



DELAWARE ELECTRIC COOPERATIVE  
14198 Sussex Highway  
P.O. Box 600, Greenwood, DE 19950  
Website [www.delaware.coop](http://www.delaware.coop)  
An equal opportunity employer M/F/V/H



A Touchstone Energy® Cooperative

**BOARD OF DIRECTORS**

William J. Wells, CHAIRMAN  
Bruce A. Henry, VICE CHAIRMAN  
Laura T. Phillips, SECRETARY/TREASURER  
Patricia S. Dorey, ASST. SECRETARY/TREASURER  
Dean C. Belt  
Michael K. Brown  
Howard A. Clendaniel  
William P. Haughey, Jr.  
William W. Noel, Jr.  
Charles L. Towles, Jr.  
Bruce R. Walton

**PRESIDENT & CEO**  
J. William Andrew, P.E.

**ATTORNEY**  
John Terence Jaywork

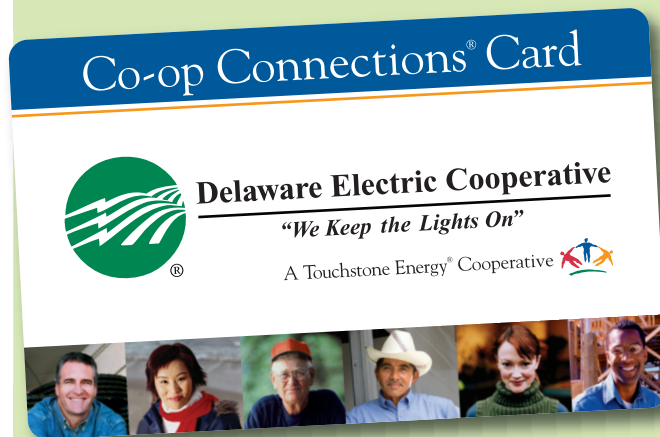
**OFFICE HOURS**  
Monday-Friday, 8:00 am - 4:30 pm

**DRIVE-UP WINDOW AND THE CALL CENTER IS OPEN FOR BILL PAYMENT AND ACCOUNT INQUIRY SERVICE**  
Monday-Friday, 7:00 am - 6:00 pm  
NIGHT DEPOSIT IS AVAILABLE

302-349-9090 SUSSEX COUNTY  
302-398-9090 KENT COUNTY  
800-282-8595 NEW CASTLE COUNTY & OUTF-STATE  
302-349-5891 FAX NUMBER  
EMAIL [memberservices@decoop.com](mailto:memberservices@decoop.com)

Regular Board Meetings are held the third Wednesday of each month. Copies of the agenda for each monthly meeting are posted on our website and are available at our Greenwood office.

Should you have questions or comments, please call us at (302) 349-3117.



**CO-OP CONNECTIONS DISCOUNT CARD PROGRAM**

**Members have saved over a million dollars on prescription drugs**

Delaware Electric Cooperative members using their Co-op Connections card have realized huge savings at pharmacies and participating local and national businesses.

Savings on prescription drugs for Delaware Electric Co-op members just passed \$1,000,000 since the Co-op Connections Card program began.

The Co-op Connections card is a three prong savings program. There is the prescription drug savings program, local business discount savings program and the national business discount savings program.

Local and national pharmacies, through a discount prescription program, offer 10 to 60 percent savings on many prescription drugs. Currently, over 48,000 independent and national pharmacy chains are participating in the program.

Also, more than 160 Delaware local businesses across our service area are participating by offering discounts unique to their business.

Delaware Electric Co-op provides this card for its members to receive discounts from any of the participating businesses or pharmacies.

For a full listing of discounts and benefits provided by the Co-op Connections Card, please visit our website at [www.delaware.coop](http://www.delaware.coop).

For members who have misplaced their card or for members who want a card or for those who desire more information please call our office at (302) 349-9090 in Sussex County or (302) 398-9090 in Kent County or email us at [callcenter@decoop.com](mailto:callcenter@decoop.com).

Delaware Electric Cooperative

**cooperative connections**  
NOVEMBER 2011

**DELAWARE ELECTRIC CO-OP MEMBERSHIP PAYS**

**Members to Receive \$4.1 Million Dollars in Capital Credit Refunds**

**THE BOARD OF DIRECTORS IS PLEASED TO** return \$4,100,000 in Capital Credits to 1991, 1992 and 2010 members.

If a member has Capital Credits of \$100 or higher they will receive a check and if the amount is \$99.99 or less, members will receive a credit on their November or December bill, depending on their billing cycle.

A strength of the cooperative business model, Delaware Electric Cooperative returns any profits, known as margins, in the form of capital credit refunds. The Cooperative works hard every day to keep rates as low as possible and it is reassuring to know that when there are margins, they go back to the members.

“The return of \$4.1 million dollars in capital credits this year serves as a testament to our members’ commitment to the *“Beat the Peak”* Program and the efficient and responsible management by the Cooperative Board of Directors and our employee team,” said Bill Andrew, President and CEO.



“Our members’ willingness and understanding of how the *“Beat the Peak”* Program benefits them is a large contributor to our financial strength and they are to be applauded for their efforts,” he continued.

Former members who have moved out of the Cooperative’s service area and are no longer being served by the Cooperative will receive their share of the \$4.1 million dollar capital credit refund by check.

“Capital Credits distinguish cooperatives from any other business model in the utility world,” said Board Chairman Bill Wells..

“It is always good for our Board to be able to return Capital Credits to our members during the holiday season but especially during these tough economic times,” he continued.



Be Energy

# SMART

## ENERGY STAR® Holiday Lighting Promotion

Save on eligible GE brand LED holiday lights

Perfect for your holiday trees, house, yard and more.

Start a new tradition of reducing your family's holiday energy use saving you money season after season.



Compared to traditional Christmas lighting, GE brand LED holiday string sets:

- Use 80% less energy\*
- Cost less than a dollar per season to operate
- Save money in energy bills

\* see package for details

MANUFACTURERS COUPON • EXPIRES DECEMBER 31, 2011

# SAVE \$3.00

on any ENERGY STAR® qualified GE brand LED holiday string sets



**Consumer:** Coupon valid on your purchase of any ENERGY STAR® qualified GE brand LED holiday string sets. You pay sales tax. Coupon may not be reproduced or combined with another offer and is non-transferable. Void if transferred, exchanged, sold or reproduced. Offer limited to one purchase in U.S.A., its territories and military exchanges.

**Retailer:** GE will reimburse you the face value plus 8¢ handling provided you have accepted this coupon in accordance with GE's Coupon Redemption Policy. Void where prohibited. Cash value 1/100 of 1¢. For copy of policy and/or coupon redemption mail to: GE Consumer & Industrial Lighting Products, P.O. Box 880650, El Paso, TX 88588-0650.

Coupon expires: December 31, 2011 D209306 60007

LEARN MORE AT [energystar.gov](http://energystar.gov)

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**DEC**  
DELAWARE ELECTRIC CO-OP  
"We Keep the Lights On"

imagination at work

## Capital Credits Q&A

**Q: What are Capital Credits?**

**A:** As a cooperative, we are here to provide a service, not to make a profit or margin.

Any revenue collected that is not needed to cover the cost of providing service is set aside and divided among the members in proportion to their patronage (how much electricity they paid for during the year.)

**Q: What are Margins?**

**A:** Margins are what is left over at the end of the year after all bills are paid.

In other business organizations, this would be called profit.

**Q: Why don't you send me the money?**

**A:** The Co-op began with borrowed funds. The mortgage holders have certain restrictions on us to safeguard their investment.

When you became a Delaware Electric Cooperative member you agreed that we could use your margins as capital until the mortgage requirements are met.

**Q: Is interest paid on Capital Credits?**

**A:** No. If we paid interest on Capital Credits, the money to pay the interest would have to be collected from the membership.

We have one primary source of revenue - the sale of electricity. Rates would have to be increased to pay interest on Capital Credits.

**Q: If I move off Co-op lines, will I still get my Capital Credits?**

**A:** Yes, but not until a refund is made to members who furnished capital at the same time you did.

Facilities were built to serve you, and leaving our service area does not alter your obligation to furnish capital for those facilities.

Please keep us informed of your current address so that you will receive your check when a refund is made.

Happy Holidays



WINTER is just around the corner. Lowering your thermostat by one or two degrees can mean real savings on your heating bills.

For example, lowering your thermostat from 70°F to 68°F will save 6.2 percent on your heating bill. Lowering the thermostat just one degree will save you 3.1 percent.

However, let's say you like to keep your home warmer in the winter; raising the thermostat to 76°F will increase your heating bill by 18.6 percent.

Each degree you raise or lower the thermostat from 70°F means you pay 3.1 percent more or less on your heating bill.

### COST OF KEEPING ROOM TEMPERATURE ABOVE AND BELOW 70°F

