

## Tell Us Your High-Speed Internet Needs

**Y**ou turn on the TV and start streaming a movie on Netflix while your wife is paying bills online and scrolling through Facebook. Meanwhile, your teenage son is busy with online gaming and your daughter is streaming music from Pandora while watching YouTube videos. This type of scenario plays out nightly in homes across the nation.

Does this sound like your home? If you don't have high speed Internet service, the answer is likely no. The ability to stream videos, games and music can be nearly impossible without high speed Internet at home.

We'd like to know more about your high speed Internet service needs. If you are a residential or seasonal member, a survey regarding high speed Internet service is included with this month's bill.

We are currently researching fiber deployment and we strongly encourage every member who received the survey to fill it out and return it.

You can also visit [gtlakes.com/survey](http://gtlakes.com/survey) to take the survey online.

If you didn't receive the insert or misplaced it, contact our office.

What is high-speed fiber Internet service? High-speed fiber Internet offers speeds of 25 Mbps to 100 Mbps for homes. While your current Internet connection may offer some video streaming capability, true high-speed fiber Internet provides for multiple devices to use the high-speed connection at the same time, such as using a streaming TV service while also actively using your mobile phone to surf the Internet. It also allows for home businesses to thrive in rural areas or for you to work from home more efficiently, when the need arises.

Your responses will be carefully reviewed to help us better determine what role, if any, your electric cooperative should play in rural broadband expansion.

Does it provide value? That's one question we will be able to better answer with your input. Some like buying a new car with all the bells and whistles while others prefer to get the lowest-priced, base model on the lot. Your job, lifestyle, budget and personal tastes all influence the decision. The same is true with high speed Internet service. Whether the benefits outweigh the cost will likely hinge on how deeply you wish to tap into all the multiple uses that come with this changing technology.

We're interested in knowing what you think about it. Please take a few minutes to complete and return the survey.

Thank you.



Bill Scott  
Great Lakes Energy  
President/CEO



## PAY YOUR WAY

Great Lakes Energy offers several convenient Pay Your Way options for paying your electric bill.

**AUTOPAY:** Your payment is automatically deducted each month from either your checking account, credit card or debit card.

**EPAY:** Pay online at [my.gtlakes.com](http://my.gtlakes.com). Make a one-time payment with a check or credit card. Enroll in e-billing to stop receiving paper bills.

**PHONEPAY:** Either speak to a GLE representative or pay at any time by using our automated pay-by-phone service. We accept payment by credit card or check over the phone.

**PAY STATIONS:** Visit any of the local participating businesses that will accept payments for Great Lakes Energy bills (no past due amounts).

**FLEXPAY:** Pay for your electricity in advance and manage your electricity use on a daily basis. No late fees, no reconnect fees and no deposits involved with this plan.

**MOBILE APP:** Download the Great Lakes Energy mobile app (for Apple and Android) to pay your bill and get the latest news about GLE programs and services.

You can also visit any of our eight GLE offices and make your payment in person or using our drop-box.

For more information visit [gtlakes.com](http://gtlakes.com) or contact us at 888-GTLAKES.



# Have you Voted yet?

There may still be time to vote if you're a Great Lakes Energy member who lives in districts 6, 8 or 9.

- **IN DISTRICT 6** (Lake and Mason counties), incumbent Robert Kran of Free Soil faces challengers Ronald Bacon of Custer and William Gibbons of Baldwin for one position in the district.
- **IN DISTRICT 8** (Clare, Mecosta, Newaygo and Osceola counties), Howard Bowersox of Stanwood and Timothy Brechon of Paris are vying for one open position in the district.
- **IN DISTRICT 9** (Allegan, Barry, Kent, Montcalm and Ottawa counties), Benjamin Ferrell of Pierson and John LaForge of Delton are seeking to fill one open position in the district.

Great Lakes Energy members in the three districts received a mail-in ballot and candidate information with their July/August issue of Michigan Country Lines magazine.

Members are asked to cast their vote and mail the postage-paid ballot to the Petoskey accounting firm handling the vote count. Returned ballots must be received by accountants by no later than Aug. 18.

The three winners, one from each district, will be announced Aug. 24 at the cooperative's annual business meeting in Boyne City. Results will also be posted online at [gtlakes.com](http://gtlakes.com).

Remaining Great Lakes Energy members in districts 1, 2, 3, 4, 5 and 7 will vote for director by mail-in ballot in either 2017 or 2018. Members vote once every three years to elect a director to a three-year term.

# Attend a FREE ENERGY SEMINAR

Free energy seminars for members will be held in October at our Newaygo and Boyne City offices.

Learn about home heating and cooling options with geothermal and air-source heat pumps and energy optimization (EO) programs that offer incentives to help co-op members save energy. They include rebates for the purchase of furnaces with variable speed blower motors, heat pump water heaters, Wi-Fi-enabled or smart occupancy-sensing thermostats, refrigerators, televisions, lighting and more. In addition, information on free online audits will be provided.

Local heating and cooling companies and Great Lakes Energy staff members will be on hand to answer questions related to heat pumps.

Co-op members will learn about other incentive programs offered by Great Lakes Energy, too.

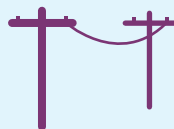
Door prizes will be awarded. Winners will receive energy saving gifts.

*See next month's PowerTalk for more details.*



## We're Keeping the Lights On

Reliable service means fewer power outages. We're making improvements to provide you with better service.



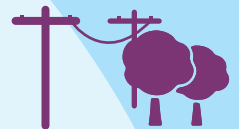
More Power Line Protection Devices



New Technology

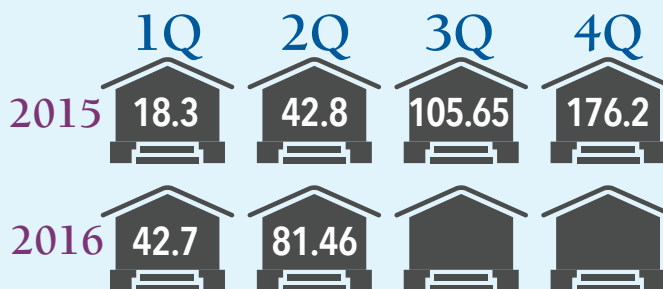


Major Power Line Improvements



Aggressive Tree Maintenance

### AVERAGE OUTAGE MINUTES YEARLY COMPARISON



**OUR YEARLY GOAL: UNDER 163.2 MINUTES**



### Looking Out for You

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**WEB:** [www.gtlakes.com](http://www.gtlakes.com)  
**TEL:** 888-GT-LAKES  
**FAX:** 231-582-6213

*Great Lakes Energy is an equal opportunity provider and employer.*



## ***Are You Connected?*** **High-Speed Internet Service Survey**

Please help Great Lakes Energy determine your Internet service needs. We are exploring the installation of high-speed fiber Internet service throughout our service area.

What is high-speed fiber Internet service? High-speed fiber Internet offers speeds of 25 to 100 Mbps for homes. While your current Internet connection may offer some video

streaming capability, true high-speed fiber Internet allows for multiple devices to use the high-speed connection at the same time, such as using a streaming TV service while also actively using your mobile phone to surf the Internet.

Help us learn about your Internet needs. ***Please fill out the information below and return with your bill payment or visit [gtlakes.com/survey](http://gtlakes.com/survey).***

### ***Please Print:***

GLE Account Number: \_\_\_\_\_

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

1. What type of Internet service do you have at home?

- High-speed – cable
- High-speed – satellite
- High-speed – cellular
- High-speed - wireless
- High-speed - DSL
- Dial-up
- Do not have Internet service at home (skip to question 6)
- Other: \_\_\_\_\_

2. How satisfied are you overall with your current home Internet provider?

- Dissatisfied
- Somewhat Dissatisfied
- Somewhat Satisfied
- Very Satisfied

3. How satisfied are you with the speed of your home Internet connection?

- Dissatisfied
- Somewhat Dissatisfied
- Somewhat Satisfied
- Very Satisfied

4. If you could receive faster Internet service, how likely would you be to switch Internet providers?

- Not Likely At All
- Not very likely
- Somewhat likely
- Very likely

5. Who is your current Internet provider?

\_\_\_\_\_  
(skip to question 7)

6. If you indicated you don't currently have Internet service at home, how likely are you to enroll if high-speed service was available?

- Not likely at all
- Not very likely
- Somewhat likely
- Very likely

7. When thinking about making the decision to switch providers for faster Internet, how important is having a bundled package offer (Internet, cable, phone) available to you?

- Not Important at all
- Not very important
- Somewhat important
- Very important

8. How much would you pay for high speed Internet service with no data cap?

- \$50-60 per month
- \$60-70 per month
- \$100 per month
- None of the Above

9. Do you have any other feedback for us on your Internet service needs?

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