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Great Lakes Energy
President/CEO

New Renewable Energy Options

Starting this month, our renewable energy programs offer three options for members who want to become more involved in renewables. Community Solar and Buy-All/Sell-All are two new programs available in addition to our existing Net Metering renewable energy program, which is changing slightly*.

With three programs, you can pick the one right for you. First you have to decide how involved you wish to be in supporting clean energy.

use their own renewable energy generation system to supply electricity to their homes. What is the cost to have your own system? That depends on the type (solar, wind, etc.) and size you want. A professional who installs these systems can help you with that information.

3. If the goal is to put more renewable energy on the grid than you use, you will want to invest in a larger more expensive system. You may be a business or industrial owner on our lines who is capable of making a larger investment. The Buy-All/Sell-All program is designed for you.

If you're not able to take advantage of these programs, Great Lakes Energy has you covered. Nearly 20 percent of the electricity we provide already comes from renewable energy sources. That's due in large part to the investment our power supplier has made in wind energy generation in Michigan. And that percentage could increase in the years ahead.

Please take a moment to read more about these programs in the March issue of *Michigan Country Lines* or by visiting our website. Together we can build a cleaner energy future.

**Program changes in effect for new systems in production after June 1, 2017.*

Let me help make that decision easier.

1. You are interested in supporting renewable energy but don't have a lot of time and money to invest in it. With the Community Solar program, you can buy a subscription and put solar energy on the electric grid for \$600 or, if you prefer to pay over time, \$10 per month for 60 months. There are no solar panels to buy, install and maintain on your roof. Energy Optimization rebates up to \$150 per panel are also available for a limited time when you pay in full.
2. The electricity you put on the grid with the Community Solar program likely won't end up in your home. If that's important to you, consider the Net Metering program*. Net Metered members

Home Comfort Year Round

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 geoechange.

- **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.



Report Outages Online

Members can 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.



Looking Out for You

1323 Boyne Avenue, P.O. Box 70
Boyne City, MI 49712

WEB: gtlakes.com

TEL: 888-GT-LAKES

EMAIL: glenergy@glenergy.com

Great Lakes Energy is an equal opportunity provider and employer.

Meeting *High Standards*

Great Lakes Energy exceeded all 10 state-mandated standards for electric service and reliability in 2016.

Thousands of Great Lakes Energy members are benefiting from improvements in reliability and service.

It has led to our success in meeting all 10 state performance standards in eight of the last 10 years.

2016 Performance Standards Results

1. Complaint Response

Utility must respond in three business days or less to at least 90 percent of any formal complaints filed against it with the MPSC.

GLE score: 100 percent.

2. Call Blockage

No more than 5 percent of incoming calls should receive a busy signal.

GLE score: 1.38 percent.

3. Meter Reading

At least 85 percent of the meters must be read within the approved time period.

GLE score: 99.57 percent.

4. Wire Down Relief Factor

At least 90 percent of the time, a utility must respond within four hours to nonutility employees, such as firefighters, who request relief from guarding a downed power line.

GLE score: 94.1 percent.

5. New Service Installation

At least 90 percent of new services must be installed in 15 business days or less. Great Lakes Energy handled 911 new service installations last year, excluding those installed in combination with primary lines.

GLE score: 98.8 percent.

6. Average Call Answer Time

Calls must be answered on average in less

than 90 seconds. In 2016, the cooperative handled nearly 34,600 calls through its Call Center, outage and operator queues.

GLE score: 28 seconds.

7. Outage Restoration (Normal Conditions)

At least 90 percent of the customers should have their power restored in eight hours or less.

GLE score: 99.6 percent.

8. Outage Restoration (Catastrophic Conditions)

At least 90 percent of the customers should have their power restored in 60 hours or less.

GLE score: 100 percent.

State rules define catastrophic conditions as either severe weather conditions that result in service interruptions to at least 10 percent of a utility's customers or events of sufficient magnitude that result in a government issued state of emergency declaration.

9. Outage Restoration (All Conditions)

Power should be restored to at least 90 percent of the customers in 36 hours or less under normal and catastrophic conditions.

GLE score: 100 percent.

10. Same Circuit Repetitive Interruption

No more than 5 percent of the utility's electric circuits should experience five or more outages in a 12 month period.

GLE score: 0.09 percent.

Getting the lights back on quickly is another way Great Lakes Energy looks out for you.

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





Recycle and Save!

Ready to upgrade or get rid of an old refrigerator or freezer?

Recycle it and save! Earn cash incentives for recycling your old, functioning appliances.

■ **Refrigerator** = **\$50**

■ **Dehumidifier** (ride along item) = **\$15**

■ **Freezer** = **\$50**

■ **Window Air Conditioner** (ride along item) = **\$15**

Contact the Energy Optimization team to schedule a free pickup.

Shopping for new appliances?

Energy Optimization offers cash incentives for qualifying ENERGY STAR® appliances. Visit our website for a complete list of savings opportunities.

ONLINE: michigan-energy.org **PHONE:** 877-296-4319



Energy Optimization programs and incentives are applicable to Michigan electric service locations only. Other restrictions may apply. For a complete list of participating utilities, visit michigan-energy.org.



Greener pastures

Energy savings for agribusiness

We are proud to support Michigan farmers by providing cash incentives toward energy-saving lighting and equipment—helping reduce the amount of electricity you consume. **Contact us today to learn more.**

ONLINE: michigan-energy.org **PHONE:** 877-296-4319



Your Touchstone Energy® Cooperative 

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