

Looking Out for You



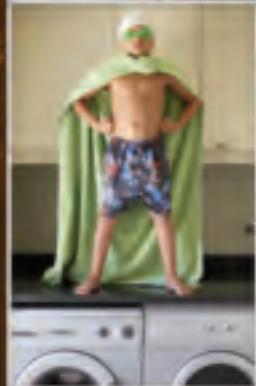
A Touchstone Energy® Cooperative



Welcome

- *The Cooperative*
- *Locations*
- *Payment Information*
- *Services and Other Information*

[gtlakes.com](http://gtlakes.com)





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## You're a member-owner

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Welcome to Great Lakes Energy, where you're more than a customer. You're a member-owner! As the third-largest Michigan-based electric utility and the largest member-owned power company in Michigan, we have succeeded because we're a well-run business that is committed to providing energy solutions to more than 125,000 member-consumers in 26 counties in western and northern Michigan, from Kalamazoo to the Mackinac Straits.

For more than 70 years, our success has been built around the mutual trust we share with our members. That's because our members are also the owners of our electric cooperative. Today, we're stronger than ever because we offer competitive and reliable electric service, and a host of other products and services.

This catalog describes our many services, and provides information and answers to questions you may have. Our goal remains unchanged: to provide you with value, convenience, comfort and flexibility to meet all your energy needs. We're looking out for you.



## The Cooperative Difference

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Electric cooperatives are unique in that they are owned and controlled by the consumers they serve. We are governed by a Board of Directors that is elected by our members. We were created for the sole purpose of providing service and value to our members, which differs from investor-owned utilities that exist to make a profit for their investors.

As a member-owned cooperative, Great Lakes Energy allocates and eventually returns profits to our members in the form of capital credit refunds. We have refunded capital credits in the form of a billing credit for the past nine years. We will continue to do so as financial conditions allow. That's the Cooperative Difference.

For more information on our rates, rules, regulations and bylaws visit [gtlakes.com](http://gtlakes.com) or contact us at **1-888-485-2537**.

## Mission

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Our mission is to deliver reliable electric service at the best possible value for rural Michigan members.



# Locations

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Our offices are located throughout rural Michigan. You can pay in person at any of these locations or use the payment drop box.

## HEADQUARTERS

**Boyer City-** 1323 Boyne Ave.  
Boyer City, MI 49712

## SERVICE CENTERS

**Hart-** 2183 North Water Road  
Hart, MI 49420

**Kalkaska-** 630 Magnum Road  
Kalkaska, MI 49646

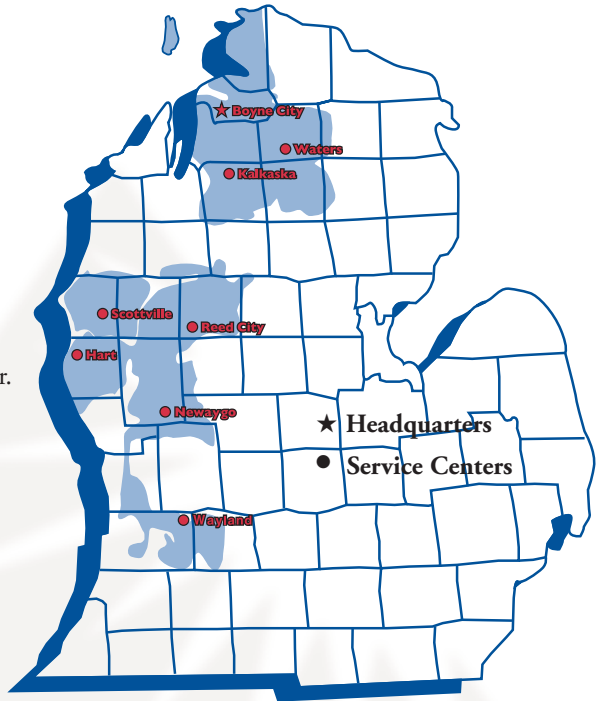
**Newaygo-** One Cooperative  
Center Drive (M-37)  
Newaygo, MI 49337

**Reed City-** 4493 200th Ave  
Reed City, MI 49677

**Scottville-** 525 West U.S. 10  
Scottville, MI 49454

**Waters-** 10380 Great Lakes Dr.  
Waters, MI 49797

**Wayland-** 1049 133rd Ave.  
Wayland, MI 49348



## Service and Payment Options

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We handle your individual needs and preferences by providing an assortment of billing options. If you're having difficulties with your bills and need some extra time or help, give us a call. We'll work with you to find a solution.

### STANDARD BILLING

- Bills available in larger type size for easier reading
- Bills come with a return envelope for your convenience
- Most energy users are billed every month
- Pay by phone or online with a credit card or by e-check
- There are no processing fees

### AUTOMATIC BILL PAYMENT PLAN

- Saves time and money
- Automatically deducts payments from your checking or savings account
- Eliminates late payments, and the need for checks and postage
- Payments are listed on your monthly bank statements and on your next Great Lakes Energy bill

### BUDGET BILLING PLANS

- Ensures consistent bills, despite fluctuations in the weather
- Your bill stays roughly the same each month
  - The plan is based on your past energy use and the price we pay for energy
  - We balance your account annually
  - Depending on the actual amount of energy used, we'll add to or credit your bill



## CREDIT CARD PAYMENTS

- We accept most major credit cards and can automatically charge to your card each month.

## PAY STATIONS

Pay your electric bill at a business near you:

- Call us at **(888) GT-LAKES** (888-485-2537) for the pay station nearest you
- View the list of pay stations on our website, [gtlakes.com](http://gtlakes.com)



## ONLINE PAYMENT OPTIONS

- Access your account online to pay or view your bill
- Pay by credit card or electronic check
- Visit our web site at [gtlakes.com](http://gtlakes.com), and then click on Access My Account

## IF YOUR POWER GOES OUT

We are committed to doing everything we can to make sure that you always receive reliable, uninterrupted power. If you lose power, call our automatic outage-reporting system immediately.

You can call 24 hours a day, 7 days a week, at **(800) 678-0411**.

## Keeping You Informed

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Great Lakes Energy keeps you informed in many ways.

### MICHIGAN COUNTRY LINES

Members receive Michigan Country Lines magazine ten times a year. This magazine provides information about the cooperative, energy efficiency, products and services and even recipes. It provides in-depth information and keeps members up-to-date on changes with the cooperative. Michigan Country Lines is also available online at [countrylines.com](http://countrylines.com). If you have a winter address, please contact us to request that we forward your magazine.

### POWERTALK

PowerTalk is a monthly newsletter that is sent with your electric bill as an insert. PowerTalk provides information that is similar to Michigan Country Lines, but in a shorter format. It's a fast and easy way to find out what's going on at Great Lakes Energy. Visit [gtlakes.com](http://gtlakes.com) to view previous issues of PowerTalk or other various bill inserts.

### E-NEWSLETTER

Members receive a free monthly e-newsletter just by providing your email address. Update your email address by contacting our office by phone or email. We will never sell or rent your email address to outside companies.

### MORE INFORMATION

We have literature and brochures available for free in each of our offices. You can also contact us by phone or email to request more information. View the list of our office locations on page four. Office hours may vary by location.

## Visit Us Online

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Visit our web site at [gtlakes.com](http://gtlakes.com) to learn more about Great Lakes Energy, enroll in one of our programs or submit an e-mail request for more information.

Here are just a few of the many things you can do on our web site:

- View your current bill online and access your daily energy use history
- Pay your bill online with a credit card or by e-check
- Apply for new service or transfer your electric service to another name
- Learn more about Energy Efficiency, Electrical Safety, the People Fund, Long Distance Phone Service, water heater rebates and more!
- Click on Storm Central to view current power outages. Log in to your account to see if we are aware of an outage at your location.
- View our rates and regulations. Great Lakes Energy is regulated by the Michigan Public Service Commission.

# People Fund

Charitable organizations in our communities have received more than \$2 million in grants from the People Fund since 1999.

You can help by allowing us to “Round Up” your bill by an average of 50-cents each month. Join thousands of Great Lakes Energy members who support the People Fund.

If you would like more information about the People Fund, please request a copy of our most recent annual report or view it on our web site.

There are many options for enrollment:  
Call our office, fill out the portion on the back of your bill stub, or visit the People Fund section of our web site. All enrollees will be entered in drawings for cash prizes. Prize drawings are held twice a year.



People Fund  
Round up shown  
on your bill



*Visit [gtlakes.com](http://gtlakes.com) to enroll today!*

# Energy Optimization

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Great Lakes Energy offers a variety of programs to help members save energy. These programs also comply with Michigan’s “Clean, Renewable and Efficient Energy Act.”

Michigan utilities are required to offer Energy Optimization programs designed to reduce electricity use statewide.



The cost of these programs is funded by the EO surcharge\* on your electric bill. The Michigan Public Service Commission expects those who choose to participate in these EO programs will reduce their consumption and save enough on their electric bill to more than cover the surcharge.

A list of the programs available to Great Lakes Energy members is available online or by contacting our office. Programs are available for all rate classifications and are designed to help you save energy. Programs are subject to change and may not be available in all areas.

For more information about these programs, visit us online at [gtlakes.com](http://gtlakes.com) or call **1-888-485-2537**.

\* The MPSC approves all EO rates.

# Rebate Programs

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## MARATHON WATER HEATER REBATES

Receive \$250-\$500 towards the purchase and installation of an electric Marathon brand water heater. The water heater must be installed at your GLE electric account location and purchased through one of our participating contractors.

Rebates are available to cooperative members only and one rebate is given per account (meter). The Marathon water heater must be at least 30 gallons in size to qualify.

All Marathon water heaters come with a lifetime no-leak tank warranty and a 5-year parts and limited labor warranty. They're energy efficient, plus their plastic tank and unique design make them durable and long lasting.

To qualify for a rebate, you must contact our office for rebate approval.

## ELECTRIC HEAT REBATES

Electric heat pumps are energy efficient and can save you money on your home's heating and cooling bills. When you install a geothermal or air-source heat pump in your home, you qualify for \$250-\$500 in rebates. The system you install must meet minimum qualifications for efficiency.

Please contact us for minimum qualification details and for rebate approval.

**Some restrictions may apply. Program subject to change or cancellation at any time.**

Marathon is not regulated by the Michigan Public Service Commission.

# Electric Heat and Water Heater Programs

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Great Lakes Energy offers savings on electric heat and water heaters that provide significant long-term economic benefits. Members interested in these programs must enroll in Load Management, our energy conservation program.

## ELECTRIC HEAT RATE\*

- If electricity is the primary source of energy to heat your home, you could qualify for our special reduced rate for electric heat.
- Receive a 3¢ credit per kwh if you have a back-up heat source.
- If you don't have a back-up heat source, you can still receive a credit of 1.5¢ per kwh.

## WATER HEATER SAVINGS\*

- If you have an electric water heater, we'll cut \$4.50 to \$7.50 per month off your bill (minimum 30-gallon tank required). That's a savings of between \$54 and \$90 a year.

\* Some restrictions may apply. Contact us for program details and to enroll. An agreement must be received before your account can be enrolled in these programs.



## Long Distance Service

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Great Lakes Energy has teamed up with TransWorld Network to bring low-rate long distance phone service to residential and business members.

### BENEFITS

- Low rates for all your long distance calls made within the continental U.S., 24 hours a day, 7 days a week
- Savings when you enroll in our Internet service and e-billing
- Low rates on calling cards
- Low rates on all incoming calls through personal 800 numbers
- No cost to join
- Special business rates and free bill analysis
- Phone and web conferencing services

You don't need to be a Great Lakes Energy member to sign up. For rate information, terms and conditions, or to enroll, call 1-877-981-3000.

Phone service is not regulated by the Michigan Public Service Commission.

## Internet Service

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As part of Great Lakes Energy's commitment to providing more value to members, we offer dial-up Internet service that is reliable and easy to use.

### BENEFITS

- Low monthly rates
- Unlimited local dial-up access
- Nationwide local dial-ups for traveling
- Free set-up and tech support
- Free e-mail
- Filtered content option
- Annual plan discounts

Call 1-877-981-3000 to learn more about pricing options and availability in your area. Visit us online at [gtlakes.com](http://gtlakes.com) for more information.

Internet service is not regulated by the Michigan Public Service Commission.

## Co-op Connections Discount Card

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Great Lakes Energy has launched the Co-op Connections program, a card-based member benefit program designed to deliver added value to our members — residential and business — by offering valuable discounts at participating businesses and pharmacies. And it's free.

When a Co-op Connections cardholder shows the Co-op Connections card at a participating business, they receive a discount. Equally, those businesses benefit from increased customer visits by co-op members participating in the program.

The card can also be used for prescription drug discounts at participating pharmacies. Visit [localproviders.com](http://localproviders.com) or call 1-800-800-7616. This is not insurance.

Look for the Co-op Connections stickers in the windows of participating businesses, or simply log on to our web site, [www.gtlakes.com](http://www.gtlakes.com), click on the Co-op Connections section and check out the list of local and national participating businesses.

Once you receive your cards they are ready for use at participating businesses locally and nationwide. There is no participation fee to members or to participating businesses.

All new members will receive a set of cards in the mail.

Visit [gtlakes.com](http://gtlakes.com) and click on the Co-op Connections section for the most up to date program and discount information or call us and ask for extension 8957 for more information.

## Electric Space Heaters

Now you can eliminate cold rooms with Convectair electric space heaters available from Great Lakes Energy.

These energy-efficient, top-of-the line heaters offer many features designed to bring your home comfort and warmth all winter long. They are perfect for a cold room or to heat your entire home.

Convectair heating units use convection to draw in cool air along the floor and then reheat it, using a highly efficient patented heating element. The heated air rises in the unit and is gently diffused through the grilles at the top.



Convectair units offer:

- Safe operation
- Efficient, even heat
- Cost effective use
- Plug-in or hard-wire units
- Easy installation
- Two-year full warranty

The high-quality electric heaters are only available through electric cooperatives like Great Lakes Energy. You can choose from a wide variety of room and bathroom heaters in either 120 or 240 volt. For more information, visit [gtlakes.com](http://gtlakes.com) and click on Products and Services. Or call us and ask for extension 8957.

Convectair is not regulated by the Michigan Public Service Commission.

# Touchstone Energy

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Great Lakes Energy is your local Touchstone Energy cooperative.

Touchstone Energy® is a national alliance of local, cooperatively owned utilities providing high standards of service.

More than 700 Touchstone Energy® Cooperatives in 46 states deliver energy and energy solutions to more than 40 million member-consumers every day.

As a Touchstone Energy® Cooperative, Great Lakes Energy is committed to serving our members with integrity, accountability, innovation and community involvement.



A Touchstone Energy®  
Cooperative

## Commercial and Industrial

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We're committed to providing a high level of service and value to all our commercial and industrial members. Your unique needs and overall importance to our business require special energy services.

### WE ALSO PROVIDE:

- Assistance in determining the most economical rate for your facility
- Technical assistance with troubleshooting/solving electrical problems or concerns related to member-owned primary equipment
- Help with obtaining low interest capital to meet your growth needs
- Thermal imaging services
- Power quality monitoring
- Transformer maintenance and testing
- Low-interest loans
- Energy Optimization Programs



# Member Rights & Responsibilities

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This information is provided in accordance with the rules of the Michigan Public Service Commission, Lansing, MI 48909.

Please keep this member information packet for future reference. Information about our rates and rules, as approved by the Michigan Public Service Commission (MPSC), is available for review upon request at any Great Lakes Energy (GLE) office and online at [gtlakes.com](http://gtlakes.com). If you have a question about our service or your electric bill, please contact one of our offices. You may also write us at P.O. Box 70, Boyne City, MI 49712 or e-mail us at [glenergy@glenergy.com](mailto:glenergy@glenergy.com)

If you don't receive a bill or misplace it, please call us at 1-888-485-2537. You are responsible for paying for your electric use on or before your bill's due date.

## **Billing Frequency and Payments**

Great Lakes Energy sends bills to you monthly or quarterly depending on your rate classification. Members are permitted a period of not less than 21 days to pay their bill. Payments are accepted at each office location, by mail, or over the phone in the form of cash, credit card, check or money order. Payments received after 2 p.m. may not be posted to your account until the next business day.

## **Meter Reading**

Great Lakes Energy obtains your monthly meter reading for billing purposes electronically, through our Automatic Meter Reading (AMR) equipment. Field personnel may need access to your meter, so please be sure it remains accessible at all times.

## **Estimated Bills**

With our AMRs we rarely lack a meter reading. If we need to estimate your bill, the estimate will be based on historical AMR data using a 45-day daily average applied to the number of days for the current billing period. As little as 14 days of AMR data will be used to obtain the daily average if 45 days of historical AMR data is not available.

## **Budget Billing**

The Great Lakes Energy budget billing plan allows you to pay the same amount each month. There is a reconciliation month each year, and you must have at least a 12 month billing history for us to use to establish your payment. Contact us if you want more information about budget billing.

## **Payment Arrangements, Delinquent Amounts**

If you are unable to pay your bill in full, call us to make payment arrangements. If your account remains unpaid after the due date, it is considered delinquent and our usual collection procedures, including notice of intent to discontinue service, will begin.

A one-time late charge of 2% is applied to delinquent amounts, excluding taxes. These accounts may be disconnected according to MPSC rules and regulations.

## **Checking the Accuracy of Your Bill**

Current rate schedules and worksheets are available from GLE offices or our website [gtlakes.com](http://gtlakes.com).

## **Power Supply Cost Recovery Factor**

The Power Supply Cost Recovery Factor listed on your bill reflects the changes in the cost of wholesale power to Great Lakes Energy. The factor is shown as cost per kilowatt-hour (kWh).

## **Inquiry, Service and Complaint Procedures**

Call us for assistance when you:

- Buy, sell or rent property with electric services in place.
- Need electric service at a new location.
- Need greater capacity at your present location.
- Have questions or problems regarding your electric service or bill.

If you have a problem or complaint, contact us immediately. If it is about a bill, don't wait until the due date has passed. Errors or misunderstandings can be cleared up promptly when called to our attention.

If you believe any billing is incorrect, you may register a complaint disputing all or part of that billing. This may be done in person, by mail or by phone.

### **Extended Payment, Settlement Agreements**

If you don't dispute the amount of the bill but are unable to pay it in full by the due date, you may request extended payment terms. We will offer you an opportunity to enter into a written settlement agreement that provides a reasonable payment plan. The payment plan will be based on the amount owed, your ability to pay, your payment history, how long the amount has been past due, and the reason it has not been paid.

You will receive a copy of any settlement agreement you sign, and we are both committed to its terms. If you keep the agreement and stay current with your bills, electric service will continue to be provided. If you fail to keep the agreement, your service is subject to shut-off.

GLE is not required to enter into a subsequent settlement agreement with you until you have complied fully with the terms of a previous settlement agreement, unless you can demonstrate that a significant change in economic circumstances has occurred and a modification of the settlement agreement is requested.

MPSC rules do not require us to enter into a subsequent settlement agreement if you have defaulted on the terms and conditions of an agreement within the last 12 months.

### **Security Deposits**

Under MPSC rules, you may be required to pay a security deposit if:

- You left an unpaid bill (that is not in dispute) with a Michigan utility during the last six years.
- Your request for service is for a residence where you do not reside.
- You misrepresent your identity or credit information when you apply for service.
- You fail to provide proof of your identity, such as a driver's license, state identification card, or social security card.
- You were a member of a household when another member who still resides there incurred a past-due utility bill that remains unpaid and is not in dispute.
- You have written one or more checks for insufficient funds or no account within the last 12 months.
- You cannot provide prior, satisfactory utility credit information.

In addition, a deposit may be required if:

- Your service was shut off for failure to pay past-due bills.
- You used service in an unauthorized manner, or tampered with our equipment.

If we require a deposit the amount requested can be twice the average monthly bill for the premises or, if the current customer's consumption history is unavailable, twice the system average monthly bill for residential service.

We will not require a cash deposit or other guarantee as a condition of service based upon any of the following: commercial credit standards, race, color, creed, sex, age, national origin, income, location, or home ownership.

Security deposits earn interest at a rate set by the MPSC. We refund your deposit, including interest, when you establish good credit by paying your electric bills on time for 12 consecutive months.

If we require the deposit because of tampering or unauthorized use, we hold it 24 months and refund it on satisfactory payment during the last 12 months.

Your deposit refund is credited to your monthly bill. If it exceeds the bill amount, it will carry forward as a credit balance towards your next bill. We will, upon request, issue a check to you for the credit balance.

If you discontinue service before you have established good credit, we credit the amount of your deposit, with interest, to your final bill. If it exceeds the final bill, we will issue a check to you for the balance.

### **Guarantor Agreements**

Instead of a cash deposit, GLE will accept a written guarantee from a member in good standing. We waive the deposit when payment is the responsibility of the Dept. of Human Services.

### **Voluntary Termination of Service**

- Customer must notify the utility at least 10 days prior to requested termination date
- Allow access to the meter
- Provide an address for the final billing.
- The utility must provide a final actual meter reading within 10 days of the request for termination or estimate the final reading and offer customer the option to provide an actual meter reading.
- The utility must schedule the customer's final reading within a 4-hour window if utility cannot access the meter.

### **Discontinuation of Service**

Your electric service may be disconnected for any of the following reasons:

- Non-payment of a past-due bill.
- Failure to post a security deposit, or provide a guarantor, when required.
- Unauthorized use, interference or tampering with electric service.
- Failure to comply with the terms of a settlement agreement.
- Refusal to allow our employees access to our equipment on your property.
- Misrepresenting your identity to obtain service.
- Violation of any other rule that affects the safety of members or others, or the operation of Great Lakes Energy's distribution system.
- Failure to apply for service.

Your meter may be disconnected between the hours of 8 a.m. and 4 p.m. If you request that we reconnect your meter after regular working hours, a guaranteed reconnect fee may apply.

### **Disconnection Notice**

We will mail a written notice of intent to disconnect your service to your last known address not less than 10 days before the proposed action, or leave a notice at your residence whenever it is more feasible.

The notice will include:

- Name and address of the customer.
- GLE telephone number and address.
- The reasons for the proposed discontinuation of service.
- The date, or a reasonable time after that, when the service will be discontinued.
- Your right to enter into a settlement agreement.
- Your right to present a complaint about the billing or other conditions of service to GLE before the proposed date of discontinuation.
- Your right to request a hearing before a Utility Hearing Officer if you do not agree with the reasonableness of the settlement agreement offered or if a complaint is not resolved.
- The requirement that you must pay the part of the bill not in dispute within 10 business days.
- Your right to represent yourself or be represented by counsel or another person of your choice at a complaint hearing.
- A statement that service will not be discontinued until the resolution of such a complaint.

If you do not respond after a disconnect notice has been sent, Great Lakes Energy will make a reasonable effort to contact you by telephone at least 24 hours before the proposed discontinuance of service. Our employee may be authorized to accept payment from you. Your service will not be disconnected if you make full payment, including any applicable service charges. You can pay by cash, credit card, money order, or by check if you have not made payment with an insufficient funds check within the past 12 months.

If you are not on the premises and a field representative disconnects your service, we will leave a notice in a conspicuous place explaining that service has been discontinued, and giving the address and telephone number of the office where you may arrange to have service restored.

### **Medical Emergencies**

If a medical emergency exists, disconnection can be delayed, not to exceed 21 days. Please contact us if you or a member of your household is a critical care customer or has a certified medical emergency. The certificate shall identify the medical condition, any medical or life supporting equipment being used, and the specific time period a delay is needed. Postponement may be extended by renewal of the certificate.

## **Reconnection of Service**

Meters equipped with a remote Reconnect Disconnect Unit (RDU) may be reconnected and disconnected remotely from the GLE office. If a GLE employee accepts payment in the field to prevent disconnection of an electric meter, a service charge may be added to your account. If we disconnect service for nonpayment, a reconnection fee is added to the total amount due before the meter can be reconnected.

## **Hearing Procedures**

If Great Lakes Energy is unable to resolve your complaint, you can request that it go before a Utility Hearing Officer. The hearing officer will be an impartial person assigned to hear and resolve disputes between Great Lakes Energy and you.

You may be represented by counsel, represent yourself, or be assisted by a person you choose. The hearing officer's actions are subject to MPSC review.

If a hearing concerns the amount of a bill, you are required to pay Great Lakes Energy the portion of the bill that is not in dispute. If we cannot mutually agree on the amount, you may be required to pay 50% of the entire disputed bill not to exceed \$100 within 10 days of the date you requested a hearing. Failure to make such payment waives your right to a hearing and collection action will continue.

Hearings are informal and are held during regular business hours. You will be notified of the agreed-upon date, time, and place at least 10 days in advance. Two days before the hearing, both you and Great Lakes Energy have the right to review any evidence to be presented by either party.

You must attend the hearing. Failure to attend the hearing without good reason, or without having requested an adjournment, constitutes a waiver of the right to the hearing and any past-due amount on your account, including the disputed amount, must be paid.

With the hearing officer presiding, both parties present evidence, witnesses, and testimony under oath. We may examine each other's evidence and question each other's witnesses. The burden of proof is on Great Lakes Energy. Before making a decision, the hearing officer will offer both parties a final chance to enter into a settlement agreement.

If the decision of the hearing officer is in your favor, we will refund any excess money you paid, with interest at a rate set by the MPSC. If the decision is in Great Lakes Energy's favor, you will have 5 days to pay the disputed amount.

## **Appealing the Decision to the MPSC**

If you are dissatisfied with the hearing officer's decision, you may file an informal appeal with the MPSC within 7 days after receiving the decision. You may initiate the appeal by telephone, by Internet, by mail, by fax, or in person at the offices of the commission.

To contact the Michigan Public Service Commission:

Write: Customer Intake Center  
PO Box 30221  
Lansing MI 48909  
Telephone (in Michigan): 1-800-292-9555  
Telephone (out of state): 1-517-241-6180

On the web: [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc)

Informal appeals are referred to a Regulation Officer.

When an appeal is filed, the decision of the hearing officer is stayed until reviewed by a Regulation Officer. The Regulation Officer reviews the hearing record and may investigate the matter further. Within 30 days after the filing date of the certified record, the officer issues a written decision and sends a copy of the decision to both parties. Each party has 10 days to comply with the decision.

## **Formal Appeals**

If either party is still dissatisfied, a final appeal may be filed for a formal hearing before the Commission. This process will not delay collection action unless ordered by the Commission.

# The Power of Human Connections



**Corporal David Ross**  
U.S. Marine Corps  
*Great Lakes Energy Member*  
Shelby, Michigan

**Sharon Cronk**  
Cronk's Oakridge Restaurant  
*Great Lakes Energy Member*  
Newaygo, Michigan



**Cathy Wonski**  
Physician  
*Great Lakes Energy Member*  
Boyet City, Michigan

**Rod Lawrence**  
Nationally Acclaimed Artist  
*Great Lakes Energy Member*  
Kalkaska, Michigan



**STATEMENT OF NONDISCRIMINATION** - Great Lakes Energy is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs). Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

**COUNTRY LINES MAGAZINE** - Applicant hereby agrees that not less than \$3.00 nor more than \$4.00 of the amount paid for electricity each year is for a subscription to "Michigan Country Lines".



A Touchstone Energy® Cooperative 

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Post Office Box 70  
Boyne City, MI 49712

t: 888.GT.LAKES (888.485.2537)

f: 231.582.6213

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[glenergy@glenergy.com](mailto:glenergy@glenergy.com)