

POWER*Talk*

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Time to be Thankful



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Great Lakes Energy
President/CEO

At this time of the year with holidays approaching, we all have many things to be thankful for. After spending many of my younger years in Florida, I'm thankful for putting off the winter snow as long as possible.

All joking aside, at the top of my list next to family and good health is my opportunity to lead an organization that truly cares for the people it serves.

As the end of the year approaches, I reflect on holidays past and the many Great Lakes Energy members who had to celebrate them without power due to major storms.

If you sometimes wonder whether the holidays bring out the best in people, think about the Great Lakes Energy

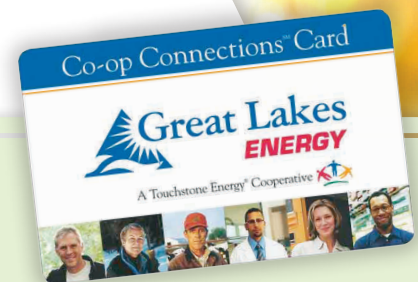
employees who work for you. Stormy Decembers in three of the last four years triggered the mobilization of lineworkers, dispatchers, office staff and more who all worked long hours – including the holidays – for the sole purpose of getting your lights on as quickly as possible.

Others who deserve our thanks are local restaurants that fed the army of field workers needed to get the poles and wires back up. Last December 1,630 hot breakfasts and box lunches were served to repair crews. There were 64 line crews and 18 tree crews working 18 hour days to get your power back.

We also want to thank you, our member for the patience and understanding you showed in waiting for the power to come back on. Your experience without power and our employees' hard work to get it back on for you presented challenges for everyone. We appreciate the many positive comments and words of encouragement we received during these major weather events.

More importantly, I know our employees do their best at all times, not just during emergencies. And that is what we should all be thankful for. Whether it's handling phone calls, billing questions or other needs you may have, the people who work for you are always available to help.

If we all could be granted one wish, let it be a quiet holiday season this year. We deserve it.



\$avings for Holiday Shoppers

Do your holiday shopping and save with the Co-op Connections® card available free to Great Lakes Energy members.

Use the Co-op Connections® discount card at participating area businesses. Here are just a few of the many discounts available:

- **Shelby Gem Factory**
20 percent off Shelby Gem jewelry.
- **Grandpa Shorter's Gifts, Petoskey**
10 percent off all non-sale merchandise. Excludes Lynn Haney Santa Clauses.
- **Carrom Company, Ludington**
5 percent discount off all merchandise on web or in store.

Find bargains online or use your Co-op Connections® card at participating businesses, which includes valuable offers from national merchants, too.

In addition, save up to 85 percent on prescription drugs and refills at participating retailers. Other healthy savings discounts are available, too. Visit healthysavings.coop for more information.

Review the discounts by visiting our web site, gtlakes.com, or use the Co-op Connections mobile app. Visit the App Store and search for Co-op Connections.

Don't have a card or Internet access to the list of discounts? Simply call us at 888-485-2537, ext. 8957, and start saving today.

RECYCLE BULBS

AT GREAT LAKES ENERGY

Recycle your used compact fluorescent lightbulbs (CFLs) and LED lightbulbs at your local Great Lakes Energy office.

ONLY COMPACT FLUORESCENT AND LED LIGHTBULBS WILL BE ACCEPTED.

Great Lakes Energy is looking out for you by providing a COMPAK Recycling Center box in the lobbies of its eight service centers. Simply place your CFLs and LEDs in the environmentally-secure container. The co-op will ship them to Next Level for Recycling, Inc. (NLR) which disposes of waste products quickly and properly. CFLs and LEDs help you save energy.

ACCEPTED

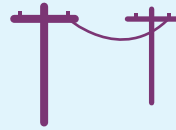


NOT ACCEPTED



We're Keeping the Lights On

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



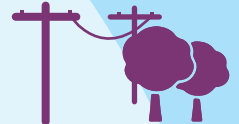
More Power Line Protection Devices



New Technology

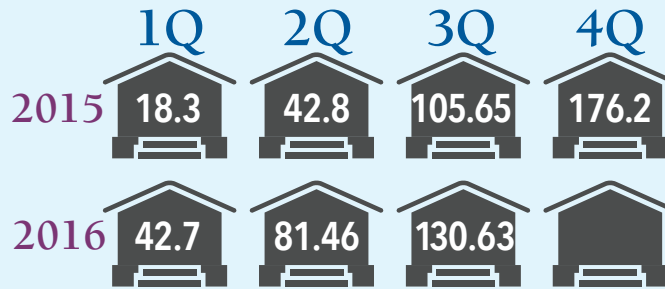


Major Power Line Improvements



Aggressive Tree Maintenance

AVERAGE OUTAGE MINUTES YEARLY COMPARISON



OUR YEARLY GOAL: UNDER 163.2 MINUTES

Tell us how we're doing! You could win a \$25 gift of energy

We'd like to hear from you. Have you had a positive interaction with a GLE employee either on the phone or in-person? Tell us about it and you could win a \$25 gift of energy.

Contact us with specific details of the interaction, including the employee name, by phone, mail or email. You can even post the comment through a form on our website or on our Facebook page. We'll print all of your great comments in our employee newsletter. Employees who are recognized will be entered in a quarterly, random prize drawing. Plus we'll award the member who submits the feedback for the winning employee a \$25 gift of energy!

We appreciate your feedback! We also welcome any suggestions or concerns with our service. While we won't print these in our employee newsletter, we will work with you to resolve your concern as quickly as possible.

CONTACT US WITH YOUR FEEDBACK TODAY.

Please be specific and include the employee name.

888-GT-LAKES | glenergy@glenergy.com | gtlakes.com/honorroll | facebook.com/greatlakesenergy



Your Touchstone Energy Cooperative

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Great Lakes Energy is an equal opportunity provider and employer.

Looking Out for You



Join People Fund Plus

NOW, YOU CAN MAKE A GREATER IMPACT IN YOUR LOCAL COMMUNITY WITH PEOPLE FUND PLUS.

Choose a People Fund donation level in addition to your rounded-up amount. Your donations are awarded in the form of grants to local community nonprofit groups.

All People Fund contributors earn the chance to win a \$100 bill credit twice per year. In 2015, the People Fund awarded \$206,294 in grants to local nonprofits. Visit gtlakes.com to see the list of grant recipients in your area.

JOIN TODAY!

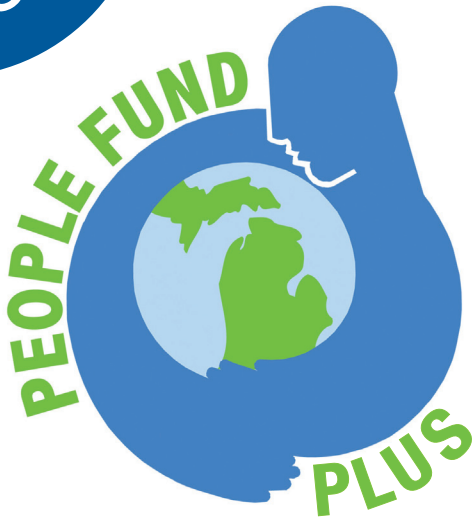
Working together, we can help enhance our local communities and meet the needs of so many.

HERE'S HOW IT WORKS:

\$65.42	Bill
\$00.58	People Fund Round-Up Amount
\$ 2.00	People Fund PLUS Amount (or any even amount you choose)
\$68.00	Total Bill

Sign up today by contacting us at 1-888-GTLAKES or visit gtlakes.com.

JOIN



JOIN PEOPLE FUND PLUS

Now, you can make a greater impact in your local community with People Fund PLUS.

Choose a People Fund donation level in addition to your rounded-up amount. Your donations are awarded in the form of grants to local community nonprofit groups.

All People Fund contributors have the chance to win a \$100 bill credit twice per year. In 2015, the People Fund awarded \$206,294 in grants to local nonprofits. Visit gtlakes.com to see the list of grant recipients in your area.

JOIN TODAY!

Working together, we can help enhance our local communities and meet the needs of so many.

Example:

With People Fund: Bill Amount \$65.42 + \$.58 for People Fund = \$66.00

With People Fund PLUS: Bill Amount \$65.42 + \$.58 for People Fund + \$2.00 for PLUS = \$68.00

Fill out the back or call us today to join People Fund PLUS.



Your Touchstone Energy® Cooperative



Interested?

✓ **Yes!** I agree to the following:

- \$1/each month on my bill
- \$2/each month on my bill
- \$5/each month on my bill
- \$_____/each month on my bill*
- \$_____ one-time contribution on my bill*
- \$_____ one-time contribution by check
(enclosed and made out to GLE People Fund)
- Round-up my bill to the nearest dollar only

Select option above and return with your payment.

*Whole dollar increments only.

Sign up and be entered to win a \$100 bill credit in June and December.
Currently enrolled? You're already entered.

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Account # (see enclosed bill): _____

Email: _____

Signature: _____

Voluntary monthly contributions may be cancelled at any time.

Prefer to enroll by phone or online? Call 888-GT-LAKES or visit gtlakes.com.

*Contributions are tax-deductible.
Donors of \$500 or more may be recognized in our publications.*