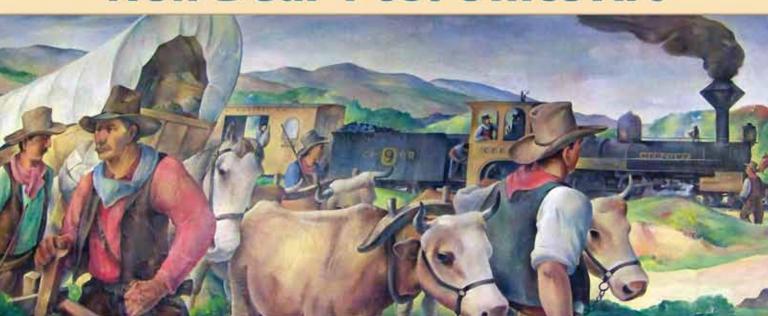
A Service of Great Lakes Energy

# MICHIGAN COUNTRY LINES



# 'New Deal' Post Office Art





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gtlakes.com

Your Touchstone Energy® Cooperative KID



# Rate Restructuring **Under Review**

ell phones and personal digital devices are a part of our culture. Such communication freedom is a luxury we pay for, generally without complaint.

So why is it that we sometimes question the price we pay for electricity—a necessity in our modern world? We expect electricity to be there at the flip of a switch, and when it's not, we're not happy. Having no electricity is far worse than having no cell phone.

I'm no different. I'm a Great Lakes Energy member who expects the lights to come on every time in my home, too. And as the CEO of your electric co-op, I have a special responsibility to make sure your electric service is safe, reliable, and a good value. I believe that when compared to other commodities, electricity is one of the best values for your money (see chart below). When you compare it to your cable or cell phone bill, you'll see an even greater value.

When you consider how reliable electricity is, the value goes up even more. For six of the last seven years, we met our

annual reliability goal by working to reduce average outage minutes (see p. 6 for 2012 goal results). It's something we're proud of, considering that we maintain more miles of power line than all but a few electric co-ops in the country.

Despite recent harsh storms, we're working hard to reduce outage times even more, increase our service reliability, and control costs through innovative technology.

#### The Price of Progress

Reliability and other service improvements come at a price. We view progress as continuing to improve our services, especially reliability, while still keeping rates affordable. I realize "affordable" is a subjective term. That's why, as a nonprofit electric co-op, we try to keep our rate structure fair and cost-based. In recent years, we've been



Steve Boeckman **Great Lakes Energy** President/CEO

moving to a fairer rate structure with changes to our monthly

In March 2012 your board of directors voted to become a member-regulated cooperative. Rates and billing practices are now regulated by the directors you elect, and they are also members of the co-op. Being member-regulated allows for more flexibility in creating a fairer rate structure.

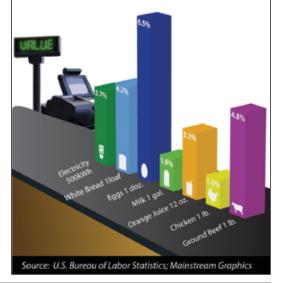
#### **Cost-of-Service Study**

In earlier issues, we discussed the need to restructure our rates so each GLE member pays their fair share of the fixed costs required to operate your electric co-op. We started moving towards this restructuring in 2012 with changes to the monthly charge for residential and seasonal members. These fixed costs, which do not include the cost of power, exist regardless of how much electricity a member uses. The biggest share of these costs are for the poles, wires, line crews, tree trimmers and other resources and personnel

#### "Check out" the value of electricity!

Next time you're at the grocery store, think about the way prices for bread, eggs, and other consumer goods have risen over the years. Electricity remains a value!

Average annual price increase between 2000-2010:



# Thanks for the **High Marks**

e like to think we're doing a great job, but what do our members think? Members participating in our annual member survey gave us very high marks with 97 percent indicating overall satisfaction with Great Lakes Energy's service.

Each year, the professional surveying team at Northwestern Michigan College conducts a member satisfaction survey by phone for Great Lakes Energy. Members rated reliability, courteous employees and cost-of-service as the three most important service characteristics that GLE provides. The survey results helped us achieve an 80 on the American Customer Satisfaction Index (ACSI), which is a full four points above the industry average.

Great Lakes Energy uses the survey results to develop our corporate goals for 2013, and to make service improvements as we strive to provide reliable service at the best possible value for you, the member.

Thanks to those who took time to participate in the survey, but we'd love to hear from other members who have a comment about our service, too. Write or email us at glenergy@glenergy.com.



## **Great Lakes Energy Members Benefit**

n addition to the many Great Lakes Energy members who saw capital credit refunds on theirs bills in December, other members—including schools and businesses—also received refunds.

Rick Holt (center), Johannesburg-Lewiston Area Schools superintendent, accepts a \$1,781 capital credit refund check from Great Lakes Energy's Thomas Mann (left) and Steve Murray. Refund amounts were based on electricity purchases made by co-op members in 2011 and 1987.

Members of an electric cooperative are also the owners and are entitled to a share of the margins earned by their consumer-owned business. Since 2003, Great Lakes Energy has issued \$29 million in capital credit refunds to members. That's the cooperative difference.

#### Rate Restructuring, continued from pg. 2

needed to provide you with safe, reliable electric service.

An independent utility consultant recently finished a cost-of-service (COS) study for us. Our last COS study was done in 2006. The consultant thoroughly examined the amount of electricity used by each member rate class and all our rates and financial data to determine how well we operate as a cooperative business by collecting only what is necessary to cover costs. They provided recommendations to our directors on what can be done to create a more equitable rate structure.

A long-standing problem with our rate structure, which also applies to other electric co-ops, is that our monthly fixed charge does not fully cover our fixed costs. This inequity is recovered through the variable energy charge (per kilowatt-hour), which means that residential members who use more electricity pay a higher share of the fixed costs than those who use less. Yet, the fixed costs to serve each residential member are the same regardless of the amount of electricity used.

The problem with our rate structure is compounded by the impact of energy efficiency efforts and state-mandated Energy Optimization programs we support. With a higher monthly charge that covers all the fixed costs to serve each residential member, energy efficiency efforts will not hinder our ability to operate effectively and lower energy users will not be subsidized by other GLE members.

#### Rate Restructuring

The COS study shows rates for certain member rate classes should be restructured more fairly while still recovering our costs. Your directors support recommendations from the study that call for a revenue-neutral restructuring of our rates to correct these inequities. Revenue-neutral means the overall changes would not increase or decrease the bottom line. Individual member bills may increase or decrease depending on energy usage.

The rate restructuring would involve increasing the monthly charge while at the same time lowering the energy (per kWh)

charge. This means each GLE residential member would then pay an equitable amount to cover their share of the fixed costs regardless of how much electricity they use.

Other possible changes recommended by the COS study include: monthly and seasonal residential (Schedule A) and general service single-phase rates be made the same; a lower monthly fixed charge for the second (or more) meter for residential members (including general service) when connected to the same transformer as the main meter; and convert seasonal quarterly billing to monthly.

A board meeting open to all members will be held March 22 for your directors to discuss and finalize the restructuring plan. Under member regulation, members will receive at least 10 days' notice of the meeting date and 30 days' notice prior to implementation of all changes affecting more than 5 percent of members. More information on the meeting and plan details will appear in a future issue of Michigan Country Lines. Information will also be published in PowerTalk and on our website as it becomes available.

## ast food restaurant workers in Boyne City must have

thought it was a prank. Who would order 300 breakfast burritos from McDonald's and 150 foot-long sandwiches from Subway on Christmas Eve?

But it was no joke. The food was for more than 30 lineworker crews who would be working Christmas Day. After a quick breakfast of burritos heated in the microwave, they headed out early Christmas morning for another long work day. The sandwiches would later be their holiday meal.

Although most businesses were closed that day, your electric co-op had employees in their trucks and offices working to restore power to just under 400 Great Lakes Energy members still without electricity from the big snowstorm. Most had their power back that night. Over 68,000 GLE members were affected by the storm's widespread damage, which took several days to repair.

The storm hit us with a powerful one-two punch. On Thursday, Dec. 20, much of our service area sustained power line damage from its initial blow. The damage spread as stormy conditions continued into Friday. Some areas saw 60 mph winds with up to 20 inches of heavy, wet snow. Power lines were down in hundreds of locations, with 44 broken poles.

As crews braved the weather to repair the lines, dispatchers worked around-theclock providing them with valuable outage information. Member service reps assisted dispatchers by handling hundreds of outage calls each day and night until everyone had power again.

Our system's size makes us an easy target for

A Holiday to Remember

large storms. Members were without power at various times in all 26

counties we serve along the state's western side, from the Mackinac Straits to Kalamazoo.

The storm covered most of the state and affected other Michigan utilities that also sought extra lineworker crews. In these situations, additional manpower is not always readily available.

Fortunately, we had extra crews from the first day of the storm who were joined by over 20 more crews later that weekend. They included extra GLE crews from our central and south areas who headed north after completing their own power restoration work. In addition, 25 contracted tree-trimming crews assisted the lineworker crews.

Weather made transportation and working conditions difficult, particularly at locations where crews had to drive off-road to find the problem. Fallen trees and limbs frequently had to be cut up and removed before lineworkers could make the repairs. Snow and ice clinging to downed wires had to be chipped away before hoisting the lines back into the air.

For the members without electricity, it was also a gloomy experience they would rather forget.

But, there are good things to remember, too. The storm again showed how cooperatives help each other. Our thanks to the electric co-ops and municipal utilities in Ohio and Michigan that helped us restore power. When we were able, we sent lineworkers to aid Presque Isle Electric & Gas Co-op crews with their restoration work.

Remember that Great Lakes Energy looks



out for you in any kind of weather, but be sure you're prepared, too. Make sure you have a plan that will keep your family warm and safe during an extended outage. At minimum, keep emergency supplies on hand, such as canned food, bottled water, medical supplies, flashlight, batteries, candles, matches, blankets and emergency phone numbers, including GLE's toll-free, outage reporting number: 800-678-0411.

Don't forget our website, gtlakes.com, for outage updates and "Storm Central" to see the affected areas and estimated numbers without power.

Remember the joy of the moment when the lights came back on and the people from near and far who worked long, tiring hours to make that moment possible.

And we'll also remember the members whose patience, understanding and small acts of kindness were much appreciated.

## **GLE Meets Annual Reliability Goal**

AIDI (pronounced SAY-DEE) says Great Lakes Energy met its 2012 reliability goal, which was to not exceed 177 average outage minutes.

Average outage minutes last year totaled 176.8 minutes.

Great Lakes Energy has met its annual reliability goal in six of the last seven years.

SAIDI stands for System Average Interruption Duration Index. It's an indicator of the average amount of time a GLE member could be without power in a given year. Since it represents an average, some members actually experience no outage times, while others experience more than the SAIDI number.

GLE's reliability goal is based on average outage minutes recorded during normal conditions. Typically the outages are due to weather, animals, equipment failures, vehicle accidents and

other causes.

Weather-related outage events are factored into the SAIDI calculations, with the exception of major event days (MEDs). Storms such as the December 2012 snowstorm that create MEDs are not common and only happen once or twice a year across the co-op's entire service area.

Great Lakes Energy will continue to use various design measures to limit the weath-



er's damaging impact on its distribution system. Investments in distribution automation equipment, addition of more line protection devices, uses of new technologies and continued intensive vegetation management

activities within power line rights-of-way are all helping to get the lights on safely and more quickly for members during storms.

Our ultimate goal is to not exceed 90 average outage minutes per year. It will take time to do this, given our large 26-county service area and the financial resources required. We will continue to make improvements each year in areas where reliability still lags behind other electric cooperatives.

Watch for SAIDI goal updates in future issues of Michigan Country Lines.

## **GLE Helps Local Schools**



s a Touchstone Energy (TSE) cooperative, Great Lakes Energy regularly puts the cooperative principle of "Concern for Community" into practice. One example is a program that GLE offered in 2012 that is helping local students explore technology by awarding over \$16,000 in grants to schools throughout its service area.

The Touchstone Energy Classroom Grant program was announced to schools in October and garnered applications from 34 schools in 26 school districts asking for a total of \$60,415.

Judges reviewed applications and selected grant recipients in mid-December. They looked at innovation, number of students who would benefit, long-term impact, and plans for measuring the project's success. The following schools received grant funds for the 2012-13 school year:

Grayling High School, Grayling	\$408.06
Hesperia Community Schools, Hesperia	
Hesperia High School, Hesperia	
Holton Middle School, Holton	\$2,000.00
Inland Lakes Secondary, Inland Lakes	\$1,898.00
Kalkaska High School, Kalkaska	\$1,700.00
Mancelona Elementary School, Mancelona	\$1,000.00
Mancelona Middle School, Mancelona	\$1,000.00
Oceana Christian School, Hart	\$353.70
Oehrli Elementary, Montague	\$2,000.00
St. Mary School, Big Rapids	\$1,619.97
Wayland Middle School, Wayland	\$600.00
Woodside Elementary, Holland	\$1,847.80
TOTAL grants awarded	\$16,335.48

Based on the high number of applications received and quality of the projects, GLE plans to offer the Touchstone classroom grant program again in 2013. Information on the grant awards can be found online at gtlakes.com in the "Your Community" section.

## **Get Outage Info on Your Smartphone**

martphone users should save this address, gtlakes.com/storm-central, for access to immediate outage information.

By visiting the Storm Central page on the Great Lakes Energy website you will receive current information on any power outages in each county and township across our service area.

For more specific information, you can login to your electric account online to view the power outage status of your account(s). Information available includes the time the power outage in your area was reported, the number of other members without power related to that outage and, if available, the estimated restoration time.

If you have not created a log-in, you will need to enroll your account(s). To log-in or register, click on the "Access My Account" box on our website and follow the instructions.

To report a power outage, please continue to use our automated outage reporting line, 1-800-678-0411. Please be sure the phone number we have on file matches the number you have at the service address where you receive power from us. This will enable our automated phone system to identify your location when you call to report an outage.

> Access outage information online at gtlakes.com/storm-central.

# Important

# **Connect Your New Generator Safely**



Dave Matz, Great Lakes Energy's operations director, points out the safety transfer switch that allows a portable generator to be safely connected to a home.

reat Lakes Energy reminds members with new portable generators that they need to be safely installed to avoid hazards that could result in a fatality and property damage.

A meter base designed for safely connecting a portable generator to your home in an emergency can be purchased for \$350 from Great Lakes Energy.

The investment protects co-op members and lineworkers from potential dangers. An improperly connected portable generator can back-feed power into the power line and potentially electrocute both lineworkers trying to restore your service and neighbors served by the same transformer. Your generator, wiring and appliances could also be damaged when power is restored.

The electric meter fits into the special base, which has a utility/generator transfer switch for safe operation of your portable generator. The switch prevents both sources from feeding power into the home at the same time and creating a dangerous situation. It also prevents electricity from back-feeding into the power line.

Installation of the meter base and generator wiring should be done by a licensed electrician. A professional can help size a portable generator to safely meet your emergency needs and will ensure the work is done correctly.

The meter base is rated for a 200-amp service with a 100-amp maximum for the generator input. The top of the meter base is locked and the bottom area is left accessible for wiring in the portable generator.

Instruct your electrician to install the necessary equipment that will enable you to safely and quickly connect and disconnect the portable generator during an emergency.

For more details, contact us at 888-485-2537, ext. 1303.

# Ways to Save Energy at Work

Rebates and easy improvements offered through the Energy Optimization program at Great Lakes Energy can benefit any size business.

Know that your business can be energy efficient, whatever your budget. Our commercial and industrial rebates offset energy efficiency improvement costs, and the long-term energy savings keep rewarding you. Bonus: For larger projects, low-interest financing is available through the Michigan Saves Business Energy Financing Program (MichiganSaves.org).

2 Replace a rew figures. A selectricity decrease in a building's overall electricity Replace a few lights. A 12 percent use can be realized if incandescent bulbs are replaced with CFLs or LEDs. **EO rebates:** Expanded LED lighting offers, outdoor dusk-to-dawn lighting.

3 Keep existing equipment ... dition. Simple repairs extend equipment Keep existing equipment in excellent conlife and help prevent machines from wasting energy. **EO rebates:** Chiller tune-ups.

Retrofit existing machinery. If you have fan motors with only two speeds (full or off), consider a variable speed control, which adjusts motor speed based on workload. **EO rebates:** Increased incentives for cooler

evaporator fan motors.

Make efficiency automatic. Automatic, programmed controls and sensors save energy consistently. **EO rebates:** Hotel guest room energy management controls.

Retire screen savers and turn off com-6 puters/printers each workday. Modern computer monitors no longer require screen savers to prevent image burns; set computers to sleep after 20 minutes of inactivity. Controls can automatically turn **Questions?** off employee computers after-

hours. **EO rebates:** Computer network energy management software.

For new equipment, choose energy efficient models. Look for the ENERGY STAR® label or products that meet our requirements. **EO rebates:** Expanded efficient compressed air system offers.

Form an efficiency team. This gives employees an active role, and helps distribute tasks, assess past energy use, and research applicable improvements.

Schedule an energy assessment. Hiring a professional energy auditor to test your building reveals energy-wasting hot spots.

Control the thermostat. A programmable thermostat or computerized energy management system can control ventilation fans and keep the daytime temperature at a set point and 5 degrees lower during winter off-hours, holidays and weekends, and the reverse in summer.

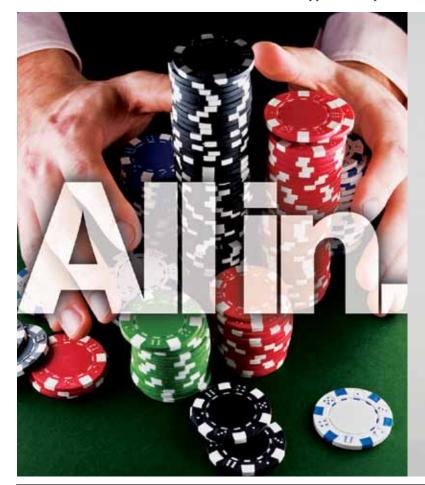
Reduce hot water use. Install 1.5 gallon-per-minute aerators that thread into faucets. If your company uses a lot of boiling water, recover heat from

other places in your building to pre-heat water.

Customize it. After 877-296-4319 you've had success with easy improvements, implement solutions specifically related to your

> business. Project resources: energy efficiency professionals, the EO program, and Great Lakes Energy. **EO rebates:** Larger rebates for custom projects.

Get started. Tips are only as good as your actions. Visit michigan-energy. org to view rebates, including ones for your home, and download incentive applications.



## **Energy efficiency is a sure thing.**

Call

With competing business priorities, does energy efficiency come in last on your list? It's time to change that. New 2013 Energy Optimization rebates help your bottom line. Take advantage of expanded LED incentives, chiller tune-ups, computer energy management and larger rebates for custom projects. Home rebates available, too!

**ENERGY TIP: Turn off your computer at** the end of each workday.

ONLINE: michigan-energy.org PHONE: **877.296.4319** 





y Optimization programs and incentives are applicable to Michigan service locations only. restrictions may apply. For a complete list of participating utilities, visit michigan-energy.org.

# **People Fund Contributors** are Winners!

everal Great Lakes Energy members who support the cooperative's People Fund received \$100 gifts of energy in our most recent drawing.

Winners whose names were randomly selected are Evelyn and Robert Thole, Fountain; Devere and Bethel Larabee, Kalkaska; Douglas and Sharon Sarns, Morley; Dennis Dryja, Leroy; Jane and Jim Cerano, Bellaire; and Douglas and Ellen Alberta, Trufant.

People Fund contributors allow their cooperative to round up their electric bills to the nearest dollar each month. The rounded-up amounts, which averaged 39 cents monthly in 2011, are used to award grants to food pantries, senior citizen centers, youth programs and other local charities and community groups.

"I like the People Fund program," says Bethel Larabee. "Rounding up makes the checks easier to write and post, and lessens the chance for error. It can cost from 1 to 99 cents a month. This doesn't seem like much until you multiply it by the thousands of Great Lakes Energy members on the round-up program. Since all the money collected this way goes for the grants, it is a much more efficient program than most other charitable funds and organizations."

Great Lakes Energy relies solely on your voluntary contributions to support the People Fund. In 2012, People Fund directors awarded \$146,660 in grants to charitable and community organizations throughout our 26-county service area.

To thank its People Fund donors, GLE selects six winners twice a year from the co-op's three major service areas. Current People Fund supporters and anyone who enrolls in the permanent billing round-up program before the next drawing in June are eligible to win.

Winners' gifts were provided by Great Lakes Energy and did not involve the use of any People Fund round-up money.

Don't miss your chance to be the next winner! Call our office or visit gtlakes.com to sign up today.



Ellen Alberta





**Bethel Larabee** 



**Douglas and Sharon Sarns** 





Dennis Dryja

Robert Thole



Jane and Jim Cerano

**Power In Numbers!** If every Great Lakes Energy member who participates in the People Fund got just one other person to join, it would easily double the amount of money available to help local food pantries, senior citizen centers, youth programs, and more.

The People Fund program works because there is power in numbers. A Great Lakes Energy member's average contribution of 50 cents a month or \$6 per year isn't much, but it adds up fast when thousands of members get involved.

Get involved and help the People Fund expand to meet the growing needs of Michigan residents, young and old. It all starts with asking just one person to contact us and we'll do the rest. You can also enroll online by visiting the "Your Community" section on gtlakes.com. Enrolled members have two chances each year to win a \$100 billing credit. Enroll today!



# **Protect Against Power Surges**

ower surges are responsible for millions of dollars of property damage each year, and over time they can cause cumulative damage while decreasing the lifespan of TVs, computers, stereo equipment, and anything else plugged into a wall outlet. Being educated is the key to choosing the best surge protection for your home.

## How does a power surge cause damage?

First, what is a surge?

"A surge is a boost in the electrical charge over a power line," explains Art Thayer, energy efficiency programs director for the Michigan Electric Cooperative Association. "This can be caused by lightning, but it's more commonly caused by motor-driven electrical devices, such as air conditioners and refrigerators, that require a lot of energy for starting and stopping compressors. Some surges can also be caused by faulty wiring."

Frequent, small power surges tend to shorten the life of home appliances and electronics. "Power surges come in all shapes and sizes—the most extreme case being a lightning strike because it can destroy equipment and sometimes set your house on fire," comments Alan Shedd, residential/commercial energy programs director for Touchstone Energy® Cooperatives, the national brand for America's electric co-ops. "But less severe power surges are rooted in hundreds of different causes.

"The severity of a surge depends not only on the voltage and current involved but how long the event lasts," Shedd continues. Most surges are very short in duration. It's important for people to realize that surges can happen through any connection on your equipment. If there is a wire connected to your equipment, then it provides a path for a surge."

### How can I protect my property?

A surge protection device mounted at your home's main electrical panel or the base of your electric meter protects equipment inside your house or business from surges coming through "ports of entry," such as an outside electric, telephone, and cable TV or satellite dish line.

Point-of-use surge protection devices do not suppress or arrest a surge, but divert it to the ground. They're designed to protect your sensitive electronic appliances, like a computer, and resemble a regular plug strip. However, don't assume your plug strip offers surge protection unless it specifically says so. You can also install special electrical outlets that offer surge protection, which can be helpful in places like kitchen countertops.

"My computer is plugged into an uninterruptable power supply with surge protection," Shedd notes. "We had a lightning strike, and a surge came in over the phone line. But the surge protector stopped it.'

One of the most effective ways to protect your property is a two-tiered approach. A service entrance surge protection device reduces power surges to a lower level that protects large appliances, such as your stove or clothes dryer, while point-of-use surge protectors defend



Some surge protection devices can be mounted at the base of your electric meter or main electrical panel. Others resemble a simple power strip that you plug into the wall and then plug your appliance or electrical device into the strip. But your power strip doesn't provide surge protection unless it specifically says so.

your sensitive electronics.

Remember to be cautious when shopping for surge protection equipment. "Some items claim that they can save energy, and these claims are generally false," Shedd concludes. "Surge protection is a valuable tool for protecting your home or business but not for saving energy."





Did you know a computer can draw as much electricity as a new refrigerator? Turn it off when not in use or switch on its energy-saving mode. Also, cell phone and MP3 player chargers as well as plasma TVs and entertainment centers pull power even when they're off. Unplug these and other appliances to save on your electric bill. Find more ways to save at TogetherWeSave.com.

Source: Touchstone Energy® Cooperatives

## Like Us Follow Us twitter **Watch Us**



You Tube

et the latest news about Great Lakes Energy and stay updated during major storms by following us on Facebook. You can also connect on Twitter and YouTube.

Posts to GLE's Facebook and Twitter pages appear each regular workday (more during storms!) and contain energy efficiency tips and GLE news, as well as links to information on products and services, including Energy

facebook.com/greatlakesenergy twitter.com/GLECooperative youtube.com/greatlakesenergy

Optimization programs. Staff monitoring the pages respond to questions and comments during regular working hours (8 a.m. to 5 p.m., Monday through Friday).

Besides information, YouTube videos give members an inside, personal look at GLE's employees and the work they do while looking out for you.

Check us out today on your favorite social network channel—like us on Facebook, follow us on Twitter, or watch us on YouTube. Join the conversation with GLE's growing social crowd!

## **Historic Farms** Honored

ongratulations to Great Lakes Energy members whose farms in Mason and Oceana counties received state historic designations.

Receiving state Centennial Farm recognition are Don and Diane Schmiedeknecht of New Era, whose farm has been owned and operated by the same family for 100 years.

Roger and Frances Nash of Custer received similar recognition for their farm, which has been owned and operated by the same family for 150 years.

Great Lakes Energy members can request an application or receive more information about the Centennial Farm program by contacting The Historical Society of Michigan at 517-324-1828, or visit the "Programs" section at centennialfarms.org.



**DOGGONE ELECTRIFYING!** Great Lakes Energy's power line safety demonstrations show how we look out for our members by bringing our electrical safety message to them. We even roast a hot dog on the power line, as shown above. To find out if your group qualifies for a free GLE safety demonstration this spring, email safety@glenergy.com or call 888-485-2537, ext. 8174.

## **Visit Us at the Home Shows**

ark your calendar and plan to visit the Great Lakes Energy booth at the home show nearest you.

Stop by to see our Marathon® electric water heater, our Convectair® electric space heaters that can be used as a whole-house heating option, and our Energy Bike. Our representatives will also be there to answer your questions about new Energy Optimization programs that can save you energy, and all our other products and services!

**Northern Michigan Regional Home Show** 

March 15-16

North Central Michigan College, Petoskey

**Newaygo Home & Garden Show** 

April 13

Newaygo Middle School



### gtlakes.com

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