

Why We Celebrate Cooperatives



Bill Scott
Great Lakes Energy
President/CEO

Every October, cooperatives from all sectors across the country celebrate National Cooperative Month. The purpose is to recognize the cooperative difference and

remind you, our co-op members, about Great Lakes Energy's unique relationship with the people it serves.

I must admit that occasionally I, too, am confused by the many different "days" and "months" that are celebrated, but National Cooperative Month is truly an opportunity to celebrate our unique business model. It is based on the seven cooperative principles geared to benefiting the members, who are also the owners, of the cooperative.

Let's look at one principle, Democratic Member Control, more closely. One way members can take an active role in their cooperative is by exercising their voting rights and electing people who can

effectively represent them on the co-op's board of directors.

At Great Lakes Energy nine members serve on the board. Each year elections are held to fill the positions of three directors whose three-year terms expire.

Great Lakes Energy members voted in 2014 to change the director election process. Voting at-large for directors within the co-op's 26 counties was replaced by district elections. Nine geographic districts, one per director, were created. The transition to district elections is now complete with elections in three districts in 2014, three more in 2015 and the final three districts this year.

We have seen a modest increase in voting as a result of district elections which reinforces our belief that members are more apt to know the candidates, and more apt to vote, when the candidates are locally known within their district. The change also brought in new board members from new areas who we expect will bring ideas to the board on how their cooperative can better serve the members.

Being one of the largest electric cooperatives in the United States doesn't change our belief that maintaining a strong local connection with members is and will always be important to our continued success.

We will again celebrate co-op month in October with prizes and gifts for our members. See more details to the right.



We're Celebrating Our Members!

October is National Cooperative Month and we're celebrating with free gifts for members plus a chance to win an LED TV. Stop into one of our offices during the month of October and you'll receive a free LED night light, a wall calendar with energy saving tips and Energy Optimization program information. Plus, sign up to win one of three great prizes:

- 1ST PRIZE:** 32" LED Energy Star-rated TV
- 2ND PRIZE:** \$100 worth of LED lights
- 3RD PRIZE:** \$50 worth of LED lights

One giveaway and one entry per account. Giveaways available while supplies last.

LED lights prizes were donated by Home Depot of Petoskey.





Be Comfortable and Save

STAY COMFORTABLE WITH A HEAT PUMP AND SAVE MONEY, TOO.

Save all year long because heat pumps heat and cool.

Qualifying Great Lakes Energy members whose primary heating system is a heat pump (ground or air-source) can have it separately metered at a lower kilowatt-hour (kWh) rate.

The efficient electric heat rate offers a 3 cents per kWh credit year-round for qualifying ground-source heat pumps. Qualifying air-source heat pumps can receive the credit during the heating season (bills rendered November through May).

Electric heat pump must meet these energy efficiency standards to qualify for the lower rate:

- **Geothermal System** - minimum requirements of EER 17.1 COP 3.6 for closed loop water-to-air; EER 21.1 COP 4.1 for open loop water-to-air; EER 16.1 COP 3.1 for closed loop water-to-water; EER 20.1 COP 3.5 for open loop water-to-water; EER 16 COP 3.6 for direct geexchange.
- **Air-Source Heat Pump** - minimum requirements of HSPF 8.5, EER 12.5, & SEER 15 for split systems and HSPF 8, EER 12 & SEER 14 for package systems.

Rebates of \$500 (ground-source) and \$250 (air-source) are available for qualifying systems. For more information on the rebates and lower rate, call us at **1-888-GT-LAKES ext. 8957**, or email us at: glenergy@glenergy.com.

Additional heat pump rebates up to \$500 are available through our Energy Optimization program. Visit michigan-energy.org or call **877-296-4319**.

The Michigan Geothermal Energy Association can tell you more about heat pumps and dealers in your area by visiting their web site: earthcomfort.com.

Great Lakes Energy does not sell or service heat pumps.

Beware of Other Online Payment Sites

Paying your Great Lakes Energy bill online is fast, easy and free when you use our website. Beware of hidden fees from other payment websites.

Pay your GLE bill online at any time by using this address: my.gtlakes.com. If you accidentally select another payment website to make your bill payment, you risk possible extra charges and payment processing delays. Make sure our website with the address above appears before making a payment.

Some websites allow visitors to pay their local utility bills with the utility's name and company logo appearing on the site. Great Lakes Energy is not affiliated with any third party website that offers utility payment service. If you pay your GLE bill on a third party website, you risk:

- Extra charges levied by the third party for each transaction on their website.
- Delays up to two days or more before the payment is actually posted to your GLE account.

For some GLE members, the delay could result in disconnection for nonpayment or late payment fees.

GLE members can avoid the risks by taking advantage of payment options offered by their cooperative.



Pay Your Way with one of the following options:

AutoPay: Your payment is automatically deducted from your bank account or charged to your credit/debit card.

ePay: Pay online at my.gtlakes.com. Make a one-time payment with a check or credit card. Enroll in e-billing to stop receiving paper bills.

PhonePay: Contact us during business hours or use our 24-hour automated phone payment option. 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 GLE bills (no past due amounts).

FlexPay: Pay 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 use our drop-box.

Visit our website or call us for more information.



The Value of Electricity

What will a dollar's worth of electricity buy you?

- Watch TV 8 hours a day for a week with a 150 watt LCD flat-screen TV.
- Stay comfortable 24 hours a day for 10 days with a ceiling fan.
- Have hot coffee ready each day for nearly two months.

Electricity is still a good value.

Source: U.S. Department of Energy



Looking Out for You

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Boyne City, MI 49712

WEB: www.gtlakes.com

TEL: 888-GT-LAKES

FAX: 231-582-6213

Great Lakes Energy is an equal opportunity provider and employer.

Win a \$50 Bill Credit! Enroll in AutoPay Today*.



ENROLL TO PAY AUTOMATICALLY WITH YOUR CHECKING OR SAVINGS ACCOUNT.

#1 Complete your contact information (please print)
Name _____
Service Address _____
City _____ State _____ Zip _____
Daytime Phone(____) _____
Email Address _____

#2 Provide your signature for authorization:
I authorize Great Lakes Energy to deduct my payment(s) from the checking or savings account listed below. I understand that I control my payments and if at any time I decide to discontinue this payment service, I will notify Great Lakes Energy. I also understand that all information provided will remain confidential.

PLEASE SIGN **THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE**

Signature _____ Date _____

#3 Fill out your checking or savings account information. Contact your bank if assistance is needed.
Name of Financial Institution _____
ABA/routing number _____
Checking Account # _____ or Savings Account # _____

#4 Provide your Great Lakes Energy account number(s): _____

See the back for frequently asked questions. Return form with your bill payment or mail to:
GLE Member Support, P.O. Box 70, Boyne City, MI 49712

Prefer to enroll by phone or online? Call 888-GT-LAKES or log in to your account at my.gtlakes.com.

AutoPay by Checking or Savings - You Could Win \$50*!

Q. How do I enroll in AutoPay?

A. Complete steps 1-4 on the other side of this form and mail it to the address listed at the bottom or return with your bill payment. Or log in to your account at my.gtlakes.com to enroll. Make sure to select AutoPay by bank account. Then, allow up to 30 days for processing and continue to pay as you normally would until your statement shows you have been signed up for the service.

Q. How will I know the amount of my bill?

A. You will still receive a Great Lakes Energy billing statement (at least 10 days before it is due) indicating the amount due and due date. If you have a fixed billing amount, you will retain the current payment amount and due date and may not receive a statement unless the amount or due date changes.

Q. What if I have a question about my bill?

A. As always, call us at 888-GT-LAKES (888-485-2537).

* Enroll in AutoPay by Dec. 31, 2016 to be entered. Current members already enrolled will also be entered. Five \$50 bill credits will be awarded by Jan. 31, 2017 to five randomly selected members enrolled in AutoPay as of Dec. 31.

Q. How do I know the bill has been paid?

A. Each payment will be clearly itemized on your next GLE billing statement and financial institution account statement.

Q. Can payments be withdrawn from a savings account?

A. Yes, however, federal regulations limit the number of transactions on some accounts. Contact your financial institution for information about your specific account.

Q. Is there a charge for automatic payment through my checking or savings account?

A. No, we do not charge for this service. Most financial institutions don't charge either. Remember, they save time and money too! AutoPay by checking or savings helps your co-op save money, too, because we don't have to pay credit card fees.

Q. What if I change financial institutions?

A. You will need to complete a new enrollment form and allow up to 30 days for the change to go into effect. If you decide to cancel your participation in the plan, simply give us a call.