

\$10,000,000 For GLE Members



Bill Scott
Great Lakes Energy
President/CEO

We're returning record refunds this month - check your bill for your **Capital Credit Refund!**

As my wife and I were getting our coats on one evening to take our dog on a brisk fall walk, she stops suddenly. With a smile she raises her right hand victoriously and holds up a few

wadded dollar bills that had lain forgotten in her coat for months. It's amazing how this discovery can bring such a simple feeling of happiness.

When you look at the enclosed bill, we hope you'll get a similar feeling. Marked in **red** on your bill, capital credit refunds are your share of GLE's profits.

This year's retirement of **\$10 million in capital credits** is the largest in our history. This is due in part to the strong financial health of our power supplier, Wolverine Power Supply Cooperative. Members on our lines during 1991-93 will receive significantly higher refunds this year - some double the amount of last year!

But it's more than getting money back on your bill. A capital credit refund is proof that Great Lakes Energy is doing its job. It lets you know that:

- Any profits we earn are shared only with you, the members and owners of our cooperative.
- Profits are possible because we practice fiscal responsibility as part of our cooperative principles, which includes

recognizing members' economic participation in their cooperative with financial rewards.

They are the same cooperative principles followed by Wolverine, too. For the second straight year, there will be no increase in the power supply cost recovery (PSCR) factor on your bill in 2017.

Electric co-ops are different than other utilities. Great Lakes Energy operates at cost—collecting just enough revenue to run and expand the business. When there's money left over, it's allocated back to our members as capital credits. When our financial position permits, the capital credits are retired and returned to members. Unlike other utilities, we don't have shareholder investors. Our members are the owners of the co-op and receive the profits as capital credit refunds.

They are called "capital" credits because your investments allow us to obtain the capital we need to operate and expand.

The total amount of capital credit refunds issued annually since 2003 is over \$56.1 million. The efforts of our employees, board of directors and power supplier makes the annual return of refunds to our members possible.

More information about this year's capital credit retirement appears on our website or in the November/December issue of *Michigan Country Lines*.

DIAL 2-1-1 FOR PAYMENT HELP

Find help paying your utility bills this winter by dialing 2-1-1.

It's a free community health and human services information and referral service that connects eligible residents with energy payment assistance and much more. By simply dialing 2-1-1, available 24/7, callers are connected with a trained, caring professional who will confidentially assess their situation, identify their needs and refer them to local resources for help.

Although it varies by location, local resources include basic needs such as food, housing, shelter, temporary financial assistance, transportation, utility assistance and more. In addition, local resources include mental health care and counseling, health care, individual/family life assistance and other services.

If you should experience trouble accessing 2-1-1, visit www.211.org.

Please remember to review our Energy Optimization programs, too, for energy efficiency rebate offers. Visit michigan-energy.org for details or call 877-296-4319.

Helping our members with their energy costs is another way we're looking out for you.

Holiday Office Hours

Great Lakes Energy offices will be closed for the holidays on Friday, Dec. 23; Monday, Dec. 26 and Monday, Jan. 2. Members can still contact us at any time if they need to report an outage by calling our toll-free number, 888-GT-LAKES.

Check Usage While Away

Here's an easy, convenient way to check electricity use in your home.

The amount of electricity you use daily can be viewed online by visiting my.gtlakes.com. Enter your username and password to login or register if you are a first time user. Click on Usage History to see your monthly and daily kWh consumption.

Contact our office for your daily usage records if you don't have Internet service.

This metering technology is another way that we're looking out for you.



Looking Out for You

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Great Lakes Energy is an equal opportunity provider and employer.



NEW! Report Outages Online

Members can now report an outage and view status updates online at my.gtlakes.com, or through our mobile app. Search for Great Lakes Energy on the App Store.

Your information is instantly transmitted to GLE's outage management system. When it is possible to estimate restoration time, the information will appear in real time on your computer or mobile device. Members using either option will also receive an automated call when their power is restored.

You can continue to call 1-888-GT-LAKES to report an outage, too.

Do not report your outage by e-mail or on social media, as such messages are not monitored 24 hours a day.

Visit Storm Central on gtlakes.com to view current outages.

Electricity Remains a Good Value

The cost of powering your home rises at a slower pace than many of your typical expenses. Compare the average price increase of these expenses each year over the last five years, and the value of electricity shines.

 **Average Annual Price Increase
2010-2015**



Source: U.S. Bureau of Labor Statistics Consumer Price Index

Look who's getting \$10,000,000...

GLE Members!



Your Touchstone Energy® Cooperative 

Looking Out for You

CONGRATULATIONS! You're getting money back on your bill this month. We're giving a record \$10 million back to our members as part of our capital credit refund program.

This year, your board of directors approved the largest capital credit retirement in our history.

Great Lakes Energy members will receive a capital credit refund this month if they purchased electricity during any or all of these years: 2015, 1993, 1992 and 1991.

For the 14th straight year, the healthy financial position of your cooperative and its power supplier allows us to return capital credits. We will continue to refund capital credits each year provided financial conditions allow us to do so.

Learn more! See page 4 of your November/December issue of *Michigan Country Lines*, visit our website or contact us at 1-888-GT-LAKES for more details.



Your Touchstone Energy® Cooperative 

Looking Out for You

Money for the Members!

PAY TO THE ORDER OF:

You, the Member - Owner

THIS IS NOT A CHECK
CAPITAL CREDIT REFUND NOTICE

GREAT NEWS!

You're receiving a refund. See your capital credit on the enclosed bill.