



NEWS *Lines*

PUBLISHED MONTHLY FOR THE MEMBER-OWNERS OF NORTH WEST RURAL ELECTRIC COOPERATIVE

AUGUST 2025

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**Our offices will be
closed Monday,
September 1 in
observance of
Labor Day.**

2025 MEMBER APPRECIATION DAYS

**Please join us from 5:00 pm - 7:00 pm.
Bring the postcard you receive in the mail
to register for prizes and bill credits!**

**Pork Chop & Hot Dog Meals
Blue Bunny Ice Cream Treats
Bouncy Houses
Adult & Kid Prize Drawings
Electric Vehicles, Classic
Cars, & Tractors Show**



Ida County
August 19
Ida County
Fairgrounds
2332 Hwy 59
Ida Grove

Sioux County
August 21
Terrace View
Event Center
230 St. Andrews Way
Sioux Center

Plymouth County
August 26
Plymouth County
Fairgrounds
500 4th Ave NE
Le Mars

O'Brien County
September 4
O'Brien County
Fairgrounds
555 3rd St.
Primghar



Please fill out the slip on pg. 7 and
return to the office or scan the QR code
to register for the car/tractor show on
our website: www.nwrec.coop



2025 Scholarship Winners

North West REC provides several scholarships to high school students each spring. These scholarships are funded by North West REC and Basin Electric Power Cooperative, a consumer-owned, regional generation and transmission (G&T) cooperative based in Bismarck, N.D., responsible for supplying wholesale electric power to eight Midwestern states.

The scholarship program is designed to recognize and encourage the academic achievement of students in the region; it is also an investment in the economic future of rural areas. **This year North West REC awarded seventy-three scholarships totaling \$31,750.** There were eight \$1,000 scholarships and several \$500 and \$250 scholarships. The \$1,000 scholarship winners were chosen from applications reviewed by our scholarship committee. The \$500 and \$250 scholarship winners were randomly drawn from the remainder of the applicants who also completed a educational questionnaire about North West REC.

\$1,000 Scholarship Winners



District 1

Trey Boogerd

Toby & Jaci Boogerd
Hull
Trinity Christian High School
Dordt University
Mechanical Engineering



District 1

Carson Valentine

Jamey & Rachel Valentine
Orange City
MOC-Floyd Valley High School
Arizona Christian University
Business Administration/Political Science



District 2

Derek Paulsen

Patrick & Gina Paulsen
Paullina
South O'Brien High School
Morningside College
Accounting



District 2

Elisa Scheaffer

Abraham & Amy Scheaffer
Sheldon
Scheaffer Homeschool
Northwest Iowa Community College
Practical Nursing



District 3

Andrea Sandall

Darrell & Sharon Sandall
Sioux City
Sandall Homeschool
Patrick Henry College
Economics & Business Analytics



District 3

Haley Feldman

Craig & Stacey Feldman
Le Mars
Le Mars Community School
Iowa State University
Animal Science/Pre-Veterinary



District 4

Anna Hoffman

Aaron & Jennifer Hoffman
Ida Grove
OABCIG High School
Central College
Kinesiology



District 4

Bryon Godberson

Ryan & Amy Godberson
Ida Grove
OABCIG High School
Iowa State University
Industrial Engineering

Awarded \$31,750 in scholarships to 73 students!

\$500 District 1

Brock Bakker
Cody Hansen
Kortney Hofmeyer
Gracia Kooima
Ellason Popken
Robert Schmit
Renee Taylor
Jaelye Woudstra
Elyse Zwart

\$250 District 1

Ezra Bundt
Marsadie Goebel
Madison Hettinga
Madison Hoogland
Addison Konz

Lauren Phillips
Nicolas Post
Drew Rozeboom
Levi Schafer
Aiden Van Roekel
Biruk Van De Stroet
Brynlie Zomer
Miyliie Zomer
Brent Zylstra

\$500 District 2

Damian Dodge
Gracie Knobloch
Kylee Schiphoff
Paisley Tesch

\$250 District 2

Frankie Mohni
Damion Hansen-Luna
Reese Lundquist

\$500 District 3

Grace Aesoph
Elizabeth Arens
Daytona Fetterman
Ian Greigg
Sidney Krier
Corrinne Moffatt
Hannah Poulson
Tessa Tentinger
Landon Waldschmitt

\$250 District 3

Matthew Beierschmitt
Alaina Beitelspacher
Haley Copenhagen
Mason Grage
Brock Hansen
Keira Kallsen
Brody Knapp
Addison Kovarna
Ava Lang
Parker Loutsch
Jaelyn Marienau
Holly McNaughton
Ella Scheitler
Blake Schoenherr
Carson Sudbeck
Jacob Welch

\$500 District 4

Ethan Dutler
Charles Forbes
Mayson Langschwager
Kylee O'Brien

\$250 District 4

Tate Heilman
Ally Lundell
Beau Malcom
Elizabeth Schimmer
Reagan Seuntjens
Cadey Vohs

CONGRATS SCHOLARSHIP WINNERS

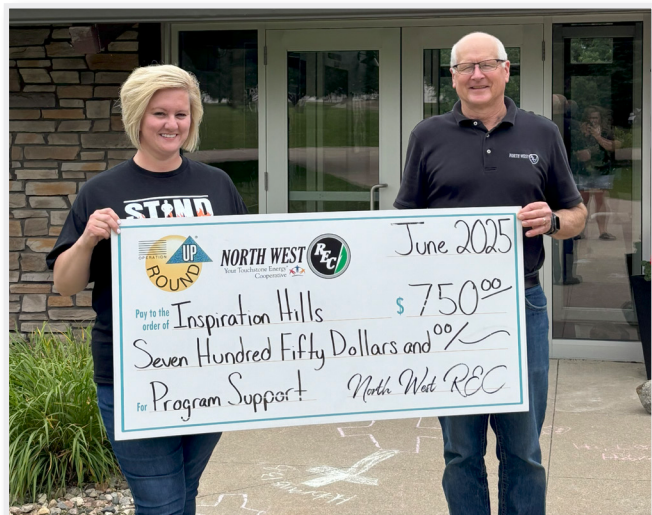
Operation Round-Up Report

Disbursements made from North West REC's Operation Round Up Trust in the second quarter of 2025 totaled \$13,000. This brings the total disbursements made from Operation Round Up since its inception in June of 1999 to \$786,245 . Many people have been helped thanks to our members contributions.

\$6,000 Medical Emergencies - assist families with unusual expenses resulting from serious health problems and accident related injuries

\$7,000 Floyd Valley Foundation, Hope Haven, Inspiration Hills Camp & Retreat Center, Justice for All, Mid-Sioux Opportunity, Upper Des Moines Opportunity, Versova Community Foundation Golf Benefit

Operation Round Up funds are generated through a voluntary rounding up of cooperative members' electric bills to the next nearest dollar, and dollars are used to assist worthy causes and organizations right in your local area.



If you are currently not participating in Operation Round-Up and would like to become a part of this worthwhile program, please call our office or visit our website for more information or to sign up. To receive an application of assistance, please call the office at 800-766-2099 or visit our website nwrec.coop

Pictured is North West REC Member Services Director Rob Driesen (right) presenting the check to Inspiration Hills Camp & Retreat Center office manager Jenny Scott (left).



Lyle D. Korver

MANAGER'S *Report*

Member Engagement Survey Results Are Very Positive

In connection with our continuing efforts to enhance engagement with our members, we conducted a Member Engagement Survey in May. We have completed tabulation of the returned surveys, and we wanted to share a summary of the results. The participation level of our members was good as we received nearly 800 completed surveys.

What did we learn?

- 89% of our members read the monthly newsletter and feel it is informative.
- 50% prefer to review the Annual Report electronically – on our website or by e-mail. The other 50% prefer to continue to receive it through the mail.
- 80% read the Living with Energy magazine that is published by the Iowa Association of Electric Cooperatives.
- 94% of our members indicated they are familiar with our energy-efficient rebates. 56% said it impacted their buying decision.
- 44% said they are currently using SmartHub and a majority of them are interested in receiving a text message about outage restoration.
- Regarding NWREC's involvement with renewables, 83% indicated it was good.
- 10% said they have considered purchasing an electric vehicle (EV).
- 35% indicated they were aware that NWREC has a new mobile app.
- 90% said they have access to High-Speed Internet.

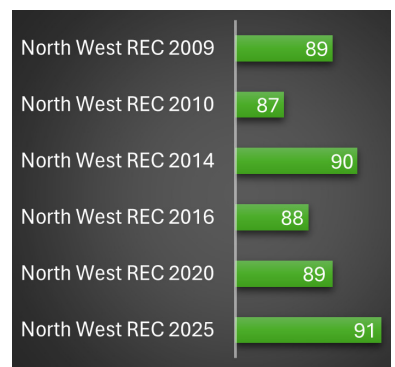
This is a brief summary of the responses and input we received. We also received some great comments on the various topics. We will be using these responses and comments in our ongoing planning of how we can continue to make improvements in the services we provide our members.

We also asked the four questions that are used by many industries, including electric utilities, to gauge the level of satisfaction of our members. This is called the American Customer Satisfaction Index (ACSI®). The ACSI® is an index that ranks businesses according to customer expectations, perceived quality, perceived value, and customer loyalty.

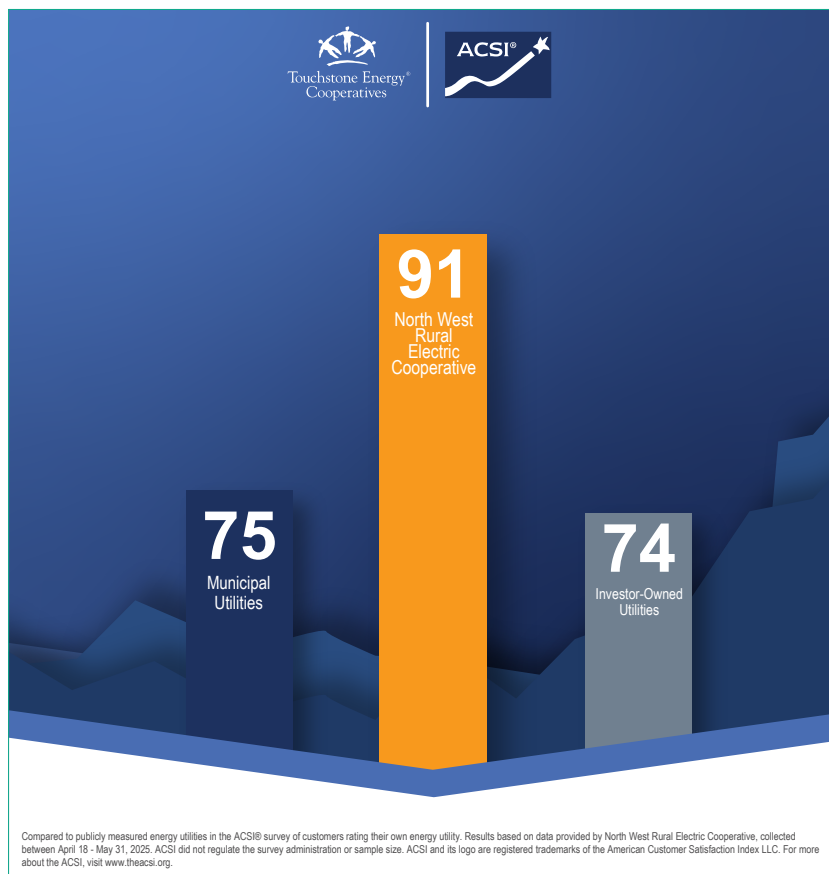
I'm pleased to report that we received a very good overall score of 91. This is on a scale of 0 to 100. This is up from the ACSI® score we received in 2020, which was the last time we conducted a survey of our members. This is an exceptional score when compared to other organizations and utilities. As you can see on the graph, it places NWREC 17 points higher than the average investor-owned utility score of 74, as well as 16 points higher than the municipal utilities score of 75.

This was the sixth time North West REC has conducted a survey to obtain our ACSI® score. This summary shows the scores we have received this year and in the past. 91 this year; 89 in 2020; 88 in 2016; 90 in 2014; 87 in 2010 and 89 in 2009.

We appreciate the loyalty and support we receive from our members, and we are very pleased with this very high ACSI® score. It shows that our member satisfaction is stronger than ever. There is always room for improvement, and we will continue to work hard at improving our overall level of service for our member-owners.



North West REC has high member satisfaction.



North West Rural Electric Cooperative completed its member-wide customer satisfaction survey, where all members were asked to participate. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2025, North West Rural Electric Cooperative received an ACSI® score of "91", on a 100-point scale.* North West Rural Electric Cooperative's score is higher when compared to publicly measured investor-owned utility scores/cooperative utility scores/municipal utility scores reported in the syndicated 2025 ACSI® Energy Utility Study and places North West Rural Electric Cooperative 17 points higher than the average investor-owned utility score//cooperative utility score//municipal utility score of 74, as well as 16 points higher than the municipal utilities score of 75, per the industry ratings. For more information, please visit <https://theacsi.org/industries/energy-utilities/>.

*Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data collected between April 16, 2025 – May 31, 2025.

North West REC Earns an ACSI® 2025 Customer Satisfaction Award

North West 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.

North West 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 North West REC's ongoing efforts to provide the best possible member experience.

The 2025 Customer Satisfaction Award affirms that North West REC's hard work has been noticed by its members. North West 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.



Call the Office to Claim Your Property

North West REC, located at 1505 Albany Place SE, Orange City, IA 51041 is holding unclaimed property (resulting from a refund or patronage dividend) due to the persons listed below. Please call 1-800-766-2099 to claim this property or to update a mailing address. If you know someone listed please tell them to call the office. The person listed, or their beneficiary, must call the office themselves to claim the property.

A

Anderson, Paul

B

Backman, Robert, B.
Bakker, Mrs. Gys, Jr.
Bandstra, Mrs. Dennis
Bauler, Charles, F.
Beardsley, Joe
Beattie, Brian, A.
Beimers, Linda
Bell, Amber, L.
Blackmore, Darwin
Blair, Ben, D.
Britt, Thomas, A.
Brown, Kevin, N.
Brown, Shane
Bruning, Jeremy
Brunsting, Nathan, L.
Burcham, Harold
Burk, Wally
Burkard, Ronald, H.

C

Carstens, Sara
Charbonneau, Michael, J.
Clark, Diana, M.
Craig, Alan

D

De Kok, Steve
De Vos, Jerad
De Weerd, Josh
Dekorne, Daniel
Demmer, Steve
Derocher, Adam
Dodds, Zane
Dodge, Justin, J.
Dolieslager, Corwin
Drenth, Michelle
Driesen, Arlene
Duncan, Robert
Dunnington, Jeffrey, D.
Durst Inc
Dykstra, Todd, A.

E

Eacret, Daniel
Ellis, Mark
Engeltjes, Arlin
Ericson, Bruce

F

Fekete, Nick
Feldman, Deborah, K.
Finch, Mrs. Ralph, Jr.
Fleishmann, Jason
Fredricksen, Tim
Freese, Dean, E.
French, Tamara
Frentress, Mark
Friedel, George

G

Galero, Larry
Garrett, Robert
Gearke, Mildred, G.
Geier, John, A.
Goetsch, Eric
Golly, Jason
Gordon, Jeffrey, D.
Grant, Jerry, R.
Grant, Shawn
Greenfield, Kelly
Gregory, Paul
Griffin, Brady, J.
Griffith, Luke

H

Hall, Sandy
Haneklaus, Susan
Hansen, Malana
Hanson, Chad, A.
Hasan, Sami
Hegstrom, Amy, J.
Henbest, Max, A.
Herbst, Dorothy
Hillrichs, Randy
Hinds, Jack, C.
Hintz, Roger
Huenecke, Bobby
Huisman, Dennis

J

Jacobson, Kelsea
Jochims, Amy
Jochims, David, A.
Johnson, Alan, L.
Johnson, Cheryl
Johnson, Haydan, A.

K

Keairns, Kathy
Kirk, Ron
Klein, Merlyn
Kleinwolterink, Colton, R.
Kolar, Robert, A.
Koon, April, M.
Kraai, Adrian
Krienert, James, V.
Kuiken, Mark

L

Labahn, William
Lahn, James, A.
Lambert, John, H., Jr.
Lambert, Ralph, Sr.
Lammers, Ralph, J.
Langel, Kathy
Lebanon Chr. Ref.
Parsonage
Lehrkamp, Donna, D.
Lenz, Paul
Less, Mitch
Lilly, Gayle

M

Madsen, Stanton
Martin, Twyla
Mason, Scott, A.
Matthews, Kathy, S.
Mcbride, Linda, K.
Mcdermott, Alan
Mcdermott, Arlene
Meerbeek, Allen
Merley, Louis
Meyer, Melanie
Meyer, Vernon
Miller, Donald, D.
Miller, John, E.

Miller, Keith, A.
Moeller, Dean
Moffatt, Travis, A.
Mora, Jose, D.
Moss, Micah, T.
Muecke, Roger
Muth, Ronald

N

Nelson, Joseph
Nesbit, Nathan, M.
Newton, Jack, E.
Niemeyer, Harold
Nipp, Robert
Norris, Kenny

O

Oberreuter, Mark, E.
Ohlendorf, Dean
Olson, Judy
Onnen, Mrs. Ellis
Oswalt, Jillian
Otto, John

P

Padilla, Ray
Parks, Susan
Pauling, Sharmalee
Penning, Merlin
Peters, Jacy
Peterson, Jamie
Pierce, Tom
Pitkin, Boyd
Powers, Grover, T.
Priborsky, Raymond
Puck, Shirley

R

Rahfaldt, Jim
Rahfaldt, Nick
Rathjen, Lou
Reekers, Angeline
Reyman, Lewis
Rich, Chris, A.
Riediger, Phyllis
Ripley, Jerry, C.
Roelfs, Scott, A.



Searching for these members...



Rolfes, Betty
Ronspies, Kay, J.
Rozeboom, Garen
Ruden, Eldon

S
Sample, Raymond
Sayre, Susan
Schiernbeck, Ashley
Schubert, Beryl
Schueder, Jim
Schuetze, Ja'Nette
Schuldt, John
Schumann, Kenneth
Shaw, Amber, C.
Shimonek, Douglas

Sickels, Tom, J.
Smith, Jesse
Sokolowski, George
Stahl, Chad, A.
Steig, David
Stokes, Harvey, Jr.
Subart, Elizabeth
Sweda, Kimberly, C.

T
Te Grootenhuis, Scott
Terry, Shawn
Tondreau, Evelyn, M.
Trometer, Sandra, K.

U
Uhl, Jason
Unrau, Dan
Utesch, Randy

V
Van Donslear, Corey
Van Es, Kayla
Van Muyden, Howard
Van Roekel, Quentin, R.
Van Tilburg, Nathan, A.
Van Veldhuizen, Kevin
Vaydich, Jeff
Vogelaar, Rick
Vondrak, Chad
Vondrak, Jerald

W
Waggoner, Glen
Werner, Walter
West, John
Wilde, Don
Winegar, Kelly

Y
Yesda, Broc

Z
Zobel, Kim



ARE YOU SWITCH SMART?

One of the great parts of the Switch Makes Cents program is the interruptible all electric heat rate. When your primary and backup heat is all electric, (you have no propane or gas heat), you are eligible for the discounted interruptible all electric heat rate. For this rate you will need a sub meter and a switch installed and hooked up to your heating system. This means that your electric heating & cooling system and water heater's kilowatts will run through your sub meter at the discounted rate. Appliances, lights and anything else plugged into your outlets will still run through your main meter at the regular rate. Other equipment that can be hooked up to your switch includes irrigators, generators, and electric vehicle chargers.

Register for the EV, Classic Car, & Collectible Tractor Show

Please fill out this slip with your information to register your vehicle for the EV & Classic Car Show. At the event you will receive a card with your name and vehicle information to display. Members attending the event will vote for their favorite car, and the cars receiving the most votes will receive a prize!

NWREC Member/Vehicle Owner

Full Name: _____

Address: _____

Phone: _____

Please select the event you will be attending with your vehicle:

Aug 19 Ida _____ Aug 21 Sioux _____ Aug 26 Plymouth _____ Sept. 4 O'Brien _____

Vehicle:

Make: _____

Model: _____

Year: _____

Please fill out this slip and return to the office or scan the QR code to register on our website:
www.nwrec.coop



THE POWER QUIZ

NORTH WEST REC

1. How many students received scholarships this year?
2. What is one of the dates of the Member Appreciation Day Events?
3. Name an organization that received an Operation Round-Up donation?

Name _____ Acct. # _____

Find the answers within the content of this newsletter, our website or Facebook posts and you could win a prize of \$10 off your electric bill. Send your answers to powerquiz@nwrec.coop or you can send your written answers to North West REC, PO Box 435, Orange City, IA 51041. You may mail your entry along with your electric bill payment, but remember the deadline is September 2. Each month, ten names will be randomly drawn from all correct entries for a \$10 bill credit. Members who answer the questions correctly and participate at least three times throughout the year will be eligible for 2 - \$250 bill credits, through a random drawing, at the end of the year.

POWER QUIZ *Winners*

JUNE 2025

Mark Barinsky - Hawarden
Ruth Detloff - Le Mars
Dennis Jalas - Le Mars
Don Luksan Jr - Le Mars
Dennis Vander Schaff - Sheldon

David Hibbing - Paullina
Mike Treiber - Battle Creek
Rodney Pottebaum - Alton
Jeff Pilgrim - Sioux City
Terry Bootsma - Sanborn



ARE YOU SWITCH SMART?

Name one appliance that can be hooked up to your switch:

Answer: _____

Name _____ Acct. # _____

What do you know about the Switch Makes Cents program? Find the answers within the content of this newsletter, our website or Facebook posts and you could win a prize. Send your answers to switchsmart@nwrec.coop, fill out the question form online, or send your written answers to North West REC, PO Box 435, Orange City, IA 51041. You may mail your entry along with your electric bill payment, but remember the deadline is September 2. Each month, one name will be randomly drawn from all correct entries for a \$25 bill credit.

North West Rural Electric Cooperative

P.O. Box 435
1505 Albany Place SE
Orange City, IA 51041-0435

OFFICE HOURS:
Monday through Friday
7:30 a.m. till 4:00 p.m.

Orange City office open
during noon hour

Le Mars office
open 9:00 a.m. - 3:00 p.m.
Tuesday through Thursday

Ida Grove office
open 9:00 a.m. - 2:00 p.m.
Wednesdays

PHONE:
(800) 766-2099

24/7 outage reporting using
the SmartHub app or
nwrec.smarthub.coop Or call
800-766-2099 anytime

Pay your bill
online any-
time using
SmartHub



Outside Depository
Box Available For
After Hours Payments

This institution is an equal
opportunity employer,
provider, and lender.

Lyle D. Korver
CEO & General Manager

Curt Ahrenholz
Finance & Office
Services Director

Emily Vander Velde
Editor



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