doors and 4 ft. from transformer sides.



3. Report dangerous branches. If you spot a tree or branch that is dangerously close to power lines, please let us know.



Trimming improves safety for all.

Let's work together to enjoy the beauty of trees and reliable electricity.

Creamy Corn Chowder

Ingredients

- 4 strips bacon
- 1/2 medium onion chopped small
- 3 sticks celery chopped small
- 2 medium carrots peeled & chopped small
- 2 cloves garlic minced
- 1/4 cup flour
- 4 cups chicken broth or stock
- 1 cup heavy/whipping cream
- 4 cups frozen or fresh corn
- 2 large Russet potatoes peeled & diced
- 1/4 teaspoon Italian seasoning
- 1 pinch cayenne pepper optional
- Salt & pepper to taste

Instructions

1. Prep your bacon (I use kitchen shears to make cutting it up easy) and add it to a large pot over medium-high heat. Cook until crispy (about 10 minutes).
2. Once the bacon is crispy, take it out of the pot and remove to a paper towel lined plate. Leave about 2 tablespoons of the bacon fat in the pot.
3. Add the onion, celery, and carrots to the pot and sauté for 5 minutes.

4. Stir in the garlic and cook for 30 seconds.
5. Stir in the flour and cook for about a minute, stirring nearly constantly.
6. Add in the chicken broth and give it a good stir to ensure the flour has dissolved and the brown bits are scraped up from the bottom of the pot.
7. Add in the cream, corn, potatoes, Italian seasoning, cayenne pepper, and most of the bacon (I save the rest for garnishing the bowls later on). Increase the heat to high and bring the soup to a boil. Once it's boiling, reduce the heat to a rapid simmer so it's gently boiling. Cover the pot so the lid is slightly ajar.
8. Cook until the potatoes are tender (about 15-20 minutes). Stir every so often. The soup will thicken up more the longer you cook it.
9. Season the soup with salt & pepper as needed. Garnish bowls with the rest of the bacon.



ENERGY EFFICIENCY TIP OF THE MONTH

As winter approaches, now is the time to inspect your home for air leaks around windows. Leaks reduce indoor comfort and lead to higher heating costs.

If you can see daylight around the edges of a window frame or if a window rattles slightly when touched, air is likely leaking.

Caulking and weatherstripping are simple, effective methods for sealing windows. These materials are available in a variety of compounds and forms, each designed for different types of surfaces. Choose the right product and apply it properly to reduce heat loss, improve comfort and lower energy bills.



RECare Customer Contribution Fund

Southwest Iowa REC's RECare program makes it easy to help Cooperative neighbors in need this winter. With rising heating fuel prices this season, more and more Iowans are seeking assistance with energy, heating and weatherization costs. While some federal and state dollars exist to help those in need, there are still shortfalls.

Consider a monthly contribution to Southwest Iowa REC's RECare program. Your contribution – whether it is \$1 or \$10 a month – when combined with those of other generous members, can go a long way in helping those who can't afford winter's heating bills. To help, fill out the form:

Consumer Authorization Form

Yes, I want to be a part of "members helping members" and contribute to RECare.

____ I will make a 1-time contribution to RECare. My check is enclosed.

____ I will contribute \$____ per month to RECare. I understand that this amount will be automatically added to my monthly electric bill.

Name _____ Account # _____

Address _____

City _____ State _____ ZIP _____

Mail to: RECare – SW Iowa REC
2248 Avenue of Industries; Box 367; Corning, IA 50841

OR RECare – SW Iowa REC
1502 W South Street; Box 391; Mt Ayr IA 50854



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Did you know?

Using electricity during peak times can be much more expensive. It can make up between 30% and 70% of your home's electric bill!



Corning
2248 Avenue of Industries., Corning, IA 50841

Mount Ayr
1502 W. South St., Mount Ayr, IA 50854

Phone Number: (888) 220-4869

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