

Help Us Serve You Better



Bill Scott
Great Lakes Energy
President/CEO

This year marks our 80th year in business serving local cooperative members like you. We firmly believe that you, our members, need to be at the heart of everything we do. We are proud of the

fact that we are different from investor-owned utilities where the primary purpose is to generate profit for their stockholders. While we must of course generate enough revenue to cover our costs, profit is not our primary motive. Serving you and your neighbors is our number one priority.

Like other electric co-ops formed across the country in the 1930s, Great Lakes Energy started with ordinary people banding together to improve the quality of life by providing electricity to communities when no one else would do it.

As we look to the future, we once again need your active participation in determining the future of our co-op.

We welcome your input on what we can do to ensure we are meeting your needs. A member data gathering survey is included with your bill. Please take a few minutes to complete and return it to help us learn about your interest and needs.

By allowing us to better know you, we can work to better serve you. We only want to know those things that will give us a clearer understanding of your needs as a homeowner, energy user and co-op member. This important data goes toward identifying programs and services that offer the most value for our members.

One thing you can absolutely count on from your locally owned electric co-op: we will always be local – right here and ready to serve our members for 80 years and counting. We appreciate your participation in the survey. Thanks for being a member.

Please return the enclosed survey with your bill payment or enter online using the link provided on the survey. Ten members who complete the survey will be randomly selected to win a \$25 bill credit.



Apply For A Trip To Washington, D.C.

The Washington, D.C. Rural Electric Youth Tour is a once-in-a-lifetime, all-expenses-paid leadership opportunity for high school sophomores and juniors whose homes are served by Great Lakes Energy.

Selectd students will spend June 10-15 touring the nation's capital. The tour includes stops at the Gettysburg Battlefields, Arlington National Cemetery, Smithsonian Institution Museums, Capital Hill and Performing Arts, monuments, memorials and more. They'll also visit Michigan legislators on Capitol Hill and attend a Washington Nationals baseball game.

They will gain a chance to better understand the leadership and sacrifice that shaped this country, along with learning the important role our government plays in the operation of electric cooperatives.

The leadership travel opportunity also enables participants to build friendships with other electric co-op students from across the country.

Additional information and online application are available at cooperativetyouthtour.com.

See Us At The Home Show

Northern Michigan Regional Home Show
March 10 & 11
North Central Michigan College, Petoskey

Visit the Great Lakes Energy booth at the home show.

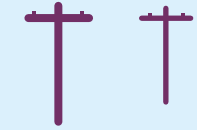
Stop by and speak to a representative to learn more about Energy Optimization programs designed to save you energy and money.





We're Keeping the **Lights On**

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



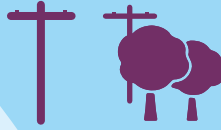
More Power Line Protection Devices



New Technology

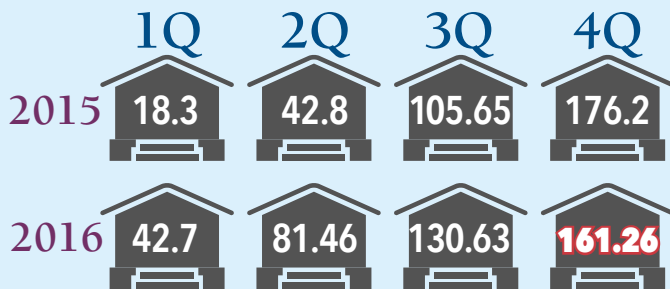


Major Power Line Improvements



Aggressive Tree Maintenance

AVERAGE OUTAGE MINUTES YEARLY COMPARISON



**OUR YEARLY GOAL:
UNDER 163.2 MINUTES**
We did it!

Areas Scheduled For Tree Work

Tree re-clearing along Great Lakes Energy power lines is scheduled this year in the counties and townships below. Our annual vegetation management program helps us provide safe and reliable electric service. See the February issue of *Michigan Country Lines* for more information.

ANTRIM: Banks, Central Lake, Forest Home, Torch Lake, Milton

BARRY: Yankee Springs, Rutland, Orangeville, Hope, Baltimore, Barry, Johnstown

CHARLEVOIX: Bay, Evangeline, Hayes, Marion, Melrose

CHEBOYGAN: Mentor, Tuscarora, Wilmot

CRAWFORD: Maple Forest

EMMET: Bliss, Cross Village, Little Traverse, Readmond, Bear Creek, Center, Littlefield, Springvale, Resort

LAKE: Yates, Chase, Newkirk

MANISTEE: Filer

MASON: Riverton, Summit, Free Soil, Sheridan, Sherman, Custer, Branch, Victory, Hamlin, Pere Marquette, Amber, Grant

MECOSTA: Green, Aetna

MUSKEGON: Ravenna, White River

NEWAYGO: Home, Barton, Big Prairie, Sherman, Everett, Garfield, Brooks, Troy, Lilley, Beaver, Merrill, Monroe

OCEANA: Claybanks, Benona, Grant, Golden, Shelby, Pentwater, Weare, Hart

OSCEOLA: Richmond, Burdell

OTSEGO: Bagley, Otsego Lake, Hayes, Chester, Charlton, Corwith, Livingston, Dover

OTTAWA: Polkton, Allendale, Blendon

WEXFORD: South Branch, Henderson, Cherry Grove



Your Touchstone Energy® Cooperative 

Looking Out for You

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Boyne City, MI 49712

WEB: glakes.com

TEL: 888-GT-LAKES

EMAIL: glenergy@glenergy.com

Great Lakes Energy is an equal opportunity provider and employer.

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.

Return with your payment or go online* to complete at:

www.coopstats.com/gle2017

* You will be prompted to enter your account number as found on your statement

Drawing for \$25 Bill Credit

We Want to Hear From You

To best serve our members, it is important to understand your needs and opinions. Complete and return this survey by April 15, 2017 and be entered in a drawing to win one of **ten \$25 bill credits**.



The information will be used ONLY by Great Lakes Energy under our existing consumer information privacy policy, and will not be sold or distributed to other firms.

Name as it appears on your account:

Account number as printed on your statement:

Home phone:

To update your account so we can contact you by cell or text, please provide cell number (standard SMS rates apply):

To update your account so we can contact you by email, what is your email address?

Your Home

1. Do you own or rent your home?

Own Rent

2. Which best describes your home?

Single-family, full time residence Apartment/townhouse/duplex
 Residence with farm Mobile/modular home
 Seasonal residence

3. Approximately when was your home built?

Before 1990 1990 - 1999 2000 - 2009 2010 - 2014 2015 or after

4. Approximately how many square feet of living space do you have?

Less than 1,500 1,500 - 2,499 2,500 - 3,499 3,500 or more

5. Do you have a home office?

Yes No

6. During the next year, do you plan to:

Build a new home Build a garage/outbuilding requiring electricity
 Remodel your home No plans for next year

7. What is your primary water heater type?

Electric Natural gas Tankless electric
 Propane Tankless gas

8. Approximately when was your primary water heater installed?

Before 2000 2000 - 2009 2010 - 2014 2015 or after

9. What is your home's main source of heat?

Electric Natural gas Fuel oil
 Propane Wood

10. What is your primary heating system?

Forced-air central furnace Wood stove/fireplace
 Air source heat pump Baseboard/space heater
 Geothermal heat pump Boiler or hot water system

11. Approximately when was your primary heating system installed?

Before 2000 2000 - 2009 2010 - 2014 2015 or after

12. What type of air conditioning system do you use?

Central air Window unit
 Air source heat pump No air conditioning [skip to #14]
 Geothermal heat pump

13. Approximately when was your air conditioning system installed?

Before 2000 2000 - 2009 2010 - 2014 2015 or after

14. How many of each of the following do you use?

	None	1	2	3+
Refrigerators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stand-alone freezers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dehumidifiers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Window air conditioners.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portable electric space heaters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Approximately when were the following items installed?
- | | Before 2000 | 2000-2009 | 2010-2014 | 2015 or after |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Refrigerators | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stand-alone freezers..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dehumidifiers..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Window air conditioners | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Portable electric space heaters | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16. In the next year, do you plan to replace an older refrigerator or freezer?
- Yes No

17. In the next year, do you plan to take home energy efficiency measures to reduce electric use?
- Yes No

Connecting with Us

18. Please indicate how satisfied you are with Great Lakes Energy in each of the following areas. 1=not at all satisfied; 5=very satisfied
- | | 1 | 2 | 3 | 4 | 5 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Reliability of your electric service..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordability of your electric service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Member service you've received..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall satisfaction with the co-op | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

19. Are you concerned about potential future legislation or regulations that may affect your electric bill?
- Very concerned
 Somewhat concerned
 Not at all concerned

20. Would you be interested in receiving a rebate for any of the following? (all that apply)
- Air-source heat pump systems
 - Geothermal heat pump systems
 - Heat pump water heaters
 - High-efficiency appliances
 - High-efficiency furnace motors
 - Income-based programs for qualified members
 - In-home energy audit
 - LED lighting
 - Online energy audit
 - Refrigerator/freezer recycling
 - Electric water heaters

21. Are you interested in any of these programs or services from Great Lakes Energy? (all that apply)

- Capital credit refund
- Community solar
- Interconnecting a wind or solar generator (net metering/buy-all sell-all)
- Back-up generator information
- Lower rates/rebates for heat pumps
- Mobile app to pay bill or report an outage
- People Fund grants for non-profit groups

22. Are you interested in using any of these bill payment options from Great Lakes Energy? (all that apply)

- AutoPay by checking or savings account
- AutoPay by credit card
- Bill payment assistance information
- Budget billing
- E-Billing
- FlexPay (pre-paid billing)
- Mobile app payment

23. Would you be interested in any of the following? (all that apply)

- Board elections – learn about becoming a candidate
- Member advisory group
- Grassroots legislative advocacy – ACRE program
- Free energy efficiency seminars

About You

24. What age is the primary account holder?

- Under 25
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65+

25. What occupation is the primary source of your household income?

- White collar
- Blue collar
- Professional
- Farmer
- Unemployed or disabled
- Retired

26. What is the highest level of education you have completed?

- Less than high school
- High school graduate/GED
- Vocational/trade school
- Some college
- College graduate
- Graduate or professional school

27. How many people live in your home?
- 1 2 3 4 5 6+
-

28. Any additional comment or suggestions?
